



Rashidi Consulting

Highfield International Certified Courses

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Adult Social Care Management

Highfield Level 2 Award in Health and Safety within Health and Social Care Settings

Ensuring high standards of health and safety in health and social care settings has never been more important, especially in terms of infection.

This qualification provides learners who work in or wish to work in health and social care settings the knowledge of basic health and safety practices that are increasingly essential in a health and social care environment. It will give learners the confidence to implement effective health and safety policies.

Highfield Level 3 Certificate in Preparing to Work in Adult Social Care

Gain the knowledge needed to work effectively in adult social care.

Adult social care is a field with high standards and increasing regulatory oversight, meaning that those working within it or aspiring to must demonstrate they have the knowledge required to operate safely, effectively and fairly.

Highfield has established itself as one of the leading awarding organizations in the country for health and social care qualifications.

This qualification has been developed by experts to help prepare learners to progress to a higher level in this field. It is aimed at learners working or preparing to work in adult social care and will introduce them to the knowledge areas they will need to know.

Highfield Level 4 Certificate in Principles of Leadership and Management for Adult Care

Ideal for those who manage care and support services in the adult care sector.

The qualification covers the essential knowledge required in adult care and support, as well as management. Those learners who enter the sector from graduate entry programs must also achieve the same level of preparedness to work as a social care manager. Those learners who have no direct experience of care and support will require placements or voluntary work alongside the qualification. The qualification aligns with the Management Induction Standards and provides the learner with the knowledge and understanding to be able to move into a management role.

Mental Health

Highfield Level 2 Award in Introduction to Mental Health Awareness

Gain awareness and understanding of mental health issues.

Mental health is increasingly a subject that businesses are concerned about and want to support team members and colleagues where possible.

This program is designed to help learners develop their underpinning knowledge and understanding in relation to mental health, mental ill health and wellbeing.

A knowledge-only qualification, this course can be taken by learners preparing to enter employment or by those who are already in employment and wish to further their knowledge of mental health awareness.

Highfield Level 3 Award in Understanding Mental Health in the Workplace for Managers

Gain the knowledge needed to effectively support colleagues on mental health issues.

More and more businesses are recognizing the importance of mental health in their workplace, and what can be done to support colleagues effectively.

This program has been designed to support a role in the workplace and give learners an understanding of mental health in the workplace, how mental ill health may affect employees and how managers can support employees.

Suitable for those already in employment or preparing to enter employment, this is a knowledge only qualification that covers the underpinning knowledge needed by managers looking to support colleagues and promote a wellbeing culture.

Safeguarding Children

Highfield Level 2 Award in Safeguarding and Protecting Children and Young People

Provides essential knowledge on the responsibilities around safeguarding children and young people.

Greater awareness of the vital importance of this issue places duties on a range of organizations to ensure they safeguard and promote the welfare of children.

This course has been created to inform learners on how to safeguard children, young people and practitioners in the workplace, as well as how to respond to evidence or concerns about abuse.

It supports the appropriate safeguarding training of staff and is ideal for supporting a role in the workplace, including those in voluntary or unpaid roles.

Stewarding

Highfield Level 2 International Award in Understanding Stewarding at Spectator Events

This qualification is designed for learners who wish to work as a steward in the Active Leisure, Learning and Well-being sector. This may include events such as sports, music festivals, concerts, parades or carnivals. It covers how to prepare for events, control the entry and exit of customers, identify and deal with crowd problems and respond to emergencies.

Food safety

Highfield Level 1 International Award in Food Safety in Catering

This course has been developed to prepare learners or those in low-risk roles that involve some element of food handling, including those who work in stock/storerooms.

Learners gaining this qualification will know that food safety is the responsibility of everyone involved in the storage, preparation, processing, packing and handling of food.

Highfield Level 2 International Award in Food Safety in Catering

By achieving this qualification, your learners will ensure they have the necessary knowledge and skills to understand the principles of cleanliness and hygiene, as well as keeping food products safe.

Highfield Level 3 International Award in Food Safety in Catering

This course is the market-leading qualification for food safety in catering environments. Designed to assist learners who wish to progress to higher or supervisory level within a food catering business, the qualification is ideal for ensuring compliance with the law and giving learners the opportunity for personal growth and development.

