



Health & Social Care e-Learning brochure

All courses can be purchased for immediate access from our online shop
shop.firstresponsetraining.com

Accredited e-Learning designed by curriculum experts and mapped to national standards, all on a sleek, user-friendly and fully customisable LMS.

Health & Safety

Working at Heights
Asbestos Awareness
DSE Assessment
COVID-19 Infection Control
Conflict Resolution & Personal Safety
General Data Protection Regulation
Handling Hazardous Substances
Managing Personal Stress
Manual Handling
First Aid Principles
Role of a Fire Marshal
Health & Safety Essentials
Food Safety Principles

Business Skills

Action planning
Active listening
Activity flow charts
Affinity diagrams
Analysis of variance
Reading body language as a sales tool
Body language for facilitators
Brainstorming
Building high performance teams
Building your personal brand
Coaching skills
Communication skills
Conflict resolution
Creative thinking
Effective meetings
Emotional intelligence
Essential problem solving
Giving and receiving feedback
Influencing skills
Interviewing skills
Kaizen introduction
Negotiation skills
Networking for success
Presentation skills
Pressure management
Prioritization and problem solving
Process mapping
Self-esteem and assertiveness
Stress management
Visual management

Health & Social Care

The Care Certificate
Principles of Moving & Assisting
Safe Handling of Medication
Dementia Awareness
Infection Control
Food Safety Principles
Safeguarding Adults
Dysphagia Awareness
Epilepsy & Emergency Medication
Equality, Diversity & Inclusion
COVID-19 Infection Control
Infection Prevention & Control

Hospitality

Wine and Champagne
Restaurant service
Cleaning
Cleaning bathrooms
Housekeeping
Making beds
Presentation
Allergy and special diets
Disability and culture aware
Disability aware
COSHH & manual handling
Creating a positive customer environment
Fire aware
Food and drink safety
Service – boxing a table
Service – buffet service
Service – carrying & clearing plates
Service – general preparation
Service – laying tables
Service – napkin folding
Silver service technique
Handling customer problems positively
Handling glassware
Handling glassware in the bar
Licensing awareness
Menu knowledge
Prepare and close a bar
Prepare and serve drinks
Presenting menus and taking orders
Safety aware for hotel staff
Serving beer
Taking wine orders
Understanding customer needs
Using positive selling skills
Working with allergens

Project Management

PRINCE2® Agile Project Management

Introduction
Foundation
Foundation + official exam
Foundation and practitioner
Foundation and practitioner + exam

PRINCE2® Project Management

Introduction 6th Edition
Foundation 6th Edition
Foundation 6th Edition + exam
Foundation and practitioner 6th Edition
Foundation and practitioner 6th Edition + exam

MSP® Programme Management

Introduction
Foundation
Foundation + exam
Foundation and practitioner
Foundation and practitioner + exam

AgilePM® Passport

Introduction
Foundation
Foundation and practitioner

MS Office & I.T

Word 2019

Level 1 - Introduction & basics
Level 2 - Importing, navigation and formatting
Level 3 - Paragraphs and page layout
Level 4 - Managing documents
Level 5 - Objects and printing
Level 6 - Tables and references

Excel 2019

Level 1 - Introduction and basics
Level 2 - Cells and worksheets
Level 3 - Views and layout
Level 4 - Formatting and proofing
Level 5 - Formulas and functions
Level 6 - Presenting data visually
Level 7 - Sharing and validating data
Expert - Adv. charting and data analysis
Expert - Adv. formulas, macros and external data
Expert - Adv. functions, consolidating and auditing

Outlook 2019

Level 1 - Introduction and basics
Level 2 - Messages and formatting
Level 3 - Managing messages and contacts
Level 4 - Calendar and other folders
Level 5 - Auto features and searching

PowerPoint 2019

Level 1 - Introduction and basics
Level 2 - Creating presentations
Level 3 - Slide content
Level 4 - Graphics and multimedia
Level 5 - Charts and animations
Level 6 - Reviewing and presenting



Our suite of **Health & Social Care** courses are all ideal for staff inductions and competency updates. All of our care sector courses are mapped to the relevant standards, such as the Care Certificate or the National Occupational Standards for Health and Social Care and the Regulated Qualifications Framework (RQF) for more experienced workers. In addition, we are now **endorsed by Skills for Care** as a high-quality health and social care e-Learning provider!

