



Heyllo!

We create awesome.

2021

Training Flyers

Get Hired!

Get hired!

SCHEME

We offer a bespoke one to one mentoring scheme to help you achieve your goals

Join us and we will support you on matters such as:

- ✓ Interview skills
- ✓ Planning a job search
- ✓ Apprenticeship and training that's right for you
- ✓ Building your CV



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SCHEME

Bespoke one to one mentoring scheme from Heyllo! to support our community and their goals

We want to work with you and we will support you on matters such as:

- ✓ Employment law
- ✓ Planning a job search
- ✓ Apprenticeship training that's right for you
- ✓ Building your CV

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WE CREATE AWESOME

MASTER CLASS

FOR 2021!

ARE YOU FUTURE PROOF?
DO YOU WANT TO BECOME
THE IDEAL CANDIDATE?

If so, join our Master Classes online where you will gain insight into how the world has changed.

With a focus on up and coming career paths, industries that are recruiting now, become online savvy, using the internet to your advantage and how to protect your mental health during times of uncertainty

Get hired!
PROGRAMME

This class will cover

- I've been made redundant, What now?
- Job Boards, Job Sites & Social Media
- Here to support you and how
- Industries flourishing through COVID-19
- Transferrable Skills
- What it means to work for an agency
- CV Support
- Digital World

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MASTER CLASS

FOR 2021!

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Or facing redundancy?

Want to become....
THE IDEAL CANDIDATE?

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MASTER CLASS

ARE YOU

ONLINE SAVVY?

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PROGRAMME

FEEL PREPARED AND CONFIDENT IN YOUR IT SKILLS

Are you looking to increase your knowledge in computing for work, or potential job prospects? Then get in touch and learn the fundamentals of what current businesses are looking in their candidates

This class will cover

- Information, advice to increase your IT skills for the workplace
- Understanding safe searching
- How to use the internet to your advantage

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MASTER CLASS

Get hired!
PROGRAMME

I'VE LOST MY JOB!

WHAT NOW?

IT'S NOT YOU! IT'S CORONAVIRUS!

A look at how Coronavirus has impacted on job losses but understanding that you are the same competent person with an abundance skills, and we can help you back into work

This class will cover

- How we can help you get back into working
- An over view of the industries that are flourishing through-out the COVID-19 Pandemic
- Providing you support

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MASTER CLASS

HEY!

HOW ARE YOU?

Get hired!
PROGRAMME

LOOKING AFTER YOURSELF IS A PRIORITY!

The Covid-19 Pandemic has effected us all, in so many different ways that it is important to remember to take good care of your mental health during isolation, and how to do so

This class will cover

- Support Networks available
- Tips on how to manage your mental health
- Where to find support to step forward into a career

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MASTER CLASS

Get hired!
PROGRAMME

CV SUPPORT

IT'S YOUR CV! OWN IT!

Have you updated your CV recently?
Has your CV been updated so many times that you've lost count?
Do you have a CV? Whatever the issue is, we can help you!

We can provide you with lots of tips and advice on how your CV can sell your skills and can be successful picked up when scanned through an Applicant Tracking System (ATS). But ultimately it's your CV and you should be able to understand the content and be happy with it!

This class will cover

- Information, advice to creating a professional CV
- Applicant Tracking System Guidance
- Tips for providing the best content possible for your CV

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MASTER CLASS

Get hired!
PROGRAMME

JOB SEARCHING

& INTERVIEWS

WHAT'S CHANGED OVER THE PAST 20 YEARS?

Where do we start?
Right here with us!

Take a look at how the internet has transformed job searching and the way interviews are now conducted, with lots of tips and advice on how to get prepared and become a success at both!

This class will cover

- Information, advice to creating a professional CV
- Applicant Tracking System Guidance
- Tips for providing the best content possible for your CV

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**New
Flyers 2021**



UPSKILL YOUR WORKFORCE

DIGITAL PROMOTION FOR BUSINESS

Digital marketing has changed the way of communication between a company and their customers. With these developments businesses have to take huge steps to keep up with these changes, the new opportunities and the new way of promoting in a digital horizon

The course will help you to develop your understanding of how to best promote a business digitally and how to use different online techniques to attract customers and increase brand visibility and sales. The course has been designed alongside industry professionals to ensure the content is relevant, up to date and practice. It is ideal for individuals wanting to improve digital promotion in a real business.

Things to note:

- This is an online course completed via The course consists of 2 days delivery online (2 x 4 hours) followed with online support from a dedicated tutor.
- Course can be tailored to meet the needs of beginners and experienced marketers.
- Face-to-face training can be arranged on employer's site for groups of 5+ individuals
- As a result of completing the course, you will receive an NCFE Level 2 Award in Digital Promotion for Business.
- To enrol on this course for free, you must be an employer or employee of a business located within the Tees Valley area

What you will learn

- Digital promotion for business
- Understanding Search Engine Optimisation
- Coordinating the use of Digital Media
- *Depending on requirements the third unit can be changed to Email Marketing or Google Analytics.



I am 19+ at the beginning of the academic year



I have lived in the UK for at least 3 years



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UPSKILL YOUR WORKFORCE

EQUALITY, DIVERSITY & INCLUSION (EDI)

In the current climate an awareness of Equality, Diversity and Inclusion (EDI) is vital, this course will make sure you're up to date. Diversity and inclusion in the workplace can enhance productivity, innovation, collaboration, safety and financial returns.

Put simply, the greater the variety of minds in your business, and the more supported they feel, the greater the mix of skills, experiences, perspectives and ideas you can draw from. The course has been designed for anyone who wishes to develop their knowledge of the issues and anti-discrimination laws that relate to equality and diversity.

Things to note:

- The course consists of 2 days delivery online (2 x 4 hours) followed with online support from a dedicated tutor.
- The course is ideal to support continuous professional development for people who are already in work.
- Face-to-face training can be arranged on employer's site for groups of 5+ individuals
- As a result of completing the course, you will receive a Training Qualifications UK (TQUK) Level 2 Award in Equality and Diversity
- To enrol on this course for free, you must be an employer or employee of a business located within the Tees Valley area

What you will learn

- Understanding of Diversity & Equality.
- The Value of Equality & Diversity in Society.
- Stereotyping & Underlying Assumptions / Generalisations in Society & the Classroom.
- The Benefits & Concept of Equal Opportunities.
- Recognising Positive Approaches to Promote Equality & Diversity



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UPSKILL YOUR WORKFORCE

TEAM LEADING IN THE WORKPLACE

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.

Being able to manage a team effectively is critical in the current job market, where employee productivity and team outcomes are closely monitored. The course will teach you the principles of team leading, how to use different styles of leadership to enhance your team's performance, and how to motivate team members to get the best out of them. The course will also help you learn how to manage conflict within teams, how to handle dissatisfied customers and how to be the best mentor possible.

Things to note:

- The course consists of 4 days delivery online (2 x 4 hours) followed with online support from a dedicated tutor.
- The course is ideal to support continuous professional development for managers and supervisors who are already in role.
- Face-to-face training can be arranged on employer's site for groups of 5+ individuals
- As a result of completing the course, you will receive a Training Qualifications UK (TQUK) Level 2 Certificate in the Principles of Team Leading
- To enrol on this course for free, you must be an employer or employee of a business located within the Tees Valley area

What you will learn

- Principles of team leading
- Understanding business
- Understanding how to communicate work-related information
- Understanding how to deliver customer service and resolve problems
- Understanding how to develop working relationships with colleagues
- Introduction to coaching
- Introduction to mentoring
- Understanding personal development



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UPSKILL YOUR WORKFORCE

CUSTOMER SERVICE EXCELLENCE

In order 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.

