



# Online Course Guide

## 2021

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COMMUNITY FUND



## Level 1 Food Safety

The training modules included in this course cover the key syllabus of Level 1 Food Safety qualifications. These modules include:

- Introduction to food safety
- Microbiological hazards
- Food poisoning and its control
- Contamination hazards and controls
- Safe handling and storage of food
- Personal hygiene
- Food pests and pest control
- Cleaning and disinfection

Those taking this e-learning course will engage in approximately three guided learning hours of training.

Their knowledge will also be tested by a series of multiple-choice questions upon the completion of each of the modules.

Subject to the satisfactory completion of this course, learners are given access to an electronic, quality endorsed certificate of completion (in PDF format), which they are able to print and display.

All our courses can be accessed online. They are of varying lengths but can be completed module by module and learners have up to a year to complete their course(s) once they start.

**Taste Community Central 36 Kingsgate, Waterdale. DN1 3JU**

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## Level 2 Food Safety

The training modules included in this course cover the key syllabus of Level 2 Food Safety qualifications. These modules include:

- Introduction to Food Safety
- Microbiological hazards
- Food poisoning and its control
- Contamination hazards and controls
- HACCP from delivery to service
- Personal hygiene
- Food premises and equipment
- Food pests and control
- Cleaning and disinfection
- Food Safety enforcement

Knowledge will be tested by 50 multiple-choice questions, spread across the ten modules.

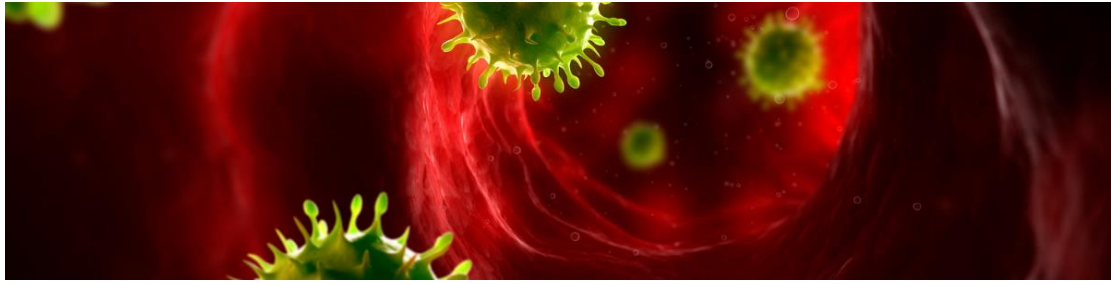
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## Infection Prevention & Control (includes Covid 19)

The Infection Prevention & Control course covers the following areas:

- Types of Infection
- The Chain of Infection and how to break it.
- Hand-washing
- Decontaminating your Hands
- Personal Protective Equipment
- Safe Handling of Waste
- Soiled Linen
- Dealing with Hazardous Spills

What the COVID-19 Module covers:

- The differences between a virus and bacteria
- How our bodies respond to viruses
- What COVID-19 is
- How the virus spreads
- The symptoms of COVID-19
- How we can protect ourselves
- Where to stay informed

Our interactive & engaging Infection Prevention & Control short course is an effective way of minimising the risks of infection within your workplace, including the spread of viruses. It also covers specific content on COVID-19.

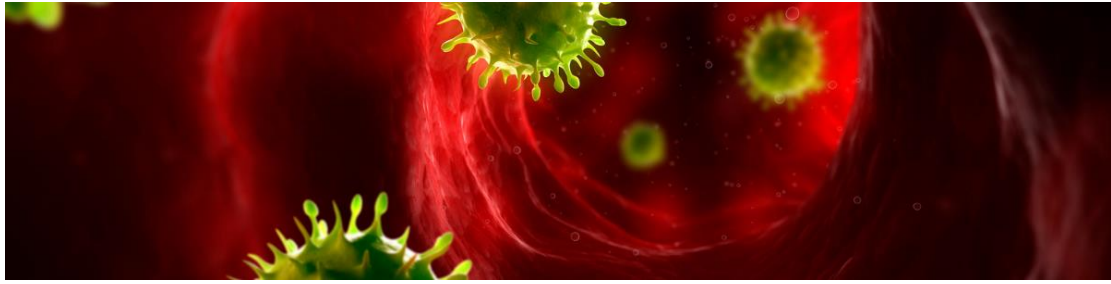
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## COVID-19 Secure (for Hospitality, Offices or Retail)

The COVID-19 Secure courses cover the following areas:

- Working with customers
- Handling goods
- Handling money & payments
- Point of sale areas
- Managing queues
- Coronavirus protocols
- Risk assessment
- Getting to work safely
- Common areas
- Customers and colleagues
- Cleaning
- Face and body coverings
- Deliveries
- Accidents and incidents
- Raising concerns

Learners will gain awareness in a wide range of areas enabling them to return to the workplace safely.