Courses:

The Care Certificate

Principles of Moving & Assisting

Safe Handling of Medication

Dementia Awareness

Infection Control

Food Safety Principles

Safeguarding Adults

Dysphagia Awareness

Epilepsy & Emergency Medication

Equality, Diversity & Inclusion

COVID-19 Infection, Prevention, Identification & Control

General Data Protection Regulation (GDPR)

Handling Hazardous Substances (COSHH)

First Aid Principles

Role of a Fire Marshal

Health & Safety Essentials



[Click here to see the portfolio on our shop](#)



The Care Certificate

Seat time: 3 hours

Course overview:

Every individual new to health and social care, as well as those changing jobs within it, is required to undertake an induction programme that meets the Care Certificate standards and allows them to provide evidence of completed objectives.

Our Care Certificate e-learning course provides underpinning theory-based knowledge for the below 15 standards.

- 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
- Awareness of mental health, dementia and learning disability
- Safeguarding adults
- Safeguarding children
- Basic life support
- Health and safety
- Handling information
- Infection prevention and control

Courses also include a resources section with access to a downloadable workbook for all 15 standards, holistic assessment sheets and workplace competency record sheets.

Cost: £29.95



Principles of Moving & Assisting

Seat time: 1 hour

Course overview:

To recognise the principles of safe moving and assisting and the importance of risk assessment prior to any moving and assisting task

Objectives:

- To understand the basic anatomy and physiology of the spine
- To know the main legislation relating to moving and assisting
- To know the principles of safe moving and assisting
- Explain common moving and assisting injuries
- To be able to suitably assess moving and assisting operations

Cost: £14.95



Safe Handling of Medication

Seat time: 1 hour

Course overview:

To provide information to ensure the safe handling and administration of medicines

Objectives:

- Understand the legislation, policy and procedures relevant to the administration and safe handling of medicines
- Describe common medications and their use
- Understand the procedures and techniques for the safe administration of medication
- Explain the medication classifications and types and routes of administration
- Describe common side effects and adverse reactions
- Understanding receiving storage and disposal

Cost: £14.95



Dementia Awareness

Seat time: 1 hour

Course overview:

To provide an underpinning knowledge to staff in the health and social care sector to support people living with dementia.

Objectives:

- Understand what dementia is
- Know the most common types of dementia and their cause
- Identify some common symptoms of the condition
- Understand key features of the theoretical models of dementia
- Consider factors relating to an individuals experience of dementia

Cost: £14.95



Infection Control

Seat time: 1 hour

Course overview:

To provide information in order to practice safely and to protect individuals being supported, colleagues and self from infection

Objectives:

- Explain the causes of infection and the methods of control
- Identify the legislation and guidance associated with infection prevention and control
- Describe employer and employee responsibilities
- Explain safe practice and the use of PPE and personal hygiene
- Understand the principles of decontamination and waste management

Cost: £14.95



Food Safety Principles

Seat time: 1 hour

Course overview:

To be able to prepare and handle food safely

Objectives:

- Understand the importance of food safety legislation
- List the hazards associated with food hygiene
- Explain how control measures and monitoring can prevent food poisoning
- List the type of pests linked to food hygiene
- Explain the stages of Hazard Analysis Critical Control Points

Cost: £14.95



Safeguarding Adults

Seat time: 1 hour

Course overview:

To ensure care and support workers can identify abuse and respond appropriately to situations where abuse may occur and work in a person centred way that promotes rights, inclusion

Objectives:

- Identify legislation and guidance relevant to safeguarding
- List types of abuseIdentify signs, symptoms and risk factors of abuse
- Explain employer and employee responsibilities

Cost: £14.95



Dysphagia Awareness

Seat time: 1 hour

Course overview:

