

# NWSLC

NORTH WARWICKSHIRE & SOUTH LEICESTERSHIRE COLLEGE

## Online & Distance Learning Academy

Study your way for free\*

2020/21



## Get qualifications with ODLA (Online & Distance Learning Academy)

earning courses are ideal for em  
staff and individuals aiming to  
et into employment or gain ne

"The tutor was amazing! He prompted me and took the time to answer any questions I had on the modules. We had fantastic communication and could always approach him"

Jessica Ball

Course: Understanding Data  
Protection and Data Security



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NWSLC  
WARWICKSHIRE & SOUTH LEICESTERSHIRE COLLEGE



## Welcome

Our Distance Learning courses are free to boost an individual's continuous personal and professional development.

With NWSLC's flexible learning approach, learning is easily accessible at home, at work and online. Each course is a full accredited level 1 or 2 certificate and won't take longer than 12 weeks to complete. These qualifications can be studied nationally throughout the year and with our online enrolment, you'll be able to enrol at a time that is convenient for you.

### Course benefits:



Fits around home and work life



Approximately 12 weeks in duration



No exams, no fees (subject to eligibility)



Online and offline study modes



Available to start all year round

### How it works

- ✓ Once you have enrolled, an assessor will be assigned to you and will contact you to arrange a quick telephone induction
- ✓ You will be provided with a workbook that contains all the knowledge for your chosen qualification
- ✓ You then work through the qualification and evidence your knowledge by writing in the workbook or online via an e-assessor platform
- ✓ Your assessor will approve the completion of the qualification and you will receive a certificate through the post

### To make the course free for learners there is a criteria:

- Learners must be a British, EU or EEA citizen and has been a permanent resident of the UK, EU or EEA for the whole of the previous three years
- Learners must be aged 19 or over, those who are aged between 19 and 23, must also hold a Level 2 qualification and must be aged 19 at the start of the academic year for funding to apply
- Funding applies to England postcodes – restrictions apply
- If you do not complete the qualification you may be charged an admin fee and the cost for course materials

### Our subject areas include:



Children and Young People



Health and Social Care



Health and Wellbeing



Personal Development



Workplace Development



Industry Specialisms



"These courses opened my eyes and, now that I am back at work, I am finding what I have learnt highly beneficial in helping the way I interact with police service users."

**Inspector Paul Barnsley**  
**Warwickshire Police**

**Courses:**

- Awareness of Mental Health Problems
- Understanding Behaviour that Challenges
- Understanding Children and Young People's Mental Health Challenges
- Working with individuals with Learning Disabilities
- Understanding Specific Learning Difficulties
- Nutrition and Health
- Principles of Care Planning
- Understanding Autism

"I believe that it is always important to take a person-centred approach to policing. Simply knowing that someone with autism might respond differently depending on whether they are hypo or hyper-sensitive makes a difference. Once you know what to look out for and understand something about different communication styles, it is possible to adapt your behaviour to improve interactions and put yourself in a better position to help."

"As soon as I returned to work, I was immediately able to put into practice what I had learnt. I got quite excited about the potential impact and started talking to colleagues about how useful it was. I became so interested and enjoyed the first course so much, I went on to complete three more."

"I am really grateful to the College and can't thank them enough for the role these courses have played in helping me to recover. I am 100% better now and my professional life has been re-energised by gaining this new perspective. I would urge others to sign up, whether the subject is directly relevant to their job role or not because the more we all understand about mental health the better."



## Contents

<b>6</b>	<b>Children and Young People</b>
<b>10</b>	<b>Health and Social Care</b>
<b>14</b>	<b>Health and Wellbeing</b>
<b>18</b>	<b>Industry Specialisms</b>
<b>20</b>	<b>Personal Development</b>
<b>22</b>	<b>Workplace Development</b>
<b>26</b>	<b>Digital Skills Academy</b>



# Children and Young People

When working with children and young people, expanding your knowledge and skills is always important. Continual professional development is vital as new research and changes to regulations mean you need to constantly work to keep your knowledge up to date. These courses will help you to explore many factors which support a child's development, wellbeing and health.

## Children & Young People's Mental Health

Mental Health problems affect around 1 in 10 children and young people. These issues include depression, anxiety and conduct disorder which can often be a direct response to occurrences in their lives. By completing this course, you will gain a good understanding of the concepts, risk factors and impact of mental health.

### In this course you will discover:

- Mental health overview and impact on children and young people
- Mental health concerns
- Support techniques and methods
- Factors which may affect mental health

## Common Childhood Illnesses

Having knowledge of common childhood illnesses and being able to recognise when a baby or young child is unwell, are important skills. By completing this qualification, you will have knowledge in multiple areas of childhood illnesses, how to prevent them, identify symptoms and manage conditions.