Highfield Level 4 International Award in Food Safety in Catering

The objective of this qualification is to provide managers and potential managers employed in a catering or retail business with the knowledge to manage the business in a way which ensures the safety of the food prepared and/or sold. This is also suitable for food safety trainers responsible for training food handlers, supervisors and managers.

Highfield Level 1 International Award in Food Safety in Retail

This course has been developed to prepare learners or those in low-risk roles that involve an element of food handling. It's ideal for stock and storeroom staff.

Highfield Level 2 International Award in Food Safety in Retail

This qualification is ideal for those who work in, or intend to work in, a retail environment where both packaged and/or open foods are available. It is also appropriate for people providing a service; for example, delivery drivers and home delivery employees.

Highfield Level 3 International Award in Food Safety in Retail

Developed to assist learners who wish to progress to higher or supervisory level within a food retail business, the qualification is ideal for ensuring compliance with the law and giving learners the opportunity for personal growth and development.

Highfield Level 1 Award in Food Safety for Manufacturing

This one-day course has been developed to prepare learners or those in low-risk roles that involve some element of food handling, including those who work in stock/storerooms. Learners gaining this qualification will know that food safety is the responsibility of everyone involved in the storage, preparation, processing, packing and handling of food.

Highfield Level 2 Award in Food Safety for Manufacturing

This qualification has become one of UK's most popular regulated qualifications, and is achieved by thousands of learners each year, who are looking for employment in the food manufacturing sector. Participants achieving this qualification will have the necessary knowledge and skills to understand the principles of cleanliness and hygiene, as well as keeping food products safe.

Highfield Level 3 Award in Food Safety for Manufacturing

Designed to assist learners who wish to progress to higher or supervisory level within a food manufacturing business, the qualification is ideal for ensuring compliance with the law and giving learners the opportunity for personal growth and development.

Highfield Level 4 Award in Food Safety Management for Manufacturing

The Highfield Level 4 Award in Food Safety Management for Manufacturing (RQF) has been developed for those who are likely to have management responsibilities for an operational team, or learners preparing for employment. The qualification covers the subject of food hygiene at a suitable depth to ensure learners will have a thorough knowledge of the topics regarded by the Food Standards Agency as being important to maintaining good practice in the production of safe food.

Highfield Level 2 Award in Food Safety at Sea

Level 2 Food Safety at Sea qualification is ideal for those who are, or intend to be, food handlers working at sea. By achieving this qualification, your learners will ensure they have the necessary knowledge and skills to understand the principles of cleanliness and hygiene, as well as keeping food products safe.

Highfield Level 3 Award in Supervising Food Safety at Sea

The Highfield Level 3 Award in Food Safety for Retail is developed for food handling supervisors, team leaders and line managers working on a ship. Individuals achieving this qualification will be able to apply the knowledge relating to a supervisor's role at all stages of food production while at sea. They will understand the role of a supervisor in food preparation and be able to provide examples of effective management that relates to good hygiene practice.

Highfield Level 2 International Award in Food Allergen Awareness and Control in Catering

The qualification is aimed at food handlers and other staff involved in food preparation and service who work within the catering industry. Building on a basic understanding of food safety, this qualification is intended to provide food handlers working in catering and retail, with the essential practical knowledge to enable them to assist in reducing the risk to customers who are affected by allergens.

Highfield Level 3 International Award in Food Allergen Management

This level 3 allergen qualification has been developed specifically for all those responsible for the purchase, delivery, production and serving of food in the catering industry. It is also particularly suited to those who own or manage a small catering business.

Topics covered include common allergens, cross-contamination, personal hygiene, food ingredient management procedures and anaphylaxis.

HACCP

Highfield Level 2 Award in HACCP for Catering

This market-leading qualification is ideal for caterers who are already working in HACCP catering teams and those who are preparing to work in the industry.

Highfield Level 3 Award in HACCP for Catering

This course is aimed at those responsible for assisting in the development and maintenance of HACCP (hazard analysis and critical control point) systems in a catering environment. It is suitable for learners who are already working in catering, who have knowledge of food safety, hazards and controls and also for those owning or managing smaller food businesses.

