

LEVEL 2 CERTIFICATE IN PRINCIPLES OF CUSTOMER SERVICE (VRQ)

Subject Area
Student Type
Study Mode

Education & Training
Adults
Online Learning

What is the course about?

The NCFE CACHE Level 2 Certificate in Understanding Autism is designed to provide you with a comprehensive understanding of autism, and the principles of supporting individuals with autism

Within this course you will look at the person-centred approach and influence of positive communication methods, how to support positive behaviour, and how individuals with autism can be supported to live healthy and fulfilled lives.

This is a knowledge-only qualification and you will be assigned a subject specialist course tutor who will deliver the live scheduled sessions.

Why should I choose the course?

Choosing this course will help you develop a deep understanding of autism, which is increasingly relevant in a variety of fields, including healthcare, education, and social services. The qualification is ideal for those who want to develop skills in supporting people with autism and make a real difference in their lives. It provides an opportunity to improve career prospects, increase employability, and enhance personal knowledge and skills.

What will I learn?

This course is made up of six units:

- Introduction to Autism
- Using a Person-Centred Approach to Support Individuals with Autism
- Communication and Social Interaction in Individuals with Autism
- Sensory Processing, Perception and Cognition in Individuals with Autism
- Supporting Positive Behaviour in Individuals with Autism
- Supporting Individuals with Autism to Live Healthy and Fulfilled Lives

The course is delivered online through Google Classroom by an experienced tutor.

The units will be assessed through written assignments and tasks and completion of an electronic workbook for each unit.

What will the course lead on to?

This qualification will support many roles including:



**Warrington
& Vale Royal
College**

Warrington Campus
Winwick Rd, Warrington WA2 8QA

 wvr.ac.uk

 01925 494 494

Winsford campus
Weaver St, Winsford CW7 4AH

 learner.services@wvr.ac.uk

Residential support worker
Care assistant
Mental health support or a clinical support worker
Childcare practitioner
Teaching assistant
Teachers
Pastoral support workers

You could also from this qualification progress onto further study including:

Level 2 Certificate Teaching Assistant
Level 3 Certificate Teaching Assistant

What support is available?

At Warrington & Vale Royal College, you will have access to a range of support services to ensure your success:

- Dedicated tutors who provide academic and pastoral support.
- Access to learning resources, including online materials and study guides.
- Peer support through collaborative learning environments.
- Career advice and guidance to help you progress in your studies and career.

Why should I choose to study the course at Warrington & Vale Royal College?

Here at Warrington & Vale Royal College we have a team of dedicated, experienced staff who can share their extensive knowledge and skills with you. Learning in a friendly and inclusive environment, you will be fully supported to achieve your goals.

What are the entry requirements?

There are no formal entry requirements, however we would recommend that you hold at least a level 1 in English, (GCSE grade 3/D, or functional skills level 1.) If English is your second language, you will need to have achieved at least level 1 ESOL in order to be able to undertake this course. Basic digital skills are required, and you should be able to use email, access learning platforms, and submit assignments electronically. Regular access to a computer, tablet or smartphone with a stable internet connection is essential.

Are there any additional costs associated with the course?


There are no additional costs associated with this course, however you will need access to the internet to enable completion of any assigned work at home and allow access to Google Classroom



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