### In this course you will discover:

- How infections are spread and how to minimise cross-infection
- Caring for an unwell baby or young child
- Serious illnesses in babies and young children
- Allergies and food intolerance

## Information, Advice and Guidance

This qualification is a great introduction to IAG (Information, Advice and Guidance). It covers a range of topics such as confidentiality and accuracy of client records. By completing this qualification, you will know the foundations to be able to put these skills into practice and understand how to support individuals.

### In this course you will discover:

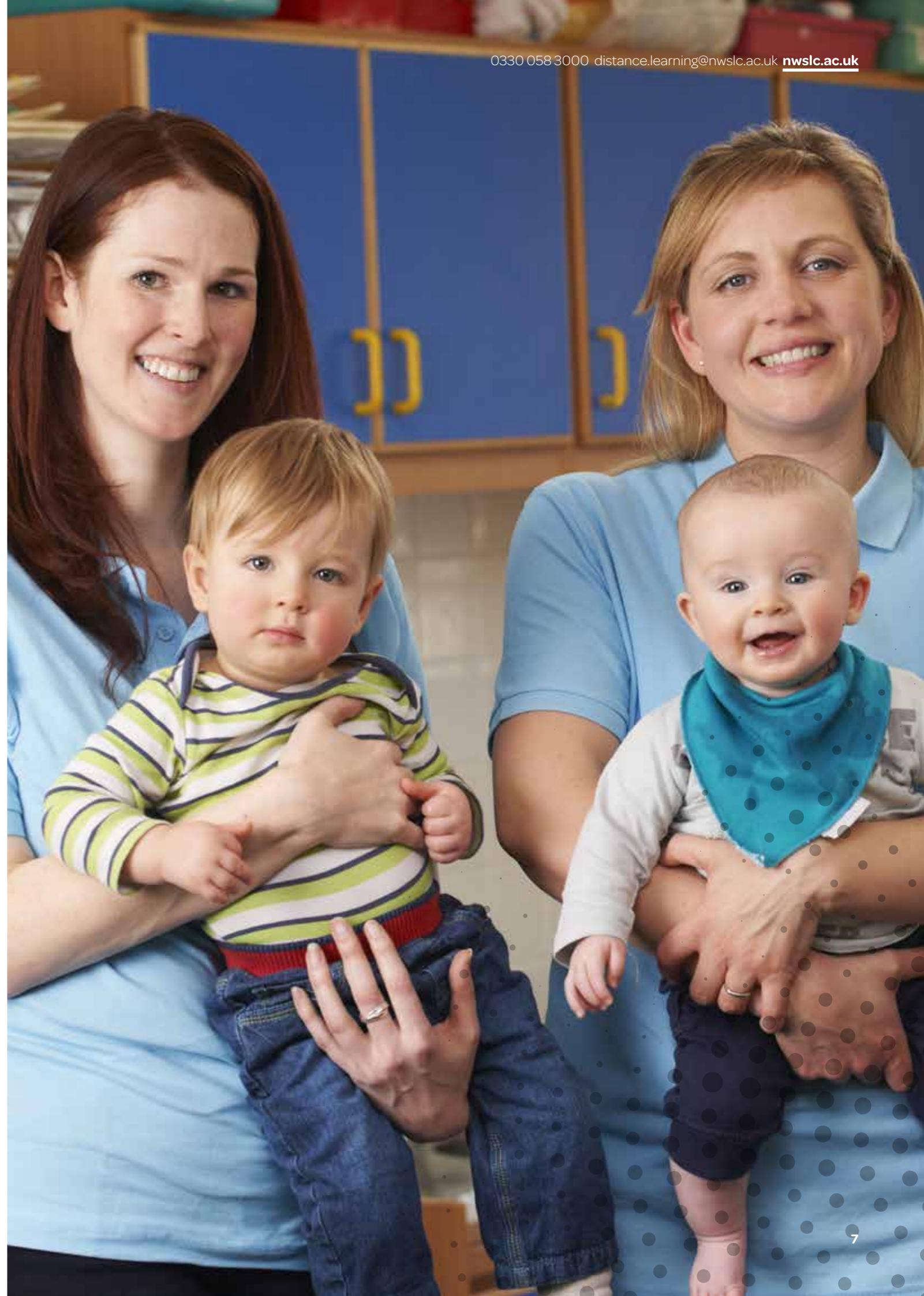
- Effective signposting and referral procedures
- Boundaries of the IAG role and compliance with legislation
- Barriers and challenging stereotyping
- The appropriate resources used for clients

## Introducing Caring for Children and Young People

Children and young people must be well cared for within a safe environment. This may not be the case in some households, with over 50,000 children identified as needing protection from abuse. Individuals in the care sector need to be aware of the risk of abusive and exploitative behaviour that could occur. This qualification will provide you with the strategies and procedures used to protect children from this behaviour.