The objective of the qualification is to provide learners with knowledge to implement an appropriate food safety management system based on HACCP principles.

Highfield Level 4 Award in HACCP for Catering

This qualification is aimed at learners who are working at a management level in a catering or retail business or are members of the HACCP team. It would also be useful for trainers, auditors, enforcers and other food safety professionals involved in catering or retailing operations. It gives learners the skills to assist in the implementation of a HACCP system, to critically evaluate HACCP plans and to understand the importance of having an effective HACCP system in place in a catering business.

Highfield Level 2 Award in HACCP for Manufacturing

This market-leading qualification is for those involved in maintaining HACCP in a manufacturing environment, and for those who are or will be part of a HACCP team. Topics covered include procedures required to develop HACCP as well as how the principles of HACCP are applied in a food production environment.

Highfield Level 3 Award in HACCP for Manufacturing

This course has been created for those responsible for assisting in the development and maintenance of HACCP systems in a food manufacturing environment.

Designed to give learners the knowledge needed to be an integral part of a HACCP team in food manufacturing and other related industries, e.g., distribution and storage, the qualification is ideal for learners already working in food manufacturing with knowledge of food hazards and controls and is regarded by the Food Standards Agency as being important to maintaining good practice in the production of safe food.

Highfield Level 4 Award in HACCP for Management (CODEX Principles) (RQF)

This qualification is aimed at learners who are working at management level within food manufacturing and catering environments, quality assurance staff or members of the HACCP team. This qualification would also be useful for trainers, auditors, enforcers and other food safety professionals. The objective of the qualification is to provide learners with the knowledge needed to develop, implement and evaluate CODEX-based HACCP food safety procedures.

Highfield Level 4 International Award in HACCP Management for Catering

This qualification is aimed at learners who are working at a management level in a catering or retail business or are members of the HACCP team. It would also be useful for trainers, auditors, enforcers and other food safety professionals involved in catering or retail operations. It gives learners the skills to assist in the implementation of

a HACCP system, to critically evaluate HACCP plans and to understand the importance of having an effective HACCP system in place in a catering business.

Certification for Food Safety Person in Charge (PIC)

Food safety is a critical part of operating a food business. Illnesses resulting from improper food handling and preparation result in unnecessary human suffering and serious financial loss. Operating a safe, sanitary food establishment with a good food safety culture can help to prevent these illnesses and makes good economic sense. A well-run operation protects public health, reduces food waste, attracts customers and reduces the risk of negative publicity.

Nutrition & Health

Highfield Level 2 International Award in Nutrition and Health

This qualification will benefit anyone who prepares and serves food, as it provides learners with a basic understanding of nutrition and the requirements of special diets to enable the planning and provision of well-balanced meals that will have a positive impact on health.

Highfield Level 3 International Award in Nutrition and Health

This qualification will aid anyone who is involved in the provision of food or health care to gain a good understanding of food, nutrition and its relationship with health.

Learners will gain essential knowledge and understanding of healthy food choices, planning and adapting diets to suit various age groups and health conditions, micro and macro-nutrients, factors affecting food choices, allergies as well as intolerances, and necessary elements of communicating and promoting healthy diet principles.

Hospitality

Highfield Level 2 Award in Barista Skills

The objective of this qualification is to support a role in the workplace and is aimed at all operatives that serve coffee and other hot and/or cold beverages in a range of hospitality or catering settings. This qualification provides learners with specialist knowledge and skills in the hot and cold beverage sector.

Highfield Level 2 Certificate in Hospitality and Catering Principles (Beverage Service)

Learn how to work safely and as part of a team in a hospitality environment.

Working in a hospitality environment can be a rewarding but demanding role. It's therefore important to ensure team members know their responsibilities.

It's ideal for those wanting to develop their knowledge of the food and/or beverage service, covering need-to-know information on the key areas of hospitality such as the importance of teamwork, safe and hygienic workplaces as well as customer service and giving customers a positive impression. All of which will help any learner who takes this qualification provide the best service to customers at all times.

Highfield Level 2 Certificate in Hospitality and Catering Principles (Food Service)

Understand the essential knowledge required for working in food service.

Food service is a fast-paced and demanding role, with many demands on workers. Having the knowledge of what is required of you will give any learner a head start.