Therefore, training your customer support team is just as important (if not more) as training your marketing or sales teams. The online Customer Service Course is designed to help anyone who works in customer service improve their customer service skills in order to provide each customer with the best possible experience every time.

Things to note:

- The course consists of 2 days delivery online (2 x 4 hours) followed with online support from a dedicated tutor.
- The course is ideal to support continuous professional development for people who are already in work.
- Face-to-face training can be arranged on employer's site for groups of 5+ individuals
- As a result of completing the course, you will receive a Training Qualifications UK (TQUK) Level 2 Award in Customer Service
- To enrol on this course for free, you must be an employer or employee of a business located within the Tees Valley area

What you will learn

- Understand the principles of customer service;
- Understand how the customer needs and expectations are formed;
- Know the interpersonal skills required in customer service;
- Know the appropriate behaviour required in customer service;
- Understand the principles of responding to customers' problems and complaints



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Candidate Flyers



UPSKILL & BOOST YOUR JOB SEARCH

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Things to note:

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Things to note:

- The course consists of 2 days delivery online (2 x 4 hours) followed with online support from a dedicated tutor.
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Things to note:

- The course consists of 4 days delivery online (2 x 4 hours) followed with online support from a dedicated tutor.
- The course is ideal to support continuous professional development for managers and supervisors who are already in role.
- Face-to-face training can be arranged on employer's site for groups of 5+ individuals
- As a result of completing the course, you will receive a Training Qualifications UK (TQUK) Level 2 Certificate in the Principles of Team Leading
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What you will learn

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Business Flyers

NCFE LEVEL 2 FUNDED



**FREE ONLINE
COURSE**

NCFE LEVEL 2

BUSINESS ADMINISTRATION KNOWLEDGE

There were an estimated 5.5 million private sector businesses in the UK at the start of 2016. Despite the recent economic difficulties, the trend has been steadily increasing in the business population. 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.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Gain relevant skills, knowledge and understanding, leading to improved experience for those using your services

What you will learn

- Principles of Providing Administrative Services
- Principles of Business Document Production and Information Management
- Understand Communication in a Business Environment
- Understand Employer Organisations
- Understand How to Develop Working Relationships with Colleagues



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**FREE ONLINE
COURSE**

NCFE LEVEL 2

UNDERSTANDING BUSINESS IMPROVEMENT TECHNIQUES

Improving business performance is vital for any business. Making improvements that are more efficient - such as saving on time or costs - can have huge benefits to an organisation, particularly in competitive business environments. This qualification aims to build knowledge on the study of business improvement techniques, including workplace organisation, building effective teams and managing working relationships. It will also teach the importance of improving processes and procedures using visual management systems and flow process analysis.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Further your professional development
- Learn at a time that suits you, without the need to attend college

What you will learn

- Safe and effective team working
- Principles and techniques that support workplace organisation
- An understanding of continuous improvement techniques (Kaizen) and their application in the workplace
- How to use visual management systems
- Problem-solving techniques
- How to carry out flow process analysis



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**FREE ONLINE
COURSE**

NCFE LEVEL 2

CREATING A BUSINESS START-UP

Over half a million businesses are started every year; however, 30% of these fail within the first two years. Having a better understanding of the initial processes and requirements of a business start-up can increase the chances of your business succeeding. If you're looking to start your own business, or already have a business but want to develop and progress your business plan, this qualification will support you with the skills and knowledge you need.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Further your professional development
- Learn at a time that suits you, without the need to attend college

What you will learn

- Initial steps for a business start-up
- Marketing for a business start-up
- Legal and financial considerations when starting a business
- How to develop a business plan



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NCFE LEVEL 2

CUSTOMER SERVICE

In order 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. Handling a business's issues in a professional and courteous manner is an essential day-to-day task.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Improve your understanding of how to successfully handle complaints
- Reduce the risk of complaints

What you will learn

- Principles of Customer Service and Delivery
- Understand Customers
- Understand Employer Organisations



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NCFE LEVEL 2

UNDERSTANDING DATA PROTECTION AND DATA SECURITY

Data protection compliance is an essential legal requirement for all organisations. Since the General Data Protection Regulation (GDPR) came into force in May 2018, it is more vital than ever that everyone who works with personal data understands the laws and acts in compliance, as the penalties can be severe.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Improve your knowledge of data protection and the importance of keeping data secure
- Further your professional development with skills that are vital for anyone who handles data
- Learn at a time that suits you, without the need to attend college

What you will learn

- Current data protection legislation, and how it is applied
- Organisational procedures concerning data
- Possible threats to ICT systems and data, and how to protect against them
- Consequences of not protecting data, and the impact of possible breaches.



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NCFE CACHE LEVEL 2

UNDERSTANDING TENANT SUPPORT IN SOCIAL HOUSING

Over 4 million people in the UK live in social housing, and with some social housing tenants being at their most vulnerable, it's important that anyone working in the sector has a sound understanding of the range of services provided by social housing, the issues that tenants might face, and how to correctly record and report any problems.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Further your professional development
- Learn at a time that suits you, without the need to attend college

What you will learn

- Introduction to the social housing sector
- Understand the principles of safeguarding and equality and diversity
- Understand mental and physically ill health
- Understand reasons for problematic behaviour
- Understand issues affecting isolated tenants



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NCFE LEVEL 2

DIGITAL SKILLS FOR WORK

It is estimated that 11.3 million adults in the UK do not have basic digital skills. Latest figures predict that within the next 20 years, 90% of all jobs will need some form of digital knowledge. This qualification enhances your competency in digital literacy skills, supporting you within your current job role or giving the opportunity for progression into a role where digital skills are required.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Further your personal and professional development
- Improve your digital skills
- Learn at a time that suits you without the need to attend college
- Online only qualification

What you will learn

- Understand how to protect devices and data
- Communicate socially and professionally using technology
- Apply digital skills in personal and business situations
- Use digital resources to facilitate their own career progression.



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NCFE LEVEL 2

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. Our nationally recognised qualification is designed to provide individuals with an appreciation and understanding of some key principles of lean organisation management.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Improve your efficiency
- Help reduce materials and resource costs

What you will learn

- Lean Organisation Techniques in Business
- Business Improvement Tools and Techniques
- Working in Business Teams



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NCFE LEVEL 2

RETAIL OPERATIONS

The retail industry is subject to a number of pressures. These include changes in shopping habits and the recent economic downturn which reduced consumer spending. 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. As removing staff from the 'shop floor' applies pressure to rotas, this training can be carried out in the learner's own time via our tried and tested flexible learning approach.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Improve your handling of customer payments
- Improve how you deal with customer queries and complaints
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college

What you will learn

- Understanding Customer Service in the Retail Sector
- Understanding the Retail Selling Process
- Understanding How Individuals and Teams Contribute to the Effectiveness of a Retail Business
- Understanding How a Retail Business Maintains Health and Safety on its Premises
- Understanding Retail Consumer Law
- Understand How to Deal with Customer Queries and Complaints in a Retail Environment