### In this course you will discover:

- Caring for young children in a babysitting environment
- Accident prevention and fire safety
- Rights and responsibilities concerning parenting
- Parenting and healthy lifestyles





"I started the course when I was 36 weeks pregnant. With the worries of soon becoming a first-time mum, I thought it would be a great opportunity to learn about childhood illnesses. My partner is in the Army and works away on camp during the week, so this course will help me be more confident in dealing with the challenges that a new-born baby may bring."

**Chloe McIntosh**

**Adult Nurse – Leicester Royal Infirmary**

**Course: Common Childhood Illnesses**



# Health and Social Care

**The healthcare sector is expanding as the population increases. Care services are faced with challenges from general customer service, to specific conditional needs. We have a selection of courses which have been developed with a focus on a person-centred approach. These cover general areas as well as specific subject areas. These qualifications give you an in-depth introduction to the area and expand on that.**

## Customer Service in a Healthcare Setting

The correct procedures and practices need to be understood when dealing with residents, families, patients, internal and external customers in the healthcare environment. By completing this qualification, you will be able to support both customers and those around you, creating an engaging healthcare environment and positive working relationships.

### In this course you will discover:

- Types of customers in health and social care settings
- Customer expectations
- Communication methods
- How to provide a safe, welcoming and inclusive environment for all needs

## Dignity & Safeguarding in Adult Health & Social Care

By law, all local authorities need to ensure any safeguarding concerns are recorded and actioned. Protecting the health, wellbeing and human rights of adults at risk is crucial to the Health and Social Care sector. By completing this qualification, you will have a good understanding of the key principles of dignity, the duty of care and required safeguarding procedures.

### In this course you will discover:

- Safeguarding and duty of care
- Dignity in adult health and social care
- Dilemmas and public concerns
- Policies and procedures

## Falls Prevention Awareness

Falls can have both a physical and mental impact for those less abled. They can often affect an individual's confidence or cause isolation through injuries, such as broken bones. By completing this qualification, you will have the skills and knowledge to support those in care who are most susceptible to falls and help to create a lower risk environment.

### In this course you will discover:

- Falls in context
- Risk factors and causes of falls
- Assessment and prevention
- Managing falls

## Personal Care Needs

As the ageing population increases, so does the amount of around-the-clock care these individuals will need, to create a supportive and comfortable living environment. By completing this qualification, you will have the confidence to deliver high levels of personal care to those in need and you will understand what is expected from a personal care assistant.

### In this course you will discover:

- Personal hygiene in the care setting
- Foot care for individuals
- Maintenance of oral health
- Pressure area care and sepsis

## Prevention and Control of Infection in Healthcare Settings

Protecting people from infections and the spread of infection is an essential element of providing high-quality care. A social care environment is prone to the risk of infection and must prepare procedures for if an infection happens. By completing this qualification, you will be able to implement a safe and clean environment to prevent and control infection.

### In this course you will discover:

- Infection control and procedures
- Clean environment
- Sterilisation process
- Safe handling of laundry and sharps

## Principles of End of Life Care

The population is continuously ageing with more people having serious chronic illnesses and needing end of life care. This can be a very hard time on individuals and their family, so it is important to know how to treat the situation with sensitivity. By completing this qualification, you will understand the problems faced and the support needed for high-quality end of life care.

### In this course you will discover:

- Management of pain and discomfort
- How dementia impacts end of life care
- The role of care workers at the time of death
- The loss and grief process

## Safe Handling of Medicines

Modern medicines benefit millions of people worldwide. Misuse or inappropriate usage of these substances can be harmful or even have fatal consequences. Each setting should have rules and procedures to follow when handling and storing medication. By completing this qualification, you will have up to date knowledge of the safe handling of medicines, administration and how to dispose of items safely.

### In this course you will discover:

- Knowledge of the safe handling of medicines
- Maintenance of stock and records
- Different types of medication
- Procedure for record-keeping and the audit process

## Technology Enabled Care

Technology plays a huge part in daily life, and the care sector is no different. Technology Enabled Care (TEC) is playing an increasing role in health and social care, with over 1.7 million vulnerable people relying on TEC to support them. By completing this qualification, you will understand the positive impact technology can have on individuals and the improvements it can make to increase quality of life.

