



Careconnect Course Portfolio 2010



Careconnect Learning
St Albans House, 57/59 Haymarket, London, SW1Y 4QX
PH: 0808 178 0006 ♦ www.careconnectlearn.co.uk



About Careconnect Learning

Careconnect Learning offer innovative, new and exciting courses, which can be delivered in our modern training centres or in the workplace.

Our portfolio includes a range of NVQ's and other accredited awards in the public sector and health and social care. We pride ourselves on the high quality of our training. Our courses and accredited awards are attractive to people who work in local government, public services, care homes, domiciliary care, day care, hospitals, primary and secondary schools.

Careconnect Learning is helping employers to meet their training targets for achievement of NVQ's and improving the productivity of your organisation. We currently work with in excess of 600 employers across England. The NVQ delivery program and courses are flexible and specifically designed to support the learner in the workplace and meet sector training needs. We deliver all NVQs in the workplace.

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National Vocational Qualifications - NVQs

Careconnect learning provide employees working in the Public or Health and Social Care sector with a flexible approach to inducting and supporting staff to gain NVQ qualifications. The Careconnect deliver a range of NVQ courses at Level 2, 3 and 4, and the Leadership and Management in Care (LMC).

Careconnect Learning provides:

- Certification
- Assessment
- Verification

Careconnect Learning provides complete packages, flexibly delivered to meet the needs of managers and staff. We adopt a holistic approach to assessment which encourages candidates to look at their range of work tasks and to draw naturally occurring evidence from these to cover a range of performance criteria.

Assessments are to be undertaken in the workplace with an experienced and qualified assessor. We are flexible in the provision of underpinning knowledge and recognise that many candidates already have substantial prior knowledge. Candidates often only require refresher sessions, where they have the opportunity to engage in discussion with a skilled assessor. We recognise the importance of accreditation of prior learning.

To sum up the benefits, we encourage candidates to:

- move quickly through their NVQs
- draw on prior learning in recognition of the existing skills and knowledge of the health and social care workforce.

We provide candidates with:

- support every step of the way
- opportunities to acquire knowledge in innovative ways using flexible e-learning programmes.

We are keen to work with your in-house assessors and to customise the delivery and assessment to meet your particular needs.



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NVQ Level 2 in Health and Social Care

Description of course

A nationally recognised and flexible qualification that enables candidates to gain the practical skills needed to be an effective care worker. Candidates will increase in confidence, personal growth and development, which can enhance the Quality of Care provided by care homes.

The award is structured so that a learner will achieve six units. For learners employed in a social care setting inspected by Commission for Social Care Inspection, learners must complete four core units and two optional units. For learners employed in a setting regulated by Skills for Health, learners must complete two core units and two optional units, plus a further two units selected from either the core or option group. (Please note employers and assessment centres will advise on selecting the most suitable units for each learner.)

Candidates are enrolled and registered with OCR. The induction session covers an introduction to NVQ, the assessment process and what the candidate will be covering in the next workshops. At the end of the session the learner is provided with their 'Getting Started with NVQ' workbook.

Who is the course for?

The NVQ Level 2 in Health and Social Care is aimed at those who are working 16 hours per week in a caring role for more than one person. Recommended for assistant care workers or those working in residential, nursing and learning and physical disability homes.

Previous knowledge/skills required

No formal qualifications required, although candidates must have completed a formal induction to the work place. Prior knowledge is required and candidates must work in a Care role for 16 or more hours per week. Mandatory training for the candidate must have been identified and completed where appropriate. Candidates must be committed, enthusiastic, motivated and be able to work on their own and as part of a care team.

Assessment and qualifications

A qualified Careconnect Work Based Assessor will assess the skills and competence in the workplace. NVQ Level 2 in Health and Social Care Qualification.

Next Steps

NVQ Level 3 in Health and Social Care. A1 Assessor award

Course fee:

Fully funded by Train to Gain (conditions apply; usual rate is £1200).



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NVQ Level 3 in Health and Social Care

Description of course

A nationally recognised and flexible qualification that enables candidates to have a qualification that relates directly to their supervisory caring role within the care establishment. The course will enhance their personal growth and development and so help them undertake their role with greater confidence. On completion the candidate may gain admission to various other occupations in care and be a valued member of a care team.

To achieve the NVQ level 3 in Care the candidate must complete 8 units, 4 core plus 4 optional. Your assessor will work with you on the optional units you choose. The units chosen consider your working role. Candidates are enrolled and registered with OCR. The induction session covers an introduction to NVQ, the assessment process and what the candidate will be covering in the next workshops.