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NCFE LEVEL 2

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. Being able to manage a team effectively is critical in the current job market, where employee productivity and team outcomes are closely monitored.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Understand the importance of clear communication

What you will learn

- Principles of Team Leading
- Understand Business
- Understand How to Communicate Work-Related Information



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NCFE LEVEL 2

PRINCIPLES OF WAREHOUSING AND STORAGE

The warehousing and storage of goods is an essential part of logistics operations within a business. Roles within this industry require great skill and organisation to coordinate the demand and supply of goods and ultimately meet customer needs.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Understand the issues around storage and the purpose of a stock check
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Understand how to process orders and dispatch

What you will learn

- Introduction to Warehousing and Storage
- Understand how to Receive and Store Goods
- Understand how to Process Orders and Prepare them for Dispatch
- Understand how to Check Stock and Update Records
- Customer Service in Warehousing and Storage



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NCFE LEVEL 2

UNDERSTANDING WORKPLACE VIOLENCE & HARASSMENT

Workplace violence and Harassment can have huge consequences for employers, employees and the work environment. The Trades Union Congress (TUC) estimates that 29% of people have been bullied at work, and more than 1 in 3 people who report being bullied leave their job because of it. 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, and improving job satisfaction, health and wellbeing, and productivity.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Further your professional development
- Learn at a time that suits you, without the need to attend college

What you will learn

- How to contribute to a positive and safe working environment
- How to reduce and effectively deal with violence in the workplace
- Understanding aggression, bullying and harassment in the workplace and how it can be prevented
- Understanding equality, diversity and inclusion in the workplace and the benefits to individuals and organisations



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Care Flyers

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CACHE LEVEL 2

PREPARING TO WORK IN ADULT SOCIAL CARE

The need for adult social care continues to rise at a time when the system supporting that care is rapidly and significantly changing. With around 1.5 million people working in adult social care in England, care workers need up-to-date support and guidance in order to provide adequate person-centred care.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Learn how to handle hazardous substances and medication
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college

What you will learn

- Principles of Communication
- Principles of Personal Development
- Principles of Diversity, Equality and Inclusion
- Principles of Safeguarding and Protection
- Introduction to Duty of Care
- Understand the Role of the Social Care Worker
- Understand Person-Centred Approaches
- Understand Health and Safety
- Understand How to Handle Information



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CACHE LEVEL 2 **UNDERSTANDING AUTISM**

Autism is a spectrum condition that affects how a person communicates with others and how they interpret the world around them. There are around 700,000 people in the UK with autism – more than 1 in every 100. Having a clear understanding of the misconceptions, diagnoses and support surrounding autism are just some of the essential skills needed when working in mental health.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Improve your understanding of theories relating to autism
- Further your personal and professional development
- Ensure you understand what is meant by autism and how it is diagnosed
- Learn at a time that suits you without the need to attend college

What you will learn

- Introduction to Autism
- Using a Person-Centred Approach to Support Individuals with Autism
- Communication and Social Interaction in Individuals with Autism
- Sensory Processing, Perception and Cognition in Individuals with Autism
- Supporting Positive Behaviour in Individuals with Autism
- Supporting Individuals with Autism to Live Healthy and Fulfilled Lives



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UNDERSTANDING BEHAVIOUR THAT CHALLENGES

Challenging behaviour is causing increasing concern today as many individuals have increasing levels of stress and uncertainty in their lives. This behaviour can be due to factors such as anxiety, neglect, abuse, learning disabilities and conditions like dementia. Understanding the causes of challenging behaviour is the first step towards finding ways to support individuals and manage their behaviour.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Improve your understanding of the reasons why individuals display behaviour that challenges and its impact
- Further your personal and professional development
- Be able to support individuals effectively
- Learn at a time that suits you without the need to attend college

What you will learn

- Understand Behaviour That Challenges
- Understand How to Support Positive Behaviour
- Understand the Importance of effective Communication and the Management of Behaviour That Challenges
- Understand the Role of Reflection and Support for Those Involved in Incidents of Behaviour that Challenges



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CACHE LEVEL 2 **CARE PLANNING**

Care workers play a key role in ensuring their residents/patients are treated with a friendly and caring approach. Care workers have the ability to relate to people from a variety of backgrounds. After an investigation from the Care Quality Commission revealed that 424 out of 1,357 services in England are rated 'inadequate', the need for high quality trained care workers has never been greater.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Ensure you understand the principles and practice of person-centred thinking, planning and reviews

What you will learn

- Understanding Person-Centred Thinking and Planning
- Care Planning for the Care Worker
- Understanding Nutrition and Hydration in Health and Social Care Settings
- Principles of Supporting an Individual to Maintain Personal Hygiene
- Understanding Continence Care
- Principles of Supporting Sleep



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CACHE LEVEL 2

CARING FOR CHILDREN AND YOUNG PEOPLE

All children and young people deserve to be safe and well cared for within a safe and protective family. However, unfortunately this is not always the case. With over 50,000 children identified as needing protection from abuse in the UK, it is important that those working in the care sector understand the risks of abusive and exploitative behaviour that some children experience. Knowing what strategies are used to protect them from this behaviour, whilst following procedures, is essential to helping those affected.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Improve your understanding of the importance of correctly responding to evidence or concerns that a child or young person has been abused, harmed or bullied

What you will learn

- Caring for Young Children in a Babysitting Environment
- Accident Prevention and Fire Safety When Babysitting
- Rights and Responsibilities in Relation to Parenting
- Parenting and Healthy Lifestyles



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CHILDREN AND 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 and can often be a direct response to occurrences in their lives. Emotional wellbeing is just as important as a child's mental health, therefore it is important for those working with children and young people to have a good understanding of the concepts, risk factors and impact of mental health.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Gain an understanding of risk factors which may affect the mental wellbeing of children and young people
- Learn at a time that suits you without the need to attend college

What you will learn

- Understand Children and Young People's Mental Health in Context
- Understand Factors which may Affect Children and Young People's Mental Health
- Understand Children and Young People's Mental Health Concerns
- Understand the Impact of Children and Young People's Mental Health Concerns
- Understand how to Support Children and Young People with Mental Health Concerns



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UNDERSTANDING COMMON CHILDHOOD ILLNESSES

The purpose of this qualification is to increase learners' knowledge and understanding of common childhood illnesses to enable them to support the development and wellbeing of infants and children they support/care for.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Gain an understanding of risk factors which may affect children and young people
- Learn at a time that suits you without the need to attend college

What you will learn

- Understand how to provide a safe and healthy environment for babies and young children
- Understand common childhood illnesses
- Understand health emergencies and specific health conditions in an early years setting



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COMMON HEALTH CONDITIONS

Every hour, someone in the UK is told they have Parkinson's disease, there are approximately 152,000 strokes in the UK every year (more than one every five minutes), and one in six of the UK population have some form of hearing loss. These health conditions, along with others such as arthritis and dementia, affect a substantial proportion of the population. A good understanding of common health conditions is essential in any care environment.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to a wide variety of care employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Improve your understanding of dementia, stroke and sensory loss

What you will learn

- Understand How to Contribute to Monitoring the Health of Individuals Affected by Health Conditions
- Introductory Awareness of Sensory Loss
- Stroke Awareness
- Dementia Awareness
- Arthritis Awareness
- Parkinson's Disease Awareness