### In this course you will discover:

- Technology enabled care in increase quality of life
- How TEC supports independence, health and wellbeing
- Roles and responsibilities
- Legislation, safeguarding and regulatory requirements



"I decided to sign up for the Level 2 course in Understanding Autism so that I can better understand and support my friends with ASD, as well as any children with ASD that I may work within my role as a volunteer Scout Leader. I am registered as severely sight impaired so being able to access my course materials online is helpful, as it enables me to use my screen reader. I also have several other medical conditions which means I need to take regular breaks. Distance learning allows me to study and work through the assessments at my own pace."

**Megan Taylor**

**Course: Understanding Autism**



# Health and Wellbeing

**Positive health and wellbeing are fundamental to the overall health of an individual, enabling them to effectively overcome difficulties. It is important that we, as a population, are more open to the issues surrounding health and wellbeing, even if we have no personal experience. The courses are designed to give you an in-depth look at best practices and the issues surrounding health and wellbeing.**

## Awareness of Mental Health Problems

Mental illness is amongst the most common health conditions, directly affecting about a quarter of the population. This qualification is ideal for those wanting to gain awareness of the common mental health conditions, including gaining an understanding of the specifics of various conditions and how this may affect individuals. By completing this qualification, you will gain an understanding of how these conditions can be detected and managed.

### In this course you will discover:

- How mental health can affect an individual's ability
- Conditions including Anxiety, Depression, ADHD, PTSD and OCD
- Symptoms, signs, triggers and support
- Mental health legislation

## Care and Management of Diabetes

Individuals that have diabetes require specific diets and medicine. The number of people suffering from this metabolic disease is predicted to increase, and diabetes can lead to a series of problems, including premature death. Changes to lifestyle can be effective in preventing the symptoms of the disease. By completing this qualification, you will gain knowledge of insulin, types of diabetes, signs and symptoms, support and monitoring.

### In this course you will discover:

- Signs and symptoms of each type of diabetes
- Common prevention methods
- Dietary needs
- How to manage diabetes

## Common Health Conditions

Strokes, Parkinson's Disease, Dementia and many other health conditions affect a substantial proportion of the population. Increasing knowledge in these conditions can help to decrease suffering and increase prevention. By completing this qualification, you will gain an understanding of the common health conditions and be able to apply it within all essential care environments.

### In this course you will discover:

- How to monitor the health of individuals affected by these conditions
- Awareness of sensory loss
- Awareness of Strokes, Dementia, Arthritis and Parkinson's Disease
- How to support individuals

## Improving Physical Exercise, Health and Nutrition

A good diet and regular exercise can help to reduce stress, improve sleep and reduce the risk of illness. Having a good understanding of diets, the role of nutrition in exercise and personal motivation is an important part of maintaining wellbeing. By completing this qualification, you will be able to apply your knowledge within the health, wellbeing and exercise sector to plan effectively for you and your clients.

### In this course you will discover:

- Health, wellbeing and exercise
- The role of nutrition in exercise
- How to plan and prepare for personal exercise
- Preparing a personal nutrition plan

## Nutrition and Health

With nutrition closely linked to health, it is important to understand the different areas of food and nutrition to prevent illnesses related to poor diet. By completing this qualification, you will have knowledge that can be applied to everyday life, as well as knowledge on nutritional needs of other people. You will also know about food labels, health risks from food and safe food handling.

### In this course you will discover:

- Principles of healthy eating
- Principles of weight management
- Eating disorders
- Food safety for the home environment

## Safeguarding and Prevent

In 2014, it became a requirement for every education provider, certain authorities and individual services to promote British values. Promoting British values enables individuals to Prevent Radicalisation and Extremism, allowing them to promote and identify safeguarding. By completing this qualification, you will have knowledge of safeguarding, Prevent and be able to identify the environments where you have a duty of care.

### In this course you will discover:

- Safeguarding, Prevent duty and terminology
- How to reduce the risk of radicalisation
- Recognise signs of abuse or harm and the protection available
- Know how to respond in an event of disclosure

## Understanding Autism

Autism is a spectrum condition which has an impact on communication and interpretation. In the UK there are roughly 700,000 people on the spectrum, which is more than 1 in 100! By completing this qualification, you will get a clear understanding of misconceptions, diagnosis and support available, equipping you with the skills needed when working in the mental health sector or simply understanding those around you.

### In this course you will discover:

- How sensory information is processed
- Characteristics, conditions and misconceptions
- How speech, language and communication may differ
- Legislation and guidance

## Understanding Behaviour That Challenges

Challenging behaviour can be due to many factors such as anxiety, neglect, abuse, learning disabilities and conditions like dementia. It is important to identify the source of the behaviour as this will have an impact on how best to support. By completing this qualification, you will have the ability to identify the causes of challenging behaviour and distinguish ways to support.

