



North Tyneside Council

North Tyneside Council Adult Learning Service
Course Information Sheet 2019-2020

Course Information for Distance Learning

For more information a course please click the links.

1	<u>NCFE CACHE Level 2 Certificate in Advice and Guidance</u>
2	<u>NCFE CACHE Level 2 Certificate in Awareness of Mental Health Problems</u>
3	<u>NCFE CACHE Level 2 Certificate in Common Childhood Illnesses</u>
4	<u>NCFE CACHE Level 2 Certificate in Children and Young Peoples Mental Health</u>
5	<u>NCFE CACHE Level 2 Certificate in The Principles of Customer Service</u>
6	<u>NCFE CACHE Level 2 Certificate in Equality and Diversity</u>
7	<u>NCFE CACHE Level 2 Certificate in Understanding Behaviour that Challenges</u>
8	<u>NCFE CACHE Level 2 Certificate Introducing Caring for Children and Young People</u>



North Tyneside Council

NCFE CACHE Level 2 Certificate in Advice and Guidance

Enrolment Requirements	For more information or to apply ring (0191) 643 2288 or to apply online go to www.northtyneside.gov.uk/ala
This qualification is designed for anyone looking who comes into face to face contact with customers and clients	
Learners must be aged 19 and over.	

What will I learn on this course?
Offering clear and accurate information, advice or guidance and knowing what can be shared legally and professionally can greatly improve outcomes for a business or organisation. There are some fundamental rules for successful information sharing and ensuring staff are aware of these is key. By completing this course you will:
<ul style="list-style-type: none">• Explore communication techniques• Study how values, attitudes and beliefs can affect interactions• Develop interaction and interpersonal skills• Learn how information, advice or guidance can be explored• Learn how group interaction can be utilised• Manage information, including storage and retrieval• Learn how to comply with the law

Assessment	Awarding body: CACHE
This course is delivered via distance learning. You will receive your own study pack, alongside a dedicated tutor who you can contact throughout your studies. Your study packs comprise a set of high quality knowledge workbooks that are designed to help you learn independently through a range of reflective activities. You will also receive assessment booklets in which you can document and demonstrate your achievement of the associated learning outcomes.	

Course Length	Attendance
Up to 14 weeks	N/A

What could I do next?
Other Distance Learning Programmes such as: <ul style="list-style-type: none">- Level 2 Certificate in Common Childhood Illnesses- Level 2 in Understanding Behaviour that challenges.- Level 2 Certificate Children & Young Peoples Mental Health- Level 2 Certificate in Equality & Diversity



North Tyneside Council

North Tyneside Council Adult Learning Service
Course Information Sheet

NCFE CACHE Level 2 Certificate in Awareness of Mental Health Problems

Enrolment Requirements	For more information or to apply ring (0191) 643 2288 or to apply online go to www.northtyneside.gov.uk/ala
This qualification is designed for anyone looking to develop their understanding of mental health and the problems that can cause mental ill health. Learners must be aged 19 and over. You must attend an Induction session before you can begin your studies.	

What will I learn on this course?
This qualification is based on 13 Mandatory units. In each topic you will gain an understanding of specific mental health problems such as stress, anxiety, depression, phobias, bipolar disorder, OCD and so on. You will develop an understanding of the topic in relation to the symptoms and experience for the individual, support needs, how the disorder can be managed and treated and the roles and needs of family and friends of the individual.

Assessment	Awarding body: CACHE
This course is delivered via distance learning. You will receive your own study pack, alongside a dedicated tutor who you can contact throughout your studies. Your study packs comprise a set of high quality knowledge workbooks that are designed to help you learn independently through a range of reflective activities. You will also receive assessment booklets in which you can document and demonstrate your achievement of the associated learning outcomes.	

Course Length
16 weeks

Attendance
You must attend the Induction session. There will be a drop in workshop half way through your studies if you wish to access this for additional support.

What could I do next?
Other Distance Learning Programmes such as: <ul style="list-style-type: none">• Level 2 Certificate in Common Childhood Illnesses• Level 2 in Understanding Behaviour that challenges.• Level 2 Certificate Children & Young Peoples Mental Health Standalone qualifications - Level 2 Certificate in Counselling Skills.