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CUSTOMER SERVICE FOR HEALTH AND SOCIAL CARE SETTINGS

Our new qualification enhances Customer Service in Healthcare, which will support you when you are dealing with residents, families, patients and internal and external customers within the Health and Social Care environment.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Improve patient, family and customer experience
- Further your personal and professional development
- Gain positive working relationships
- Improve your skills in service delivery
- Increase service standards
- Learn at a time that suits you without the need to attend college

What you will learn

- Preparing to Deliver Customer Service in Health and Social Care Settings
- Effective Communication for Health and Social Care
- Understand the Specific Needs of Customers and Patients Accessing Health and Social Care Services
- Team Work in Health and Social Care Settings



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PRINCIPLES OF DEMENTIA CARE

Dementia affects around 820,000 people in the UK. This figure is likely to rise to one million by 2025 and two million by 2051. It is one of the main causes of disability in later life and with research being desperately underfunded, it costs the UK over £26 billion a year. Understanding dementia and the person centred care that is required is fundamental to high quality care.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Improve your understanding of the various forms of dementia and the importance of being respectful at all times
- Further your personal and professional development

What you will learn

- Dementia Awareness
- The Person-Centred Approach to the Care and Support of Individuals with Dementia
- Understand the Factors That Can Influence Communication and Interaction with Individuals who have Dementia
- Understand Equality, Diversity and Inclusion in Dementia Care
- Understand the Administration of Medication to Individuals with Dementia
- Understand the Benefits of Engaging in Activities in Social Care



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UNDERSTANDING THE CARE AND MANAGEMENT OF DIABETES

There is an emerging global epidemic of diabetes. In the UK alone, 3.2 million people are diagnosed with the disease and an estimated 630,000 people have the condition but don't know it. It is believed that deaths from diabetes will rise by more than 50% in the next ten years. Simple lifestyle measures can be effective in preventing or delaying the onset of this chronic, debilitating and often deadly disease.

Benefits

- Understand Diabetes
- Prevention and Early Intervention of Type 2 Diabetes
- Understand the Initial Care of Diabetes
- Understand the Treatment and Management of Diabetes

What you will learn

- Achieve a nationally recognised Level 2 qualification
- Improve your understanding of the various forms and causes of diabetes
- Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Create better preventative care by being able to identify early signs of diabetes



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CACHE LEVEL 2

DIGNITY AND SAFEGUARDING IN ADULT HEALTH AND SOCIAL CARE

A total of 103,900 safeguarding reports about vulnerable adults were referred in 2014/2015. The responsibilities of care workers involved in protecting the health, well-being and human rights of individuals are far-reaching. Allowing individuals to live free from harm, abuse and neglect can often mean involving health agencies, government departments or the police. Understanding the fundamentals of safeguarding is essential for anyone working in adult health and social care.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Relevant to a wide range of care settings
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college

What you will learn

- Understand Safeguarding in Adult Health and Social Care
- Principles of Dignity in Adult Health and Social Care Practice
- Understand Duty of Care in Adult Health and Social Care
- Understand Dilemmas and Public Concerns in
- Adult Health and Social Care



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CACHE LEVEL 2 **END OF LIFE**

By 2040, the number of people aged over 64 in Britain is expected to grow from 9.5 million to 15 million. The population is aging, meaning more people will live with serious chronic illness and need end of life care. The problems faced and support needed by people nearing the end of life is wide-ranging and a good understanding of pain management, support and quality of life is essential for all carers.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Ensure you can manage pain and discomfort
- Ensure that you understand care planning in end of life care
- Learn at a time that suits you without the need to attend college

What you will learn

- Understand How To Work in End of Life Care
- Care Planning in End of Life Care
- Understand How to Provide Support to Manage Pain and Discomfort
- End of Life Care and Dementia
- Understanding the Role of the Care Worker in Time of Death
- Understand Loss and Grief in End of Life Care



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CACHE LEVEL 2

FALLS PREVENTION AWARENESS

Falls represent the most frequent and serious type of accident in people aged 65 and over, with 10,000 falls happening each day. Falls often have both a physical and mental impact, as they can result in lack of confidence, isolation, fractures and broken bones. This course is ideal for anyone working in health and social care and those who have contact with older people who are more susceptible to falls.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Reduce the risk of falls
- Learn at a time that suits you without the need to attend college

What you will learn

- Falls in Context
- The Risk Factors and Causes of Falls
- Falls Assessment and Prevention
- Managing Falls



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NCFE CACHE LEVEL 2

UNDERSTANDING TENANT SUPPORT IN SOCIAL HOUSING

Over 4 million people in the UK live in social housing, and with some social housing tenants being at their most vulnerable, it's important that anyone working in the sector has a sound understanding of the range of services provided by social housing, the issues that tenants might face, and how to correctly record and report any problems.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Further your professional development
- Learn at a time that suits you, without the need to attend college

What you will learn

- Introduction to the social housing sector
- Understand the principles of safeguarding and equality and diversity
- Understand mental and physically ill health
- Understand reasons for problematic behaviour
- Understand issues affecting isolated tenants



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CACHE LEVEL 2

PRINCIPLES OF PREVENTION AND CONTROL OF INFECTION

About 300,000 patients develop an infection in England each year while being treated by the NHS. Protecting people from infection is an essential element of providing high quality care, especially considering the capacity some potentially life-threatening infections have to spread within care environments.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Gain deeper understanding of good personal hygiene and maintaining a clean environment
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college

What you will learn

- Principles of the Causes and Spread of Infection in Health Care Settings
- Principles of the Importance of Personal Hygiene and Health in the Prevention and Control of Infection in Health Care Settings
- Principles of Decontamination, Cleaning and Waste Management in Health Care Settings
- Principles of Infection Prevention and Control in a Health Care Setting



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UNDERSTANDING SPECIFIC LEARNING DIFFICULTIES

Having a learning difficulty means that people find it harder to learn certain skills. As this affects around 15% of people, it is important for those working in healthcare, social care and education to have knowledge of different Specific Learning Difficulties such as ADHD, dyslexia and dyscalculia.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Gain an understanding of how Specific Learning Difficulties affect an individual's life and those of others
- Learn at a time that suits you without the need to attend college

What you will learn

- Understand Specific Learning Difficulties
- Understand the Effects of Specific Learning Difficulties
- Understand the Diagnosis of Specific Learning Difficulties
- Understanding Supporting Individuals with Specific Learning Difficulties
- Understand the Context of Specific Learning Difficulties



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AWARENESS OF MENTAL HEALTH PROBLEMS

Mental health presents one of the greatest challenges to our society. With an estimated 450 million people worldwide suffering from a mental health problem, around a quarter of British adults will experience some form of mental health problem within the course of a year. While many elements of mental health are still not understood, having a good knowledge of the information that is available is essential in the care sector.