### In this course you will discover:

- What is meant by the term 'behaviour that challenges'?
- Identifying individuals with challenging behaviour
- The importance of non-verbal communication
- Reflecting on an incident

## Understanding Specific Learning Difficulties

This qualification provides learners with the knowledge of different specific learning difficulties, how they are diagnosed and how individuals can be supported. Specific learning difficulties in this qualification include: Attention Deficit Hyperactivity Disorder (ADHD), Dyslexia, Developmental Coordination Disorder, Dyscalculia, and Autism. By completing this qualification, you will be able to identify each learning need and implement best practice methods to support each individual.

### In this course you will discover:

- The characteristics of specific learning disabilities
- How an individual can be affected throughout their life
- Methods to diagnose specific learning difficulties
- How to support individuals to complete study or gain employment

## Working with Individuals with Learning Disabilities

1.5 million people in the UK have a learning disability. Those with a disability may find it difficult to express how they may need support within the workplace. By completing this qualification, you will have a good understanding of signs and symptoms of various conditions, and ways in which they can be supported.

### In this course you will discover:

- Supporting individuals with learning disabilities
- Improves understanding of learning disabilities
- Safeguarding and protection
- Positive risk-taking

## Working with People with Mental Health Needs

450 million people worldwide suffer from mental illness. Mental health presents one of the greatest challenges to our society with many elements still not fully understood. By completing this qualification, you will gain detailed knowledge and understanding of the services and support available. It can also help increase effective communications and positive environments.

### In this course you will discover:

- Improve experiences of service users
- Importance of duty of care
- The role of the mental health worker
- Correct approach to care and management



## Mental Health First Aid and Mental Health Advocacy in the Workplace

Reports suggesting that over 12 million working days were lost due to work-related stress, depression or anxiety in just one year. By completing this qualification, you will have a deeper understanding of mental health problems and what support can be available to colleagues. Increasing the understanding of mental health of staff at all levels builds a culture of care and support.

### In this course you will discover:

- Exploring mental health
- How to support individuals with mental illnesses
- How to recognise and implement a healthy environment
- How to create a wellness action plan





# Industry Specialisms

In industry, individuals are expected to have an understanding of both the business they work and the sector in which that business operates. Different industries require different skills, these courses have been picked to help give you an induction into the sector and understand the processes involved. They will give you a solid foundation in logistics and warehousing, and the broad world of retail.

## Principles of Warehousing and Storage

Warehousing and storage of goods is an essential part of logistics operations. The industry requires individuals to organise and coordinate the demand and supply of goods to meet customer needs. By completing this qualification, you will be better equipped to process orders for dispatch and organise stock levels accordingly.

### In this course you will discover:

- The warehousing and storage industry
- Functions and benefits of warehousing
- How to store goods correctly
- The purpose of a stock check

## Retail Operations

The retail industry is subject to a number of pressures. However, as consumer confidence begins to grow, it is important that retail support staff are fully trained and equipped to represent your business and to meet the needs of your customers. By completing this qualification, you will have a better understanding of the procedures and practices within the retail sector and how to apply them to your business.

### In this course you will discover:

- Customer payments and the selling process
- How to provide good customer service
- How to deal with queries and complaints
- Basic retail law and correct stock control





# Personal Development

Personal development is something that everyone continues to do. Learning a new skill or increasing your knowledge can help to reach your aims in life and maximise your capability. The workforce of today has a large element of self-development. The growth that can be seen in employment reflects the need for individuals to increase their potential. These courses have been identified to support your personal growth.

## Business Start-up

Over half a million businesses are started every year, however, 30% of these fail within the first two years. By completing this qualification, you will gain an understanding of the initial processes and requirements of a business start-up, as well as how to implement successful elements such as Marketing, Legal and Finance.

### In this course you will discover:

- First steps in a business start-up
- Marketing a new business
- Legal and financial considerations
- Developing a business plan

## Introduction to Digital Skills

In an increasingly digital world, it's becoming more important to have the right skills to use computers and other technical devices. This course gives an introduction to digital technology. By completing this qualification, you will develop your digital literacy skills allowing you to progress into roles where digital literacy is required.