This qualification can support those already in the workplace or learners looking for employment in this sector. It will help learners develop their knowledge of food service and teaches important principles such as the importance of teamwork, safe and hygienic workplaces as well as customer service and giving customers a positive impression.

Customer Service & Contact Center Training

Highfield Level 1 Award in Contact Centre Operations

Effectively develop and train your contact center team. Contact centers are an increasing facet of daily business, so it's important that those working in one have the skills necessary.

This course is aimed at anyone who wants to work in a contact center, and will provide them with the knowledge, understanding and skills required. It will help develop your team into effective contact center operatives who are able to make direct sales and are mindful of the need for good customer service.

Highfield Level 2 International Award in Customer Service

Deliver exceptional customer service, each and every time, with this leading qualification.

Businesses live and die by their reputation, and customer service is perhaps one of the most important factors in ensuring customer retention and repeat custom.

This course is designed to give learners the knowledge and understanding needed to deal with customers on a daily basis as part of their job role.

Ideal for those preparing for employment or supporting those new to customer service, this qualification is relevant to a variety of work sectors and covers effective customer service and supporting the customer service environment.

Auditing & Inspection

Highfield Level 3 International Award in Effective Auditing and Inspection

This qualification will provide learners with theoretical knowledge on how to effectively carry out audits/inspections, including: the purpose of audits/inspections and the role of the auditor/inspector, how to methodically approach the planning of audits/inspections, how to collect and analyze data and the purpose and content of an audit/inspection report.

It is intended for those employed in the food industry, consumer products, hospitals, laboratories, pharmaceuticals, warehousing and retail who are involved with verification/auditing/inspection (including internal and supplier auditing).

Accident & Incident Investigation

Highfield Level 3 International Award in Accident and Incident Investigation

The qualification is for learners already working in the capacity of supervisor, manager or team leader, or those who are preparing to start work at this level.

This qualification will enable learners to understand the principles and purpose of effective accident and incident investigation in the workplace, the contributing factors, the process of investigating, including positive interview techniques, analysis of evidence gathered, setting a plan of action to prevent a reoccurrence and to understand reasons why some investigations might fail.

Business Administration

Highfield Level 2 Certificate in Principles of Business and Administration

The ideal start for learners new to business administration.

Business administration is a great subject for learners looking to boost their contribution to the workplace, or businesses wanting to improve their effectiveness. This course has been developed to support those already in the workplace who are new to an administration role or looking to progress into this type of job. Able to be applied to a range of occupational sectors, it will give learners the knowledge and understanding of business and administration.

Highfield Level 2 Diploma in Business Administration

This qualification is aimed at learners working within a business and administration role who wish to improve their knowledge and skills in a variety of work environments and sectors. It also forms the knowledge and competency requirements of the Intermediate Apprenticeship Framework in Business Administration.

It is supported by Skills CFA, the Sector Skills Council of UK for occupations in business and administration, customer service, enterprise and business support, human resources and recruitment, industrial relations, leadership and management, marketing and sales (also includes contact centers and third sector).

Cleaning

Highfield Level 2 Certificate in Cleaning and Support Services Skills

Cleaning is often overlooked as a vital skill in keeping working environments safe and healthy.

Designed to allow those involved in the cleaning and support services industry to receive recognition for their experience, the qualification sits within the Intermediate Apprenticeship in Cleaning and Environmental Support Services of UK and gives learners the underpinning knowledge in generic and specialist cleaning areas.

Through completing the qualification, learners can demonstrate their competence against established and recognized national occupational standards in cleaning and support services.

Highfield Level 2 Certificate in Cleaning Principles

Cleaning is one of the most essential but overlooked services in any working environment. This course will help to prepare learners for employment and covers essential areas such as dealing with routine and non-routine waste, health and safety for cleaning and support services, working with customers and others, and cleaning in different areas of work.

The qualification sits within the Intermediate Apprenticeship in Cleaning and Environmental Support Services of UK and aims to provide learners with underpinning knowledge in generic and specialist cleaning areas.

Health & Safety in the Workplace

Highfield Level 1 International Award in Working in Confined Spaces

This qualification has been developed for those working in any environment who will have a job role involving work in confined spaces activities.