Benefits

- Achieve a nationally recognized Level 2 qualification
- Increase understanding of symptoms and management of stress, anxiety and phobias
- Further your personal and professional development
- Gain a clear understanding of mental health legislation

What you will learn

- Understanding Mental Health, Stress, Anxiety, Phobias, Depression, Post-Natal, Depression, Post-Traumatic, Stress Disorder, Bipolar Disorder, Schizophrenia, Dementia, Eating Disorders, Attention Deficit Hyperactivity Disorder, Obsessive Compulsive Disorder



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MENTAL HEALTH FIRST AID & ADVOCACY IN THE WORKPLACE

Around 450 million people currently experience mental health problems, with recent reports suggesting that over 12 million working days were lost due to work-related stress, depression or anxiety in just one year. It's important that employers are transparent and open about mental health issues, and this qualification builds an understanding of mental health problems and the support available to colleagues. Increasing the understanding of mental health of staff at all levels builds a culture of care and support.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Increase your understanding of mental health and how to support people in the workplace

What you will learn

- Exploring mental health
- Understand how to support individuals with mental ill health
- Understand a mentally healthy environment



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CACHE LEVEL 2

UNDERSTANDING NUTRITION AND HEALTH

The number of obese people in the UK has more than trebled in the last 25 years, reaching what many doctors believe to be 'epidemic' proportions. Insufficient nutrition can lead to a variety of health-threatening conditions; understanding the benefits of a balanced diet and the role of nutrition in the prevention and treatment of disease is fundamental.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Increase your understanding of food safety for the home environment

What you will learn

- Explore Principles of Healthy Eating
- Consider Nutritional Needs of a Variety of Individuals
- Use Food and Nutrition Information to Plan a Healthy Diet
- The Principles of Weight Management
- Understanding Eating Disorders



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UNDERSTANDING PERSONAL CARE NEEDS

As we see an increasingly ageing population, the number of adults needing around-the-clock care is on the rise. As well as the need for medical care, there is also a need for high levels of personal care to allow those who need support to live as comfortably as possible. This qualification focuses on developing a person-centred approach to delivering high levels of personal care.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Improve quality of life for those who need care

What you will learn

- Understanding person-centred care
- Supporting personal hygiene
- Understanding foot care for individuals
- Understanding how to support individuals to maintain oral health
- Understanding pressure area care
- Understanding sepsis



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CACHE LEVEL 2

IMPROVING PERSONAL EXERCISE, HEALTH AND NUTRITION

Poor diet and lack of exercise are recognised as some of the major contributors to ill health. Regular exercise and a balanced diet help to reduce stress, improve sleep, reduce the risk of illness and increase life quality. Therefore, having a good understanding of diets, the role of nutrition in exercise and personal motivation is an important part of maintaining well-being.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Understand diet and nutrition for exercise
- Learn at a time that suits you without the need to attend college

What you will learn

- Understand health, wellbeing and exercise
- Understand the role of nutrition in exercise
- Plan and prepare for personal exercise and nutrition



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UNDERSTANDING SAFE HANDLING OF MEDICATION

Modern medicines are powerful substances which have beneficial effects for millions of people worldwide. However, inappropriate use or handling of these substances can have severe consequences, including death. Having good up-to-date knowledge of the safe handling of medicines is essential for anyone working with medication.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency in handling medication to employers
- Further your personal and professional development
- Create better preventative care by identifying how to maintain stock and record, store and dispose of medication appropriately
- Learn at a time that suits you without the need to attend college

What you will learn

- Understand Medication and Prescriptions
- Supply, Storage and Disposal of Medication
- Understand the Requirements for the Safe Administrations of Medication
- Record-keeping and Audit Processes for Medication



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CACHE LEVEL 2

UNDERSTANDING SAFEGUARDING AND PREVENT

Official data showed that over 7,500 people were referred to the Prevent programme in 2015/16. The purpose of this qualification is to support anyone who is responsible for the safeguarding of people and for helping prevent radicalisation. It gives learners an understanding of recognising the signs of abuse, how to reduce the risk of radicalisation and the potential consequences of illegal online activity.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Know how to recognise signs of abuse or potential harm
- Learn at a time that suits you without the need to attend college

What you will learn

- Understanding the Prevent Duty
- Understanding Safeguarding
- Understanding Online Safety



I am 19+ at the beginning
of the academic year



I have lived in the UK/EU
for at least 3 years



This course is available
fully funded

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Vortex Flyers

LEVEL 2 FUNDED



**FREE ONLINE
COURSE**

LEVEL 2 CERTIFICATE

EQUALITY & DIVERSITY

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. A good understanding of the wide-ranging legislation is essential in creating a workplace that is centred on fairness, dignity and respect.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Improve your understanding of current legislation and the key principles surrounding equality and diversity

What you will learn

- Equality and Diversity in Society
- Equality and Diversity in the Community
- Equality and Diversity in the Workplace



I am 19+ at the beginning of the academic year



I have lived in the UK/EU for at least 3 years



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**FREE ONLINE
COURSE**

LEVEL 2 CERTIFICATE

PRINCIPLES OF THE PREVENTION & CONTROL OF INFECTION IN HEALTH CARE SETTINGS

About 300,000 patients develop an infection in England each year while being treated by the NHS. Protecting people from infection is an essential element of providing high-quality care, especially considering the capacity some potentially life-threatening infections have to spread within care environments.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Gain deeper understanding of good personal hygiene and maintaining a clean environment
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college

What you will learn

- Principles of the Causes and Spread of Infection in Health Care Settings
- Principles of the Importance of Personal Hygiene and Health in the Prevention and Control of Infection in Health Care Settings
- Principles of Decontamination, Cleaning and Waste Management in Health Care Settings
- Principles of Infection Prevention and Control in a Health Care Setting



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**FREE ONLINE
COURSE**

LEVEL 2 CERTIFICATE

AWARENESS OF MENTAL HEALTH PROBLEMS

Mental health presents one of the greatest challenges to our society. With an estimated 450 million people worldwide suffering from a mental health problem, around a quarter of British adults will experience some form of mental health problem within the course of a year. While many elements of mental health are still not understood, having a good knowledge of the information that is available is essential in the care sector.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Increase understanding of symptoms and management of stress, anxiety and phobias
- Further your personal and professional development
- Gain a clear understanding of mental health legislation

What you will learn

- Understanding Mental Health, Stress, Anxiety, Phobias, Depression, Post-Natal Depression, Post-Traumatic Stress Disorder, Bipolar Disorder, Schizophrenia, Dementia, Eating Disorders, Attention Deficit Hyperactivity Disorder, Obsessive Compulsive Disorder



I am 19+ at the beginning of the academic year



I have lived in the UK/EU for at least 3 years



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COURSE**

LEVEL 2 CERTIFICATE

UNDERSTANDING THE SAFE HANDLING OF MEDICATION IN HEALTH & SOCIAL CARE

Modern medicines are powerful substances which have beneficial effects for millions of people worldwide. However, inappropriate use or handling of these substances can have severe, or even fatal, consequences. Having good up-to-date knowledge of the safe handling of medicines is essential for anyone working with medication.

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency in handling medication to employers
- Further your personal and professional development
- Create better preventative care by identifying how to maintain stock and record, store and dispose of medication appropriately
- Learn at a time that suits you without the need to attend college

What you will learn

- Understand Medication and Prescriptions
- Supply, Storage and Disposal of Medication
- Understand the Requirements for the Safe Administrations of Medication
- Record-keeping and Audit Processes for Medication

Only £25 per person (60mins course)



I am 19+ at the beginning
of the academic year



I have lived in the UK/EU
for at least 3 years



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fully funded

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**FREE ONLINE
COURSE**

LEVEL 2 CERTIFICATE

CORONA VIRUS & THE CARE SECTOR AWARENESS

We've been supporting our clients regarding the coronavirus outbreak. We're offering them and their staff a CPD accredited e-learning course in Infection Control, which takes about an hour to complete. What we've found is that it provides their customers and residents and families even greater confidence in them that they are prepared. It also provides greater confidence among the staff and prevents any potential for panic. We are refreshing staff with the basic steps needed to control infection and to ensure we are maximising cleanliness and all working to the same practices.