### In this course you will discover:

- Safety and security when using data and digital devices
- Communicating and collaborating online
- Using word processing software
- Digital career development





# Workplace Development

**Workplace development is a fantastic opportunity for those who want to excel in their current profession or explore new career progression opportunities. Skills development in the workplace allows you to remain current with trends, policies and procedures as well as increase job satisfaction and morale. These courses have been identified to help deliver an effective and productive workforce.**

## Business Improvement Techniques

Improving business performance is vital for any business. Making more efficient improvements, such as saving on time or costs, can have huge benefits to an organisation, particularly in competitive business environments. By completing this qualification, you will learn the importance of improving processes and procedures using visual management systems and flow process analysis.

### In this course you will discover:

- Safe and effective team working
- Techniques that support workplace organisation
- Problem-solving techniques
- Flow process analysis

## Data Protection and Data Security (GDPR)

General Data Protection Regulation (GDPR) is a legal requirement for all companies and organisations. There are severe penalties for those who break the law or those who don't meet standards. By completing this qualification, you will gain knowledge in data protection best practices, current data laws, regulations and your obligations. This course is useful to individuals for personal use or professional use in any organisation.

### In this course you will discover:

- Data protection legislation
- Rights and responsibilities of data users
- Procedure concerning data
- Data loss and consequences of lost data

## Digital Skills for Work

As digital technologies advance and new ways of working electronically are changing every day, it is important that an employee's digital literacy skills meet the requirements for the workplace. By completing this qualification, you will be able to demonstrate competency in digital literacy skills, helping you progress. This course follows on from the Introduction to Digital Skills (p20).

### In this course you will discover:

- How to protect devices and data
- How to communicate using technology
- Digital skills in personal and business situations
- Digital resources to facilitate career progression

## Equality and Diversity in the Workplace

Britain is a culturally diverse nation that respects and values the differences in people. Companies are legally required to follow a set of practices to ensure discrimination is eradicated and expectations of equality are met. By completing this qualification, you will understand legislation, encouraging ways of working which eliminates stereotyping, prejudice and discrimination.

### In this course you will discover:

- Definition of equality and diversity
- Importance of equality and diversity within different contexts
- Issues affecting equality and diversity today
- Equality and diversity in the community

## Lean Organisation Management Techniques

A lean organisation provides the greatest customer value with the fewest resources, a philosophy increasingly important in today's competitive business market. A sound understanding of the concept and benefits of a lean environment, as well as knowledge of business techniques and working in teams, is essential. By completing this qualification, you will gain an appreciation and understanding of some key principles of lean organisation management.

### In this course you will discover:

- The concept of a lean environment
- Productivity analysis
- Continuous improvement techniques
- Increasing effectiveness in the team

## Principles of Business Administration

Today's global economy brings with it a wealth of new markets, shrinking profit margins and increasing operating expenses; the need for good business administration has never been greater. By completing this qualification, you will have the knowledge and skills to contribute to business success.

### In this course you will discover:

- Basic administration concepts and practices
- Essential knowledge for daily tasks
- Complex administration tasks
- Administration of national occupational standards

## Principles of Customer Service

To have a truly successful business, you need to provide good customer service. It is believed that 96% of unhappy customers don't ever complain; however, 91% of those simply leave and never come back. The main reason for customer churn is not price, but bad customer service. By completing this qualification, you will be able to handle any business issue professionally and courteously.

### In this course you will discover:

- The delivery of excellent customer service
- How to meet customers' needs
- Positive customer experience
- Promotion of products and services through feedback

## Principles of Team Leading

Strong team leadership is essential for providing guidance, direction and instruction within a group and inevitably leads to more effective teamwork and more motivated employees. By completing this qualification, you will be able to manage a team effectively in the current job market, where employee productivity and team outcomes are closely monitored.

### In this course you will discover:

- Understanding business
- How to communicate work-related information
- Developing relationships
- Coaching & mentoring

## Workplace Violence and Harassment

Understanding about effective communication and ways to reduce conflict in the workplace will help to create a more positive working environment, benefiting both employers and employees, whilst improving job satisfaction, health and wellbeing, and productivity. By completing this qualification, you will increase your knowledge and understanding of workplace violence and harassment in any sector and how to reduce the risk.

### In this course you will discover:

- How to contribute to a positive and safe working environment
- Violence in the workplace and how to prevent it
- Preventative measures
- Equality, diversity and inclusion in the workplace



"I have always been passionate about equality, diversity and inclusion, equal opportunities and fair working practices, so the concept is not new to me even though I have only recently started in the role. I have always believed that everyone deserves the same opportunities to succeed regardless of their starting point or protected characteristics. I am always keen to keep up my continuous professional development because things change all the time and it is important to be up to date."

**Sharna Matson**

**Equality and Inclusions Manager - Cadent Gas**

**Course: Equality and Diversity**

## Digital Skills Academy

### Join the digital workforce

Digital skills sit at the heart of every career. Well-developed digital skills can lead to better career progression and higher wages.