Who is the course for?

Candidates may often be working without direct supervision or on their own, where you would be responsible for a specific area such as medication or care plans. Candidates will have a degree of responsibility and autonomy, and will be required to make decisions within boundaries and limits agreed with their team.

Candidates should already be working in a supervisory role for 16 hours or more per week.

Previous knowledge/skills required

No formal qualifications required, although delegates must have basic literacy and oral communication skills. Prior knowledge is required. Mandatory training for the candidate must have been identified and completed where appropriate. Candidates must be committed, enthusiastic, motivated and be able to work on their own and as part of a care team. Candidates must be able to cover the required standards of the NVQ.

Assessment and qualifications

A qualified Careconnect work based Assessor will assess the skills and competence in the workplace. NVQ Level 3 in Health and Social Care Qualification.

Next Steps

NVQ Level 4 in Health and Social Care. A1 Assessor Award.

Course fee:

Fully funded by Train to Gain (conditions apply; usual rate is £1200).



NVQ Level 4 in Health and Social Care

Description of course

The aim of this qualification is to recognise the skills and competences of candidates in the work place. The qualification focuses on the management and delivery of physical, emotional or enabling care to clients/service users. The candidate will be managing and delivering care in support of others, and will be accountable in the area of practice. Candidates will be working without direct supervision or on their own, for example in a client / service users own home. Candidates will have autonomy, and will be required to make decisions within boundaries and limits agreed with their team.

To achieve this award a candidate must complete 8 units, 4 core plus 4 optional. They will be allocated a workplace assessor who will guide them through the necessary evidence building. Provision of extra knowledge will be available in any area of the award when necessary. Candidates are enrolled and registered with City & Guilds or OCR. The induction session covers an introduction to NVQ, the assessment process and what the candidate will be covering in the next workshops.

Who is the course for?

The award is aimed at those staff working in a senior role within a care organisation and have particular responsibility for the allocation of resources and the training and development of staff in the care sector.

Previous knowledge/skills required

The candidate should have attained a relevant level 3 qualification.

Assessment and qualifications

A qualified Careconnect Work Based Assessor will assess the skills and competence in the workplace. NVQ Level 4 in Health and Social Care.

Next Steps

Leadership and Management in Care (For Care Managers)
A1 Assessor Award

Course fee:

£500 (Part funded by Train to Gain).

Unfunded rate: **£1600** (non EU residents / Candidate qualifications at Level 3 and above)



Leadership and management award level 4 (replacement for the RMA Award)

Description of course

The Leadership and management award programme is a qualification for managers in the care sector who want to offer an improved service to their customers and clients. This qualification reflects the varied size, nature and organisational setting of adult care services and the diverse nature of a senior management role.

Candidates are enrolled and registered with City & Guilds or OCR. The induction session covers an introduction to NVQ, the assessment process and what the candidate will be covering in the next workshops. Consisting of ten units, four of which are mandatory and the remainder chosen from the five groups of options, the course looks at core skills such as evaluating systems, service management and team / individual performance. The candidate will also be required to manage the use of financial resources and the performance of teams and individuals.

Who is the course for?

The award is for those who are already in a position of leadership in a care environment and are able to demonstrate both theoretical and practical competence in the workplace to a national standard in key areas.

Previous knowledge/skills required

The candidate should have attained a relevant level 4 qualification

Assessment and qualifications

A qualified Careconnect Work Based Assessor will assess the skills and competence in the workplace. Registered Managers Award

Next Steps

Opportunities for progression will be reviewed with the candidate upon completion of NVQ.

Course fee:

£500 (Part funded by Train to Gain)

Unfunded rate: **£1600** (non EU residents / Candidate qualifications at Level 3 and above)



NVQ Advice and Guidance (Level 3 and 4) OCR

Description of course

NVQs in Advice and Guidance are nationally recognised qualifications aimed at practitioners who work directly with clients, disseminating information, advice and some level of guidance. Candidates will be working with information that is often interpreted by others usually working within some clear guidelines.

It is suitable for candidates:

- Whose work includes clear guidelines in the practice of advice and guidance.
- Who are working in designated advice and/or guidance organisations.
- Whose role is to provide information that is often interpreted by others.

The qualification is offered by Careconnect Learning at Levels 3 and 4. Candidates will be allocated an assessor who will provide support and guidance in completing the qualification. Assessment methods will include observation of actual work in the workplace and examination of documentation.