North Tyneside Council

NCFE CACHE Level 2 Certificate in Common Childhood Illnesses

Enrolment Requirements	For more information or to apply ring (0191) 643 2288 or to apply online go to www.northtyneside.gov.uk/ala
Learners must be aged 19 and over and looking to increase their knowledge in childhood illnesses. You must attend an Induction session before you can begin your studies.	

What will I learn on this course?
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 the infants and children they support/care for.

Assessment	Awarding body: CACHE
This course is delivered via distance learning. You will receive your own study pack, alongside a dedicated tutor who you can contact throughout your studies. Your study packs are comprised of a set of high quality knowledge workbooks that are designed to help you learn independently through a range of reflective activities. You will also receive assessment booklets in which you can document and demonstrate your achievement of the associated learning outcomes.	

Course Length
14 weeks

Attendance
You must attend the Induction session. There will be a drop in workshop half way through your studies if you wish to access this for additional support.

What could I do next?

Other Distance Learning Programmes such as:

- Level 2 Certificate in Children's Mental Health
- Level 2 in Understanding Behaviour that challenges.
- Level 2 Certificate in Introducing Caring for Children and Young People

Standalone qualifications:

- Level 2 Certificate for Children and Young Peoples workforce
- Level 2 Certificate in Supporting Teaching and Learning.



North Tyneside Council

NCFE CACHE Level 2 Certificate in Children and Young Peoples Mental Health

Enrolment Requirements

For more information or to apply ring (0191) 643 2288
or
to apply online go to www.northtyneside.gov.uk/ala

Learners must be aged 19 and over and looking to increase their knowledge in children and young people mental health.
You must attend an Induction session before you can begin your studies.

What will I learn on this course?

The purpose of this qualification is to increase learners' knowledge and awareness of children and young people's mental health.

By completing the qualification, learners will develop knowledge of:

- Children and young people's mental health in context
- Mental health problems commonly associated with children and young people
- The impact of mental ill-health on children and young people
- Support available to maintain mental wellbeing in children and young people.

Assessment

Awarding body: CACHE

This course is delivered via distance learning. You will receive your own study pack, alongside a dedicated tutor who you can contact throughout your studies. Your study packs comprise a set of high quality knowledge workbooks that are designed to help you learn independently through a range of reflective activities. You will also receive assessment booklets in which you can document and demonstrate your achievement of the associated learning outcomes.

Course Length

14 weeks

Attendance

You must attend the Induction session.

There will be a drop in workshop half way through your studies if you wish to access this for additional support.

What could I do next?

Other Distance Learning Programmes such as:

- Level 2 Certificate in Common Childhood Illnesses
- Level 2 in Understanding Behaviour that Challenges.
- Level 2 Certificate in Introducing Caring for Children and Young People

Standalone qualifications:

- Level 2 Certificate for Children and Young Peoples workforce
- Level 2 Certificate in Supporting Teaching and Learning.



North Tyneside Council

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Course Information Sheet

NCFE CACHE Level 2 Certificate in The Principles of Customer Service

Enrolment Requirements

For more information or to apply ring (0191) 643 2288
or
to apply online go to www.northtyneside.gov.uk/ala

This qualification provides both an ideal start in the occupation and supports progression within the sector. It is ideal for customer service professionals who deal with customers through one-off or routine contacts.

Learners must be aged 19 and over.

What will I learn on this course?

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. By completing this course you will:

- Learn to deliver excellent customer service
- Increase awareness of understanding and meeting customers' needs
- Giving a great customer experience
- Learn from feedback and promote products and services

Assessment

Awarding body: CACHE

This course is delivered via distance learning. You will receive your own study pack, alongside a dedicated tutor who you can contact throughout your studies. Your study packs comprise a set of high quality knowledge workbooks that are designed to help you learn independently through a range of reflective activities. You will also receive assessment booklets in which you can document and demonstrate your achievement of the associated learning outcomes.

Course Length

Up to 20 weeks

Attendance

N/A

What could I do next?

Other Distance Learning Programmes such as:

- Level 2 Certificate in Common Childhood Illnesses
- Level 2 in Understanding Behaviour that challenges.
- Level 2 Certificate Children & Young Peoples Mental Health
- Level 2 Certificate in Equality & Diversity
- Level 2 Certificate in Advice & Guidance



North Tyneside Council

NCFE CACHE Level 2 Certificate in Equality and Diversity

Enrolment Requirements	For more information or to apply ring (0191) 643 2288 or to apply online go to www.northtyneside.gov.uk/ala
This qualification is designed for anyone looking to gain an understanding of the different issues affecting equality and diversity in today's society.	
Learners must be aged 19 and over.	