Benefits

- This course will start by defining infection prevention and control and explaining the impact of good and bad infection control.
- It then goes into detail about, the legislation that applies to infection control, the different types of microorganisms, how bacteria are transmitted, the chain of infection, and much more.

What you will learn

- The course structure
- Infection prevention and control, and the impact of infection
- The different microorganisms
- How bacteria are transmitted
- The Chain of Infection
- The control and prevention of infection
- Cleaning & Decontamination



I am 19+ at the beginning
of the academic year



I have lived in the UK/EU
for at least 3 years



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Level 3 Cyber Security

The purpose of the Level 3 in Cyber Security Practices is to provide you with sector awareness. It will also provide you with the chance to develop knowledge and skills relating to Cyber Security Practices with the view to seeking employment or proceeding to further study in this area.

Experience you will gain

- Understand Cyber Security Principles
- Threat Intelligence in Cyber Security
- Cyber Security Testing, Vulnerabilities and controls
- Cyber Security Incident Response
- Legislation and Ethical Conduct within Cyber Security
- Professional Skills and Behaviours

Eligibility Criteria:

- Ages 19+
- Must live in Tees Valley
- You must **NOT** have a previous **Level 3** qualification
- You **must** be Employed

Course Duration:

-15 Weeks

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recruitment@heyлло.co.uk

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Level 3

Coding & Logic

The purpose of the Level 3 in Coding & Logic is to provide you with the sector awareness.

It will provide you with the chance to develop knowledge and skills relating to coding practices with the view to seeking employment or proceeding to further study in this area

Experience you will gain

- Coding Requirements & Planning
- Understand Coding Design
- Implementation of Coding
- Software Testing
- Understand Deployment, Maintenance & Configuration Management

Eligibility Criteria:

- Ages 24+
- Must live in Tees Valley
- You must **NOT** have a previous **Level 3** qualification
- You **must** be Employed

Course Duration:

-15 Weeks

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Commercial Flyers



**FREE ONLINE
COURSE**

LEVEL 2

CERTIFICATE IN AWARENESS OF BULLYING IN CHILDREN AND YOUNG PEOPLE

This qualification will develop your understanding of bullying, including how to recognise that bullying is taking place and how to take action to stop it. This qualification covers the definitions of bullying and cyber bullying, legislation that relates to bullying, the effects of bullying on children and young people and how to act when bullying is identified.

Please note: the course focuses entirely on children and young people and is not relevant to anyone interested in an awareness of bullying in adults.

Teaching & Learning

This is an online course completed via distance learning:

- Principles of bullying
- Recognising bullying in children and young people
- Action to be taken when a child or young person is being bullied
- Understand government guidelines for bullying

Progression

Learners can access a variety of other distance learning qualifications in similar disciplines. Alternatively the wide variety of full and part time courses available at the college will accept this qualification as part of their entry requirements.



I am 19+ at the beginning of the academic year



I have lived in the UK/EU for at least 3 years



This course is available fully funded

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**FREE ONLINE
COURSE**

LEVEL 2

CERTIFICATE IN EVENT PLANNING

This qualification will develop knowledge and understanding of planning and running an event. Developing skills that are required to plan, organise and evaluate events by developing their knowledge and understanding. Provide knowledge which include marketing methods and resources, market research, human resources, communication and customer service relevant to events.

Teaching & Learning

This is an online course completed via distance learning:

- Planning an event
- Reviewing and evaluating an event
- Marketing and market research for event planning
- Planning human resources for events
- Communication and customer service for events

Progression

Learners can access a variety of other distance learning qualifications in similar disciplines. Alternatively the wide variety of full and part time courses available at the college will accept this qualification as part of their entry requirements.



I am 19+ at the beginning of the academic year



I have lived in the UK/EU for at least 3 years



This course is available fully funded

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LEVEL 2

ALLERGY AWARENESS

This qualification is suitable for anyone who wants to develop their knowledge and understanding of allergy awareness. It is designed for those who wish to understand allergies, the causes of allergies and what to do in cases of an allergic reaction.

Teaching & Learning

This is an online course completed via distance learning:

- Allergens, allergies and intolerances
- Food labelling and packaging
- Allergy awareness for those working with either children, adults or service sector

Progression

Learners can access a variety of other distance learning qualifications in similar disciplines. Alternatively the wide variety of full and part time courses available at the college will accept this qualification as part of their entry requirements.



I am 19+ at the beginning of the academic year



I have lived in the UK/EU for at least 3 years



This course is available fully funded

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LEVEL 2

HEALTH AND SAFETY IN THE WORKPLACE

Are your staff back in the office yet?
Do you have appointed people for Health & Safety?

This regulated and nationally recognised qualification provides Learners with the opportunity to develop their awareness of health and safety, including the role that everyone plays in maintaining a safe working environment.
Stay safe by contacting Pete to discuss your options.

What you will learn on the course:

- ✓ Develop a greater understanding of health and safety issues
- ✓ Health and safety laws
- ✓ Risk assessments and risk control hierarchy
- ✓ Identifying and controlling risks from common workplace hazards and more

This course is Covid-19 Safe
Accredit by QA (Qualsafe Awards)

Only £75
+VAT per head

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LEVEL 2

AWARD IN FIRE SAFETY

Have you got qualified fire marshals in place at work?

This regulated and nationally recognised qualification allows Learners to build an understanding of fire safety management and the specific roles and responsibilities related to fire safety in the workplace.

What you will learn on the course:

- ✓ Develop their knowledge and skills in fire safety
- ✓ How fires are caused
- ✓ The risks associated with fire
- ✓ Principles of fire safety management at work
- ✓ Understanding the role of a fire warden and more

This course is Covid-19 Safe
Accredit by QA (Quasafe Awards)

Only £75
+VAT per head

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LEVEL 1, 2 & 3

AWARD IN FOOD SAFETY

EU and UK regulations state that all food handlers must receive appropriate training in food safety practices relevant to their duties. However, having a good understanding of food safety practices is not only a legal requirement, it is also essential in protecting the health of both consumers and food handlers.

Need updated training? We can provide Food Safety in Catering, Retail and Manufacturing for level 1 & 2 and the level 3 in Supervising Food Safety.

What you will learn on the course:

- ✓ Understand the importance of safe food handling practices and keeping foods safe
- ✓ Food safety laws
- ✓ Types of contamination and the associated risks
- ✓ Bacteriology
- ✓ Personal hygiene
- ✓ Safe food handling practices and more

This course is Covid-19 Safe
Accredit by QA (Qualsafe Awards)

From £45

+VAT per head. Price depends on
level of qualification

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LEVEL 3 AWARD

EMERGENCY FIRST AID CERTIFICATE

Do you have appropriate first aid arrangements in your organisation?
Do your existing first aiders need to renew their qualification?
Do you need to train new first aiders?