Candidates who successfully demonstrate the necessary level of competence will be awarded an NVQ in Advice and Guidance by OCR.

Who is the course for?

NVQ in Advice and Guidance is suitable for anyone working in an environment where they are giving advice and guidance for 16 hours or more per week.

Previous knowledge/skills required

The candidate will need to have active involvement with clients on a regular basis, delivering information, advice and guidance.

Assessment and qualifications

A qualified Careconnect Work Based Assessor will assess the skills and competence in the workplace. NVQ Advice and Guidance at either Level 3 or 4.

Next Steps

Level 4 Advice and Guidance. A1 Assessor Award

Course fee:

Level 3: Fully funded by Train to Gain (conditions apply; unfunded rate is £1200).

Level 4: £500 (Part funded by Train to Gain). Unfunded rate: **£1600** (non EU residents / Candidate qualifications at Level 3 and above)



Learning and Development Level 3 / 4

Description of course

A nationally recognised competence based qualification demonstrating that you have achieved a certain level of skill and competence in training.

Level 3: There are 7 Mandatory Units plus 4 Optional Units

- Evaluating and developing own practice
- Identify individual learning aims and programmes
- Agree learning programmes with learners
- Develop training sessions
- Create a climate that promotes learning
- Monitor and review progress with learners
- Respond to changes in Learning and Development

Level 4: There are 7 Mandatory Units plus 5 Optional Units

- Contribute to learning within the organisation
- Evaluate and develop own practice
- Design learning programmes
- Agree learning programmes with learners
- Manage the contribution of other people to the learning process
- Create a climate that promotes learning
- Evaluate and improve learning and development programmes and either

Who is the course for?

The course is designed for those working in an environment of learning and development (L&D). The level 3 qualification is aimed at individuals who have recently started in a learning and development role and the level 4 is for those in more senior positions.

Previous knowledge/skills required

No formal qualifications are required although individuals must be employed in an L&D role to generate work based evidence.

Assessment and qualifications

A qualified Careconnect work based Assessor will assess the skills and competence in the workplace.

Next Steps: Level 3 qualified candidates can progress onto Level 4. Candidates will also be able to become associate members of IPD. A1 Assessor award.

Course fee:

Level 3: Fully funded by Train to Gain (conditions apply; usual rate is £1200).

Level 4: £500 (Part funded by Train to Gain). (conditions apply; usual rate is £1600).



Business Administration Level 2 / 3

Description of course

This course allows the candidate to assess and improve the efficiency of their administrative skills. The qualification is very flexible in its structure enabling the organisation and candidate to choose the units which best suit their work situation and job role.

Level 2: There are 5 mandatory units *plus 3 Optional Units*

- Ensure your own actions reduce risks to Health and Safety
- Support the work of your team
- Plan, organise and improve your work
- Communicate information using telephone and fax
- Prepare and print documents using a computer

Level 3: There are 2 mandatory units *plus 4 optional units*

- Carry out your responsibilities at work
- Work within your business environment

Who is the course for?

This course is aimed at staff working in administration across all occupations and sectors of employment who wish to develop their performance in the field. Candidates who are awarded this qualification are in a position to pursue further NVQ awards in this area. It can also lead to career progression within office environments and the service sector.

Previous knowledge/skills required

Candidates must be working in a supervisory role over seeing administrative duties. The NVQ level 2 would be an advantage.

Assessment and qualifications

A qualified Careconnect work based Assessor will assess the skills and competence in the workplace.

Next Steps

NVQ Level 4 in Business Administration. A1 Assessor award.

Course fee

Level 2: Fully funded by Train to Gain (conditions apply; unfunded rate is £1200).

Level 3: Fully funded by Train to Gain (conditions apply; unfunded rate is £1200).



Customer Service Level 2 / 3

Description of course

Customer Service NVQ focuses on problem solving, developing good customer service and supporting new improvements in customer service. This NVQ is intended for front line service providers and those who:

- Provide a direct service to customers
- Wish to gain a qualification, which focuses on generic work issues, as well as the technical aspects of products and services.
- Wish to demonstrate competence in the field of customer service, in order to progress towards a higher qualification in the same area.

The units encompass a broad range of competencies from the customer service sector. This NVQ has been designed so that some evidence can be gathered in the workplace and some evidence can be generated from simulation.

Careconnect use online courses that cover the knowledge requirements of the NVQ.