Subject to the satisfactory completion of this course, learners are given access to an electronic certificate of completion (in PDF format), which they are able to print and display.

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## Introduction to Allergens

The course content has been written by experts in the field of food safety. Learners will cover the following topics:

- Introduction to food allergens
- Allergies, intolerances and coeliac disease
- Symptoms of allergic reactions and how to respond
- Allergens legislation
- Food labelling requirements
- The 14 regulated allergens
- 'Free from' claims
- Managing allergens from purchase to service
- Providing allergen information to customers

Subject to the satisfactory completion of this course, learners are given access to an electronic certificate of completion (in PDF format), which they are able to print and display.

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## Care Certificate

It is made up of 15 standards which make up the complete Care Certificate. There is a 30-60 minute course for each of the standards which tests employees' knowledge and understanding. The standards covered in this course are:

- Understand your Role
- Your Personal Development
- Duty of Care
- Equality and Diversity
- Work in a Person Centred Way
- Communication
- Privacy and Dignity
- Fluids and Nutrition
- Mental Health, Dementia and Learning Disability
- Safeguarding Adults
- Safeguarding Children
- Basic Life Support
- Health and Safety
- Handling Information
- Infection Prevention and Control.

Please note: This eLearning course is designed to cover all of the learning topics of the Care Certificate qualification, but completing the course will not grant you the qualification itself, as the qualification exam must be taken in-person. However, our eLearning course is a great choice as part of a blended learning solution, or as an induction, refresher or revision tool.

All our courses can be accessed online. They are of varying lengths but can be completed module by module and learners have up to a year to complete their course(s) once they start.

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## Communication

This e-learning course covers the following topics:

- The communication cycle
- Communication in different contexts
- Types of communication
- Barriers to communication
- Inclusive communication
- Overcoming barriers to communication
- Consequences of ineffective communication
- Effective communication in the workplace

As part of this course, learners will be required to complete a series of multiple-choice questions.

On the completion of this course, learners will receive a personalised certificate, which they will be able to print out.

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## Equality & Diversity

This e-learning course covers the following 7 topics:

- What is meant by the term 'Equality and Diversity'?
- Consequences of inequality
- Human rights
- The Equality Act
- Inclusive and exclusive models of society
- Promoting inclusion
- Creating fairer workplaces

As part of this course, learners will be required to complete a series of multiple-choice questions.

On the completion of this module, learners will receive a personalised certificate, which they will be able to print out.

All our courses can be accessed online. They are of varying lengths but can be completed module by module and learners have up to a year to complete their course(s) once they start.

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## Level 1 Health & Safety

The eight self-contained training modules included in this course cover the key syllabus of Level 1 Health and Safety qualifications. These modules include:

- Accidents including slips, trips and falls
- Legal responsibilities
- Hazardous substances (COSHH)
- Workplace health, safety and welfare
- Work equipment
- Fire
- First aid
- Manual handling

Those taking this e-learning course will engage in approximately three guided learning hours of training.

Their knowledge will also be tested by 24 multiple-choice questions, spread across the eight modules.

In addition to this, learners will also receive a Health and Safety encyclopaedia, help pages, and a comprehensive Health and Safety glossary.

Subject to the satisfactory completion of this course, learners are given access to an electronic certificate of completion (in PDF format), which they are able to print and display.

All our courses can be accessed online. They are of varying lengths but can be completed module by module and learners have up to a year to complete their course(s) once they start.

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## Level 2 Health & Safety

The nine easy-to-manage training modules included in this course cover the key syllabus of Level 2 Health and Safety qualifications. These modules include:

- Accidents including, slips, trips & falls
- Legal responsibilities
- Risk assessment
- Workplace health, safety & welfare
- Work equipment
- Fire
- First aid
- Manual handling
- Hazardous substances (COSHH)

Knowledge will be tested by 45 multiple-choice questions, spread across the nine modules. In addition to this, learners will also receive a health and safety encyclopaedia, help pages, and a comprehensive Health and Safety glossary.

Subject to the satisfactory completion of this course, learners are given access to an electronic certificate of completion (in PDF format), which they are able to print and display.

All our courses can be accessed online. They are of varying lengths but can be completed module by module and learners have up to a year to complete their course(s) once they start.

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## Level 2 Customer Service

The customer Service Course is a total of 4 modules written specifically to cover the entire knowledge element of the level 2 award. These modules are as follows:

- Customer service principles
- Customers' needs and expectations
- Behaviour and interpersonal skills
- Responding to problems and complaints

Learners will receive a personalised certificate upon completion of this course.

All our courses can be accessed online. They are of varying lengths but can be completed module by module and learners have up to a year to complete their course(s) once they start.