IT professionals increasingly need specialist skills to engage with the opportunities that AI and machine learning bring and to strengthen Cyber Security as threats become more sophisticated.

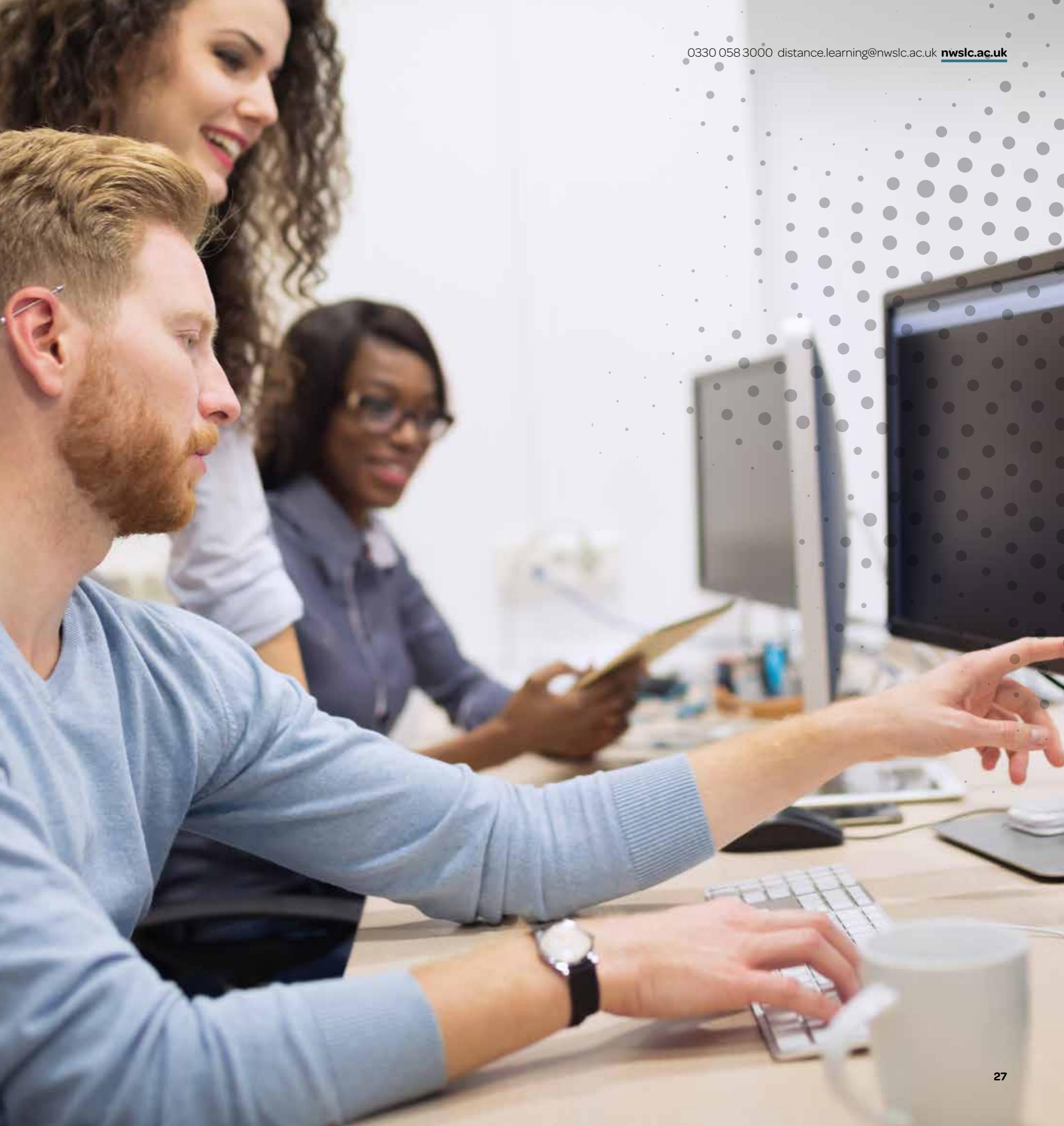
Based at Coventry University Technology Park in the heart of the city's technology zone, our doors are open to local people within the West Midlands and to businesses in the region who need support to upskill their workforce and recruit skilled individuals.