Highfield Level 2 International Award in Basic H2S Awareness and Use of EEBA (Onshore)

The objective of the qualification is to support a role in the workplace. It is intended for learners already working in industries/environments where there is a significant risk of exposure to hydrogen sulfide (H₂S) gas (e.g.: oil and gas industry, wastewater treatment plants, rigs, confined spaces, petroleum sector, chemical Industry, laboratories etc.).

This qualification will enable learners to understand the properties of H₂S; identify the sources and preventive measures to minimize the risk of H₂S; suitably respond to H₂S alarm and understand appropriate escape response to an H₂S emergency incident. Learners will understand the importance of respiratory protective equipment and detectors and how to properly use and how to check the equipment before use.

This qualification is valid for one year, after which a requalification is required.

Highfield Level 2 International Award in Control of Substances Hazardous to Health (COSHH)

This qualification has been developed for those who work in areas such as manufacturing, cleaning, healthcare, transport and office environments, who may come into contact with hazardous substances.

Highfield Level 2 International Award in Fire Safety

This qualification has been developed for anyone involved in the management of fire safety in the workplace. This could include managers, supervisors, team leaders, fire wardens (marshals) and staff working in any area where there is a potential risk of fire.

This international qualification would be typically delivered through a 1-day training course (7 hours).

Topics covered include how fires are caused in the workplace, the fire triangle, hazards during or after a fire, means of escape, fire-fighting equipment and systems, employee and employer duties, fire risk assessments and the role of the fire wardens.

Highfield Level 2 International Award in Fire Safety for Fire Wardens

Can *everybody* get out in a potential fire? Are the fire exits clear? Is there an assigned assembly point? Fire wardens are an integral part of everyone's safety at work. It focuses on prevention measures as well as understanding the risks & hazards and how to manage a situation calmly should a fire ever start.

Highfield Level 1 International Award in Principles of Health and Safety

This qualification has been developed for those working in any type of environment as well as those about to start work for the first time.

The qualification considers best-practice principles of health and safety and allows learners to identify hazards and risks involved in the workplace, know the benefits of maintaining a tidy and well-organized setting and state the importance of personal hygiene.

Highfield Level 1 International Award in Health and Safety for Construction Laborers and Site Visitors

This qualification has been developed for those working in any type of environment as well as those about to start work for the first time.

This course would be typically delivered to learners through a half-day training course (3 hours).

Topics covered include the roles and responsibilities of a site operative, basic on-site welfare and first aid requirements, safety procedures in the event of a fire, personal protective equipment (PPE) and organizational and legal responsibilities.

Highfield Level 2 International Award in Health and Safety in the Workplace

This qualification has been developed for those who are working in any private or public sector working environment and provides them with knowledge of basic health and safety practices essential in the workplace.

Highfield Level 3 International Award in Accident and Incident Investigation

The qualification is for learners already working in the capacity of supervisor, manager or team leader, or those who are preparing to start work at this level.

This qualification will enable learners to understand the principles and purpose of effective accident and incident investigation in the workplace, the contributing factors, the process of investigating, including positive interview techniques, analysis of evidence gathered, setting a plan of action to prevent a reoccurrence and to understand reasons why some investigations might fail.

Highfield Level 3 International Award in Health and Safety for Accommodation Supervisors

This qualification is aimed at labor camps or staff accommodation supervisors and managers with a direct responsibility for the health and safety management OR learners wishing to become accommodation managers/supervisors.

Participants will learn that supervisors and managers have legal and moral obligations to ensure health and safety within the accommodation/camps and that this includes obligations to employees, contractors, visitors and suppliers. Furthermore, they will gain an understanding of various aspects of health and safety, and how they can regularly assess hazards and implement corrective actions to create comfortable, clean and safe accommodation.

Highfield Level 3 International Award in Health and Safety in the Workplace

This qualification is aimed at learners already working in the capacity of supervisor, manager or team leader as well as those preparing to start work at this level.

Highfield Level 4 International Award in Health and Safety in the Workplace

The qualification is for existing supervisors and managers who have direct responsibility for health and safety in their workplace. It is also suitable for learners who will progress to become a supervisor or manager with responsibility for health and safety.