Who is the course for?

The **Level 2** is suitable for candidates:

- who are working in a customer service environment in an administrative role

The **Level 3** is suitable for candidates who:

- can influence what happens at work
- uses the organisation's rules and systems flexibly to deliver good service
- question the way things are done and suggest improvements
- have good communication skills and a wide knowledge of what to do, who to see and where to go to get things done for the customer
- are aware of the commercial or other pressures facing the organisation/business

Previous knowledge/skills required

Candidates must be working in a customer facing role for 16 hours or more per week. There are no formal entry requirements, although a commitment to improving customer care is important.

Assessment and qualifications

A qualified Careconnect work based Assessor will assess the skills and competence in the workplace. NVQ in Customer Service.

Next Steps

Next NVQ level in Customer Care. A1 Assessor award.

Course fee

Level 2: Fully funded by Train to Gain (conditions apply; unfunded rate is £1200).

Level 3: Fully funded by Train to Gain (conditions apply; unfunded rate is £1200).



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ITQ – Level 2 / 3

Description of course

The ITQ is a NVQ aimed at those who want to improve their IT skills. It is a flexible qualification that can be tailored to meet the needs of both the learner and the employer. The qualification has been designed to demonstrate a learner's competence in IT within the workplace, tailored to the applications used by the candidate in their role.

Topics range from applications such as Word Processing, Spreadsheets, E-mail, and the Internet. Each topic corresponds to a unit of the qualification and each unit carries point's value. To achieve the qualification, the candidate must gain a set number of points, although they can combine these from different levels and topic areas.

To assess the candidates' prior knowledge, Careconnect use an ITQ Planner. This is designed as an integral part of an ITQ program. It includes:

- information about NVQs and the ITQ to assist with induction
- an interactive training needs analysis and objective diagnostic tool to determine learning needs
- an integrated ITQ calculator tool to help learners to select their optional units and calculate their points score
- an activity planning and tracking tool to support the assessment process

All evidence gathered for this NVQ must be work-based evidence, demonstrating competence in the workplace.

Who is the course for?

This course is ideal for anyone who uses IT in the workplace and wants to improve their skills in using applications such as the internet and email, word processing, spreadsheets or databases.

Previous knowledge/skills required:

Candidates must be working in a role where the use computers for 16 hours or more per week. There are no formal entry requirements, although an interest and commitment in improving IT skills is essential.

Assessment and qualifications

The qualification is assessed in the workplace and the candidate must submit evidence that they meet the standards for the mandatory unit – 'Making Selective Use of IT – and optional units relating to their actual job role.

Next steps Individuals may then go on to higher level ITQ or the A1 Assessor Award.

Course fee:

Level 2: Fully funded by Train to Gain (conditions apply; usual rate is £1200).

Level 3: Fully funded by Train to Gain (conditions apply; usual rate is £1200).



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Certificate for Adult Learner Support Level 2

Description of course

This course is for anyone who is interested in working in further education and helping people to achieve. It is useful for front line support in banks, libraries, etc who may find an understanding of basic skills needs useful.

It is not a teaching qualification but will enable you to support learners under the guidance of a specialist teacher. You will be involved in clarifying tasks for learners, motivating learners and recording their achievements.

There are two mandatory units plus one optional unit:

Unit 1 Working in the Sector

Unit 2 Supporting Learners

The course requires between 40 and 60 hours of study in addition to the assessment in the workplace.

Who is the course for?

This certificate is an ideal choice for people who are interested in further developing their work with adult learners.

Previous knowledge/skills required

There are no formal entry requirements, although an interest and commitment in gaining support skills is essential.

Assessment and qualifications

The Certificate Course includes face to face tutorials and workshops with remote telephone and email support. An externally marked assignment is set and assessed by City and Guilds. It is based on the practical tasks you have already completed and will allow you to consider and reflect upon your existing practice and how you can improve it.

The full certificate provides you with City and Guilds Certificate in Adult Learner Support (Literacy, Numeracy or ESOL) level 2 (9295)

Next Steps

Learners may progress onto the Level 3 Certificate in Adult Literacy Subject Support or the Level 3 Certificate in Adult Numeracy Subject Support

Course fee

£300



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A1 - The Assessor Award

Description of course

With the growth of National Vocational Qualifications, more and more organisations are finding it convenient and economical, as well as motivating for their staff to have a trained NVQ assessor on site. This award enables existing staff to assess in the workplace. Candidates cover one unit from the Training & Development NVQ. To gain this award trainees need to assess at least 2 candidates against a minimum of 3 elements of an NVQ.