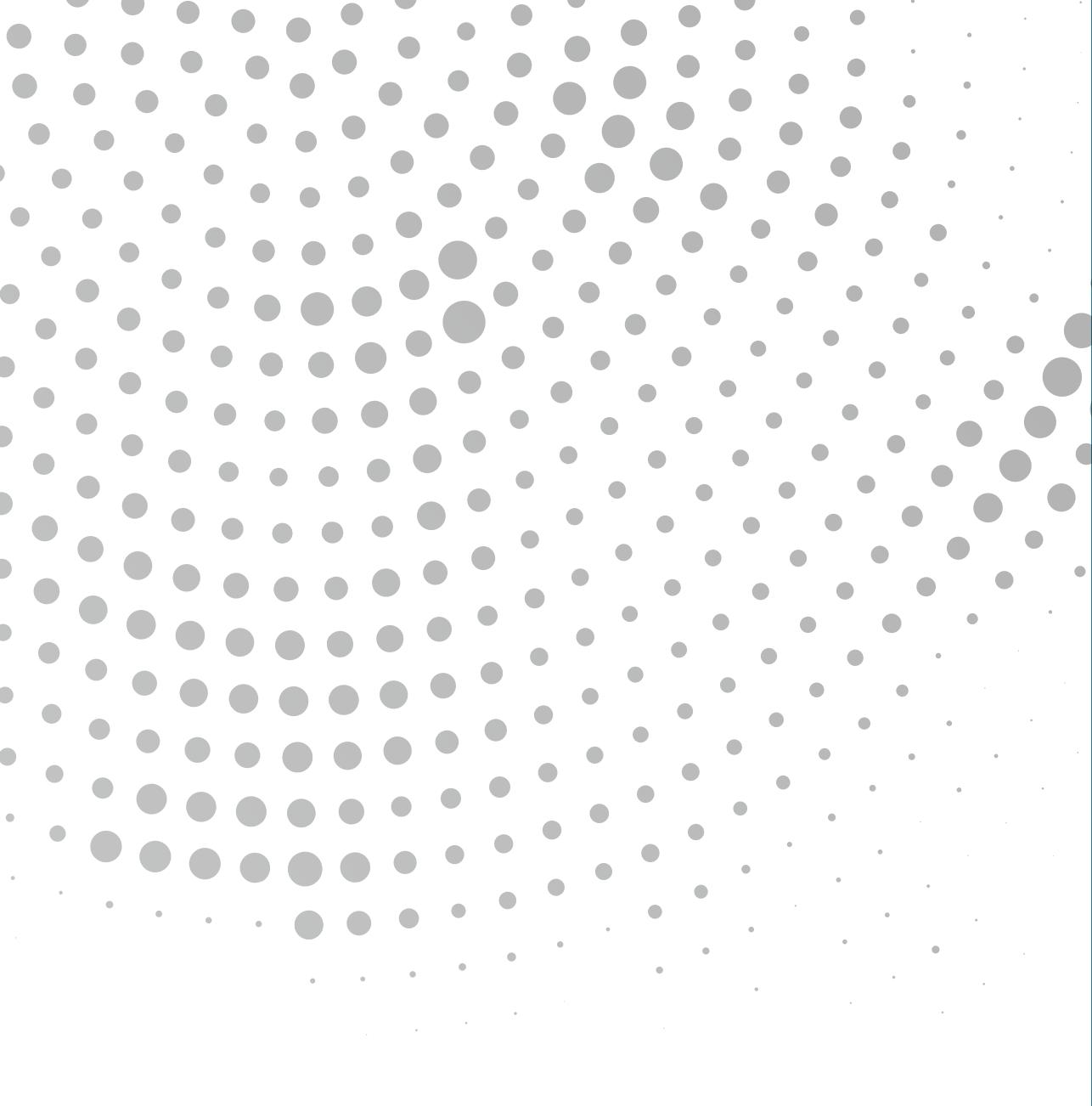
#### Courses available:

- CompTIA IT Fundamentals - Level 2
- CompTIA A+ - Level 3
- CompTIA Security+ - Level 3
- CompTIA Network+ - Level 3
- CompTIA Cybersecurity Analyst (CySA+) - Level 4



Email: [enquiries@digital-skillsacademy.co.uk](mailto:enquiries@digital-skillsacademy.co.uk)  
Visit: [digital-skillsacademy.co.uk](http://digital-skillsacademy.co.uk)





## **North Warwickshire and South Leicestershire College**

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**[distance.learning@nwslc.ac.uk](mailto:distance.learning@nwslc.ac.uk)**

**[nwslc.ac.uk/odla](http://nwslc.ac.uk/odla)**



### **Important details**

Information is correct at the time of going to press. Every effort is made to ensure accuracy.  
The College reserves the right to withdraw or amend courses, entry requirements, fees and details included in this publication.

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