What will I learn on this course?
Britain is a culturally diverse nation that respects and values the differences in people. Companies and organisations 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. On this course you will:
<ul style="list-style-type: none">• Learn the importance of equality and diversity within different contexts• Gain an understanding of the different issues affecting equality and diversity in today's society

Assessment	Awarding body: CACHE
This course is delivered via distance learning. You will receive your own study pack, alongside a dedicated tutor who you can contact throughout your studies. Your study packs comprise a set of high quality knowledge workbooks that are designed to help you learn independently through a range of reflective activities. You will also receive assessment booklets in which you can document and demonstrate your achievement of the associated learning outcomes.	

Course Length	Attendance
Up to 20 weeks	N/A

What could I do next?
Other Distance Learning Programmes such as: <ul style="list-style-type: none">- Level 2 Certificate in Common Childhood Illnesses- Level 2 in Understanding Behaviour that challenges.- Level 2 Certificate Children & Young Peoples Mental Health- Level 2 Certificate in Advice & Guidance



North Tyneside Council

NCFE CACHE Level 2 Certificate in Understanding Behaviour that Challenges

Enrolment Requirements

For more information or to apply ring (0191) 643 2288
or
to apply online go to www.northtyneside.gov.uk/ala

Learners must be aged 19 and over and looking to increase their knowledge in understanding behaviour that challenges
You must attend an Induction session before you can begin your studies.

What will I learn on this course?

This qualification is designed to increase learners' awareness and understanding of behaviour that challenges and its effects.

By completing the qualification, learners will develop in-depth knowledge of behaviour that challenges which could support progression onto other appropriate qualifications and into relevant employment in the health and social care sector. It could be useful to learners working in education settings.

Assessment

Awarding body: CACHE

This course is delivered via distance learning. You will receive your own study pack, alongside a dedicated tutor who you can contact throughout your studies. Your study packs comprise a set of high quality knowledge workbooks that are designed to help you learn independently through a range of reflective activities. You will also receive assessment booklets in which you can document and demonstrate your achievement of the associated learning outcomes.

Course Length

14 weeks

Attendance

You must attend the Induction session.

There will be a drop in workshop half way through your studies if you wish to access this for additional support.

What could I do next?

Other Distance Learning Programmes such as:

- Level 2 Certificate in Common Childhood Illnesses
- Level 2 in Children and Young Peoples Mental Health
- Level 2 Certificate in Introducing Caring for Children and Young People

Standalone qualifications:

- Level 2 Certificate for Children and Young Peoples workforce
- Level 2 Certificate in Supporting Teaching and Learning.
- Level 2 Certificate in Counseling Skills.



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NCFE CACHE Level 2 Certificate Introducing Caring for Children and Young People

Enrolment Requirements	For more information or to apply ring (0191) 643 2288 or to apply online go to www.northtyneside.gov.uk/ala
Learners must be aged 19 and over and looking to increase their knowledge in caring for children. You must attend an Induction session before you can begin your studies.	

What will I learn on this course?
This qualification provides an opportunity to study a range of topics from three main areas: child care and education, babysitting and parenting responsibilities.

Assessment	Awarding body: CACHE
This course is delivered via distance learning. You will receive your own study pack, alongside a dedicated tutor who you can contact throughout your studies. Your study packs comprise a set of high quality knowledge workbooks that are designed to help you learn independently through a range of reflective activities. You will also receive assessment booklets in which you can document and demonstrate your achievement of the associated learning outcomes.	

Course Length
14 weeks

Attendance
You must attend the Induction session. There will be a drop in workshop half way through your studies if you wish to access this for additional support.

What could I do next?
Other Distance Learning Programmes such as: <ul style="list-style-type: none">- Level 2 Certificate in Common Childhood Illnesses- Level 2 in Understanding Behaviour that challenges.- Level 2 Certificate Children & Young Peoples Mental Health Standalone qualifications: <ul style="list-style-type: none">- Level 2 Certificate for Children and Young Peoples workforce- Level 2 Certificate in Supporting Teaching and Learning.- Level 2 Certificate in Counseling Skills.