What you will learn on the course:

- ✓ Managing an unresponsive casualty
- ✓ Wounds and bleeding and minor injuries
- ✓ CPR
- ✓ Choking
- ✓ Shock

The course runs over 1 day where you have 4 practical assessments, 1 theory assessment (Multiple choice question paper) and continuous formative assessment conducted throughout the course

Get in touch with Pete to discuss costs and available dates

This course is Covid-19 Safe
Accredit by QA (Qualsafe Awards)

Only £75
+VAT per head

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**FREE
COURSE**

LEVEL 2

HEALTH AND SAFETY IN BUILDING AND CONSTRUCTION

Programme Details

- 2 sessions a week over a period of 4 weeks
- Learning can be done remotely with trainer support or can be classroom based
- Training facility is in Darlington town centre
- CSCS testing on completion of the programme

Eligibility

- Unemployed and 19+
- Not currently enrolled on another course

What You Will Learn

- Know the principles of risk assessment for maintaining and improving health and safety in construction
- Understand the importance of Safe manual handling
- Recognise the need to Work safely at heights
- Understand the importance of effective teamwork within the construction industry and working towards a goal.
- Identify recycle and renewable processes to support environmental sustainability in the construction sector
- Know the importance of working around plant and equipment safely.
- Prevention of commonly found injuries and illness associated with construction work



COURSE DATE
November 2020

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LEVEL 3 AWARD

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- ✓ CPR
- ✓ Choking
- ✓ Shock
- ✓ Wounds and bleeding and minor injuries



The course runs over 1 day where you have 4 practical assessments, 1 theory assessment (Multiple choice question paper) and continuous formative assessment conducted throughout the course. All courses are conducted in a Covid safe environment

Get in touch with Pete to discuss costs and available dates

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Mental Health



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WE CREATE AWESOME

LET'TALK MENTAL HEALTH!

At least half a million more people in UK may experience mental ill health as a result of Covid-19, says first forecast from Centre for Mental Health.

Are you looking for mental health training? UK employers are increasingly interested in their staff having a sound understanding of a range of mental health problems.

We offer several qualification with the aims to raise your awareness of mental health and a range of mental health problems. You will gain an understanding of prevalent mental health problems and how you can then work with or interact with individuals with them.

Call us today to find out more

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training@heyлло.co.uk

**WE ARE SUPPORTING
BUSINESSES TO LEAD THE WAY
WITH MENTAL HEALTH SUPPORT!**

We all need to look after our own mental health, however, 1 in 4 of us will experience a mental health problem every year. How many people in your workplace could that be? Across the country we are talking thousands of people affected that may need support.

That's why we're working in partnership with organisations to:

1. Raise awareness and understanding of mental health.
2. Increase knowledge of the support available to maintain mental wellbeing in children and young people.

We are providing **FREE** access to Level 2 courses in the below subjects as part of our **FEEL AWESOME** campaign.

- Understanding Children and Young People's Mental Health
- Self-harm and Suicide Awareness and Prevention
- Awareness of Bullying in Children and Young People
- Awareness of Mental Health Problems
- Understanding Behaviour that Challenges in Children
- Special Education Needs Disability
- Understanding Autism
- Understanding Specific Learning Difficulties
- Working with People with Learning Disabilities
- Understanding Safeguarding & Prevent
- Equality & Diversity

Join our campaign today!

Call us today on 01429 363160

Email Jenna.davies@heylo.co.uk

Visit www.heylo.co.uk

LET'S TALK MENTAL HEALTH.

As a local business we have a passion to improve employment in our area as well as improving the awareness of mental health. We are campaigning for employers to pledge their support to improving mental health awareness. It's ok to talk about mental health concerns and we want to remove the stigma that surrounds it and create a better inclusive environment.

Fully funded Level 2 courses delivered 100% online with expert tutor support provided.

Level 2 courses

- Understanding Children & Young People's Mental Health
- Self-harm & Suicide Awareness & Prevention
- Understanding Behaviour that Challenges in Children
- Special Education Needs Disability
- Understanding Specific Learning Difficulties
- Equality & Diversity
- Care Planning
- Caring for the Elderly
- End of Life Care
- Falls Prevention Awareness
- Working with Individuals with Learning Disabilities
- Dementia Care
- Awareness of Bullying in Children & Young People
- Awareness of Mental Health Problems
- Understanding Behaviour that Challenges
- Understanding Autism
- Working with People with Learning Disabilities
- Understanding Safeguarding & Prevent
- Dignity & Safeguarding
- Prevention & Control of Infection
- Team Leading
- Business Administration
- Warehousing

Digital Skills at Level 2

- IT Skills – The All Rounder
- MS Excel – The All Rounder
- MS Outlook Boost
- Digital Promotion for Business
- Collaborative Technologies (Zoom, Teams, Google)
- SEO Training (Search Engine Optimisation)
- Remote Working
- Maths, English, IT Functional Skills

Digital Skills at Level 3

- Coding and Logic
- Cyber Security

Free Apprenticeship Recruitment Service and Apprenticeship provisions in a range of qualifications from administration to leadership and management. We will match you with the best provider in your chosen subject.



JOIN OUR PLEDGE

& Make young people
#feelawesome

For more information visit:
www.heyлло.co.uk/pledge



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Generic



ARE YOUR CERTIFICATES UP TO DATE?

**MAKE SURE, WITH OUR
COMMERCIAL COURSES**

Health & Safety in the Workplace

In light of recent global changes the importance of Health & Safety in the workplace has never been more important for creating a successful business and a positive environment, arm yourself for the future, in ways such as:

- ✓ Develop a greater understanding of Health & Safety
- ✓ Health & Safety Laws
- ✓ Identifying and controlling workplace hazards
- ✓ Prevention of commonly found injuries associated with the workplace

Asbestos Awareness

As the world around us changes, the chances of you coming across asbestos in your workplace becomes less likely everyday, however it is still extremely important to recognise what you are looking for and know the correct procedure for dealing with it effectively. Join us today to become qualified in areas such as:

- ✓ Emergency & Waste handling procedures
- ✓ Selection and appropriate use of protective equipment
- ✓ Relevant legal requirements
- ✓ Circumstances when non-licensed work may be notifiable (NNLW)

Workplace Risk Assessment

The workplace is full of potential risks facing employees everyday, and in the light of Covid-19 the importance of effective risk assessment is extremely important. Help create a safer workplace today by joining us to develop skills such as:

- ✓ Evidence your competency to employers
- ✓ Further your personal and professional development
- ✓ Reduce risks in the workplace
- ✓ Feel confident in your decision making abilities

ENROL TODAY!

Call: 07872 576336

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Delivered in
a **COVID-19**
Safe
Environment
or Online

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Does your team need training to help meet your business goals?

Skills for Growth is a FREE resource for your business, offering impartial advice to help you access training and support to upskill your current workforce and turn your business plans into a reality...

HOW DOES SKILLS FOR GROWTH WORK?

Our team of experienced Skills Development Officers will help you...

- Explore and understand what direction you want to take your business in.
- Complete a comprehensive analysis to identify skills gaps within your business – now, or in the future – and understand your training needs.
- Develop a bespoke skills development plan which highlights a range of training support options from local training providers.