Understand the importance of multi-disciplinary approach to risk assessments and management of dysphagia

Objectives:

- Know the definition of dysphagia
- Understand the normal and abnormal swallowing reflex
- List the causes of dysphagia
- Recognise the signs, symptoms and complications
- Understand how dysphagia is diagnosed
- Discuss the management of a person with dysphagia
- Understand the importance of multi-disciplinary approach to risk assessments and management

Cost: £14.95



Epilepsy & Emergency Medication

Seat time: 1 hour

Course overview:

To provide support staff and professionals with a basic knowledge of epilepsy and the management of seizures

Objectives:

- List the causes and types of epilepsy
- Describe the general management of seizures and seizure management plans
- Describe the use of Midazolam
- Describe the use of Diazepam

Cost: £14.95



Equality, Diversity & Inclusion

Seat time: 1 hour

Course overview:

To introduce equality, diversity and human rights, so that both equality and diversity can be promoted and discrimination reduced, thus enabling all to be valued as individuals.

Objectives:

- Define key terms associated within equality and diversity
- Explain how the law protects people from discrimination
- Define prejudice and explain how it can impact on individuals
- Identify where discrimination can be found
- Know how to promote diversity and reduce discrimination in the workplace

Cost: £14.95



COVID-19 Infection, Prevention, Identification & Control

Seat time: 1 hour

Course overview:

The Coronavirus (COVID-19): Infection prevention, identification and control course provides workers with information in order to minimise, prevent and control the spread of infection.

Objectives:

- Understand what Coronavirus (COVID-19) is
- List the signs and symptoms
- List who is at risk of infection
- General advice for COVID-19 / safe practice
- Understand the chain of infection
- Understand measures for preventing and limiting the spread
- Demonstrate effective hand hygiene
- Demonstrate effective use of disinfectant hand rubs
- Understand appropriate PPE
- Understand appropriate waste segregation

Cost: £14.95



General Data Protection Regulation (GDPR)

Seat time: 1 hour

Course overview:

To provide learners with a general understanding and awareness of the new General Data Protection Regulation (GDPR)

Objectives:

- Understand the General Data Protection Regulation (GDPR)
- Outline the 6 data protection principles
- Understand the special categories of personal data
- Understand the main responsibilities of organisations under the GDPR
- Explain what Data Protection Impact assessments are
- Understand rules for data breach reporting and transferring personal data outside of the EU

Cost: £14.95



Handling Hazardous Substances (COSHH)

Seat time: 1 hour

Course overview:

To provide an understanding of substances hazardous to health and how they should be used safely

Objectives:

- Define 'substance hazardous to health
- Identify the main legislation relevant to COSHH
- Identify common hazardous substances
- Describe ways that hazardous substances enter the body
- List safe practices for handling hazardous substances

Cost: £14.95



First Aid Principles

Seat time: 2 hours

Course overview:

To provide learners with the knowledge and expertise in the principles of emergency first aid

Objectives:

- Describe your actions in an emergency
- Demonstrate adult resuscitation including use of AED
- Explain the management of adult choking
- Demonstrate the management of the unresponsive casualty
- Describe how to recognise and treat bleeding and shock
- Explain the treatment of heart attacks, seizures, burns and scalds

Cost: £14.95



Role of a Fire Marshal

Seat time: 1 hour

Course overview:

To provide knowledge and skills required to be a competent Fire Marshal

Objectives:

- List the reasons for fire safety legislation
- Explain the principles of fire science
- Describe how to conduct a risk assessment
- Describe the different methods of evacuation
- Identify fire safety equipment in the workplace
- Describe how fire safety issues should be managed in the workplace

Cost: £14.95



Health & Safety Essentials

Seat time: 2 hours

Course overview:

This course provides learners with an awareness of Health and Safety to help them stay safe in the workplace.

Objectives:

- Identify relevant health and safety legislation
- Understand the controls of substances hazardous to health
- Describe hazards and risks within the workplace
- Identify principles of good fire safety management
- Describe your action in the event of a fire
- Understand how to identify and help control the risks from common workplace hazards

Cost: £14.95