The Level 3 award in assessing candidates using a range of methods is a single unit award. The unit that makes up this award is Unit A1 from the Learning and Development national occupational standards.

At the end of the workshop participants will be able to:

- State the role and responsibilities of the assessor.
- Identify and use assessment plans.
- State the types of NVQ evidence
- State the "rules of evidence"
- Understand each stage of the assessment process
- Identify and collect evidence for A1

Who is the course for?

The award will be suitable for staff that have current real work experience. You will be assessing candidates against agreed standards of competence using a range of assessment methods.

Previous knowledge/skills required

This course is for those who are already involved in an NVQ Assessment Centre. Candidates should have the NVQ Level 2 in area you wish to assess.

Assessment and qualifications

Assessment is carried out through observation and you will put together a portfolio of evidence which will also be assessed. On completion of the three workshops, you will be assessed against the standards of A1.

It should be noted that participants choosing to be assessed must be in a position to assess NVQ candidates. You will need to assess 3 units, we suggest 2 units for one candidate and 1 unit for 2 candidates.

Next Steps

The course allows you to become an NVQ Assessor in your existing workplace or can help you gain employment as an Assessor.

Many people progress onto the V1 Verifier course after this to further their career prospects.

Course fee

Standard: £900

Special Offer: £300 when you register 4 NVQ Level 2 candidates



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Personal Development & Learning for Unpaid Carers: “Learning for Living”

Description of course

Learning for Living is the first program of personal development for unpaid carers. It is a totally unique online course developed by City & Guilds. The program was developed in association with carers organisations, including carers UK to help unpaid carers back into paid employment or on to further training. Building on the wealth of experience carers have gained, the course develops the knowledge, skills and confidence to help carers make informed choices and take up opportunities in further education, training, work, leisure most importantly it provides a fun and accessible route to reaching their goals.

Designed to fit around busy lives learning is flexible and can be delivered to any learner, anywhere, with access to the Internet. There are four stand alone units and two learning routes: An informal route and an accredited route.

Learning for Living:

- Supports your personal development by building on your existing skills as a carer
- Develops new skills that relate to your personal experience
- Helps you to find opportunities and develop realistic plans for further education, training, employment and leisure.

Who is the course for?

Unpaid carers who would like to go into further education or employment.

Previous knowledge/skills required

There are no formal entry requirements, although an interest and commitment in working in care would be beneficial.

Assessment and qualifications

Candidates will be allocated an assessor and a tutor who will provide support and guidance in completing the qualification. Tutors will support the candidate through the online course and assessment will be completed online. Candidates who successfully demonstrate the necessary level of competence will be awarded a Certificate in Personal Development & Learning for Unpaid Carers by City and Guilds.

Next Steps

Further education or employment in the Care Sector.

Course fee

£400



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National Certificate in Adult Literacy, Numeracy or ESOL

Description of course

Careconnect is a provider of Skills for Life courses. These can be delivered using online materials or paper based materials. You can use your **Skills for Life** course to help you achieve a nationally recognised Certificate in Adult Literacy, Numeracy or ESOL. They measure skills at an equivalent level to other national qualifications.

The National Qualifications in Adult Literacy and Adult Numeracy these include:

- Certificate in Adult Literacy/Numeracy/ESOL (Entry Level)
- Certificate in Adult Literacy/Numeracy/ESOL (Level 1)
- Certificate in Adult Literacy/Numeracy/ESOL (Level 2)

All candidates will complete an internet based skills scan. This helps the tutors to prepare an individual learning plan for the learner that identifies a range of courses that are specifically tailored to learners needs in Literacy or Numeracy.

Who is the course for?

NVQ candidates who need to brush up on their skills while doing an NVQ, Learners who want to improve their English or Maths or those who left school without their Maths or English GCSE. These courses can also improve your skills in the workplace or help you support your children in their education.

Previous knowledge/skills required

None required.

Assessment and qualifications

There is a short test to get the Level 1 and Level 2 qualifications. Each test consists of 40 multiple-choice questions, similar in style to the ones in the driving theory test. The test lasts an hour. You can have a go at practice tests online. National Certificate in Adult Numeracy or Literacy

Next Steps

Further education.

Course fee

Numeracy and Literacy are fully funded. ESOL course provision will require a contribution from the employer.



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