SKILLS FOR
Growth



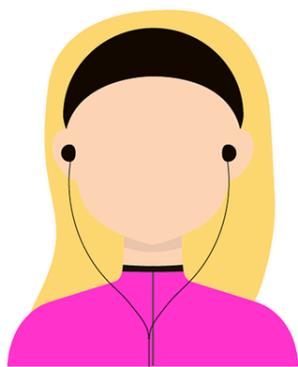
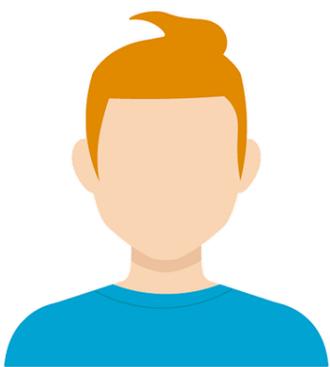
- ✓ You will build confident teams who are proactive and willing to go the extra mile.
- ✓ Your employees will be more knowledgeable, resilient and solution focused.
- ✓ Investing in your team can reduce absenteeism and employee turnover.

WHO CAN ACCESS SUPPORT?

The Skills for Growth Programme is free to access if you are:

- An SME employer with fewer than 250 employees and an annual turnover below approximately £38million, or a balance sheet below approximately £33million.
- Based in the Tees Valley (Darlington, Hartlepool, Middlesbrough, Redcar and Cleveland and Stockton-on-Tees).

To find out more and register your interest, please call **01429 363160**, email **training@heylo.co.uk** or visit **heylo.co.uk**



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What's in it for **YOU?**...

At **Heyllo!** we offer you a tailored service designed to meet your business needs, and offers a wide range of skills training, qualifications and opportunities to support workplace success!

These services include:

- A **training needs analysis** for your business, identifying the skills you need to support your business ambitions
- **Flexible training** – pick full qualifications or mix and match individual units to suit your business
- On-the-job vocational training to meet individual and business needs including **distance learning and online learning**
- Access to **Vocational Qualifications**, Digital, Employability and Functional Skills
- Upskilling for Workplace Success and Career **Progression Training**
- Learning pathways for your employees enabling them to either re-train if under threat of redundancy or progress within your organisation onto **higher level qualifications or apprenticeships**
- Access to a range of **recognised accredited qualifications** and training courses to enhance employees' skills

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GET IN TOUCH!

Hey! SERVICES

COMMERCIAL COURSES

- Emergency first aid at work
- Health & Safety in the workplace
- Fire safety for fire marshals
- Food safety

More courses are available. For any classroom delivery we operate in a Covid safe environment. **Contact us to discuss costs and available dates**

FREE ONLINE COURSES

- Allergy Awareness
- Awareness of Bullying in Children and Young People
- Event Planning
- Improving Personal Exercise, Health & Nutrition
- Lean Organisation Management Techniques
- Principles of Business Administration
- Principles of Customer Service
- Principles of Dementia Care
- Principles of Team Leading
- Principles of the Prevention and Control of Infection in Health Care Settings
- Principles of Warehousing and Storage
- Understanding Autism
- Understanding Behaviour that Challenges
- Understanding Children and Young People's Mental Health
- Understanding Dignity and Safeguarding Adult in Adult Health and Social Care
- Understanding Nutrition and Health
- Understanding Specific Learning Difficulties

All courses are accredited. **If you don't see what you need, get in touch to let us know what you are looking for.**



APPRENTICESHIPS

Upskill your existing staff or hire a new apprentice with us. Courses range from Business Administration, Digital Marketing, Leadership and Management to Care Workers, Engineering & Construction plus many more. Employer incentives are available for hiring a new apprentice. **Call us to discuss your needs and we will support you.**



RECRUITMENT

Need an apprentice? We offer a free Apprenticeship Recruitment Service. Do you have a vacancy? **Let us fill the gap. Contact us to discuss your needs and how we can support you.**



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recruitment@Heyllo.co.uk

Hey!

SERVICES IN MANUFACTURING

Let us support you
with your business
training needs



At Cost Face to Face Courses (Cohorts between 6-12)

Course Title	Level	Duration
Principles of COSHH	2	0.5 day
Health and Safety in the Workplace	1	0.5 day
Health and Safety in the Workplace	2	1 day
Health and Safety in the Workplace	3	3 days
Principles of Manual Handling at Work	2	0.5 day
Manual Handling Loads at Work	2	1 day
Manual Handling Risk Assessments	3	2 days
Principles of Workplace Risk Assessment	2	1 day
Workplace Risk Assessment	3	2 days
Working at Height	2	0.5 day
Safe Use of Ladders and Step Ladders	2	0.5 day
Fire Awareness at Work	1	0.5 day
Fire Safety for Fire Marshals	2	1 day
First Aid (Annual Refresher)	3	0.5 day
Emergency First Aid at Work	3	1 day
Emergency First Aid at Work (Inc. Management of Catastrophic Bleeding)	3	1 day
Basic Life Support and Safe Use of and Automated External Defibrillator	3	0.5 day

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Free Level 2 Online Course's for CPD

Course Title

Lean Organisation Management Techniques
Principles of Team Leading
Principles of Warehousing and Storage
Mental Health Awareness
Equality and Diversity
Business Administration
Principles of Customer Service
Understanding Nutrition and Health

Apprenticeships : Can be for new or existing staff (Free Recruitment Service available for new Apprentice staff)

Course Title

Level

Metal Fabricator	3
Engineering Technician Path10 - Mechatronics	3
Engineering Technician Path11 - Product Design	3
Engineering Technician Path12 - Toolmaker & Tool & Die	3
General Welder (Arc Processes)	2
Plate Welder	3
Supply Chain Practitioner	3
Team Leader/Supervision	3
Associate Project Manager	4
Operations/Departmental Manager	5
Assistant Accountant	3
Digital Marketer	3
Business Administrator	3
Customer Service	2
Customer Service Specialist	3

Recruitment: Need an apprentice? We offer a free Apprenticeship Recruitment Service. Do you have a vacancy? Let us fill the gap. Contact us to discuss your needs and how we can support you.

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Level 2 Lists

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Training

Free level 2 online courses

- Principles of Dementia Care
- Principles of Business Administration
- Certificate in Equality & Diversity
- Principles of the Prevention and Control of Infection in Health Care Settings
- Certificate in Understanding Nutrition and Health
- Understanding Behaviour that challenges
- Lean Organisation Management Techniques
- Certificate in Awareness of Bullying in Children and Young People
- Event Planning
- Certificate in Safeguarding, Prevent & British Values
- Certificate in Principles of Team Leading
- Understanding Dignity and Safeguarding Adults in Adult Health and Social Care
- Understanding Specific Learning Difficulties
- Certificate in Principles of Warehousing and Storage
- Certificate in Improving Personal Exercise, Health & Nutrition

Eligibility

Over 19 Years old
Not in full time education
Not on an apprenticeship

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- Understanding Dignity and Safeguarding Adults in Adult Health and Social Care
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- Specific Learning Difficulties
- Working with Individuals with Learning Disabilities
- Mental Health Problems
- Understanding Autism
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- Safeguarding and Prevent

Support

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- Awareness of Mental Health Problems
- Equality & Diversity
- Specific Learning Difficulties
- Understanding Autism
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Business

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- Customer Service
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- Event Planning

Adult Health Care

- Principles of Care Planning
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- Safe Handling of Medication in Health & Social Care
- Caring for the Elderly
- Care and Management of Diabetes
- Dementia Care
- End of Life Care
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The logo consists of the word "Heyllo!" in a bold, white, sans-serif font, with a yellow exclamation mark. The text is centered within a blue rounded rectangle that has a subtle gradient and a slight drop shadow.

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