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## Level 2 Fire Safety

There are a total of four training modules included in this course that cover the key syllabus of Level 2 fire safety qualifications. Each module has a total of five multiple-choice questions at the end to test learner knowledge. These modules include:

- Introduction to Fire Safety
- The characteristics of fire
- Fire Safety legislation
- Assessing and managing risk

Learners taking this course will recognise that fire safety is the responsibility of everyone in the workplace and will recognise the consequences of a fire in any premises. Subject to the satisfactory completion of this course, learners are given access to an electronic certificate of completion (in PDF format), which they are able to print and display.

All our courses can be accessed online. They are of varying lengths but can be completed module by module and learners have up to a year to complete their course(s) once they start.

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## Level 3 First Aid at Work

The first aid at work course is a total of 13 modules written specifically to cover the knowledge element of the Level 3 award. It is estimated that learners will take approximately 6 hours to complete all 13 modules. These modules are as follows:

- Understanding the role and responsibilities of a first-aider
- Assessing an incident
- Managing an unresponsive casualty
- Recognising and assisting a choking casualty
- Managing a casualty – external bleeding and shock
- Managing a casualty – minor injury
- Conducting a secondary survey
- Administering first aid to a casualty with injuries to their bones
- Administering first aid to a casualty with head and spinal injuries
- Administering first aid to a casualty with suspected chest injuries
- Administering first aid to a casualty with burns or eye injuries
- Administering first aid to a casualty with sudden poisoning or anaphylaxis
- Administering first aid to a casualty with a major illness

Learners will receive a leading Awarding Body certificate upon the completion of this course, which they can use as evidence of having completed a blended-learning programme that can contribute to them achieving the Level 3 Award in First Aid at Work.

All our courses can be accessed online. They are of varying lengths but can be completed module by module and learners have up to a year to complete their course(s) once they start.

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## Level 3 Emergency First Aid at Work

The Emergency First Aid at Work course is a total of 6 modules written specifically to cover the knowledge element of the Level 3 award. It is estimated that learners will take approximately 2 hours to complete all 6 modules. These modules are as follows:

- Understanding the role and responsibilities of a first-aider
- Assessing an incident
- Managing an unresponsive casualty
- Recognising and assisting a choking casualty
- Managing a casualty – external bleeding and shock
- Managing a casualty – minor injury

Learners will receive a certificate upon the completion of this course, which they can use as evidence of having completed a blended-learning programme that contributes to them achieving the Level 3 Award in Emergency First Aid at Work.

All our courses can be accessed online. They are of varying lengths but can be completed module by module and learners have up to a year to complete their course(s) once they start.

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## Manual Handling

There are six training modules that make up this course, which cover the key syllabus. These modules include:

- The definition of Manual Handling
- The LITE stairway to safety
- Safe lifting techniques
- Correcting lifting techniques
- Lifting with more than one person
- Examples of Manual Handling

Those taking this e-learning course will engage in approximately 30 minutes of training. Their knowledge will also be tested by five multiple-choice questions.

On completion of the course, the system produces a personalised, quality endorsed certificate.

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## Managing Conflict

This e-learning module covers the following 14 topics:

- What is workplace conflict?
- Responses to conflict
- Cultural differences
- Ego types
- Breakdowns in communication
- The behavioural cycle
- The PEACE model of Conflict Management
- Conflict with customers
- The HEAT technique
- Patterns of behaviour
- Distance zones
- Physical conflict
- Warning and danger signs
- Impact factors
- The BAP strategy

As part of this course, learners will be required to complete a series of multiple-choice questions.

On the completion of this module, learners will receive a personalised, leading Awarding Body commended certificate, which they will be able to print out.

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## Self Awareness & Personal Development

This e-learning course covers the following topics:

- What is self awareness and personal development?
- Reflection
- The importance of reflection
- Strengths, weaknesses, opportunities and threats (SWOT)
- Confidence
- Personal development
- Stages of skill development
- Aspirations
- Energy
- SMART goals
- Mission and vision statements
- Attitude
- Embracing change

As part of this course, learners will be required to complete a series of multiple-choice questions.

On the completion of this module, learners will receive a personalised certificate, which they will be able to print out.

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## Stress Management

Areas covered:

- Defining stress
- The causes of stress at work
- Effects of stress on job performance
- Strategies for managing stress
- Stress reduction
- Stress and the law
- Management of Health and Safety at Work Regulations
- HSE's management standards
- Risk assessment for work-related stress

Learners will receive a leading Awarding Body certificate upon the completion of this course.

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## Team Working

This e-learning course covers the following topics:

- What is teamwork?
- Working effectively with colleagues
- Establishing good working relationships
- Group composition and teamwork
- Group personalities
- Positive and negative communication characteristics
- Active listening
- Motivation
- Self-analysis
- Feedback
- Why is it important to handle criticism positively

As part of this course, learners will be required to complete a series of multiple-choice questions.

On the completion of this module, learners will receive a personalised, commended certificate, which they will be able to print out.

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