We have some places available on the following training courses. Places are limited and will be allocated on a first come first serve basis.

Please see below the 4 different courses being offered, all starting in January 2020 from 9.30am to 2.30pm at Green Towers Community Centre, Edmonton Green, London N9 0TE:

1. **Customer Service Level 2** – Starting Monday 13th January 2020  
   **Course Content:** Principles: Customer service & Delivery; Understand customers & organisations; Resolve customer issues.  
   **Dates:** January 13th, 20th & 27th – February 3rd, 10th & 24th – March 2nd, 9th, 16th, 23rd & 30th – April 20th

2. **Business Administration Level 2** – Starting Tuesday 14th January 2020  
   **Course Content:** Responsibilities providing admin services; Managing information; Producing documents; Supporting change; Supporting business events; Maintaining stationery & stocks; Project management; Contributing to change.  
   **Dates:** January 14th, 21st & 28th – February 4th, 11th & 25th – March 3rd, 10th, 17th, 24th & 31st – April 21st

3. **Health and Social Care Level 2** – Starting Wednesday 15th January 2020  
   **Course Content:** Unit 1 – Introduction to the Health and Social Care Sector; Unit 2 – Professional practice and the Health and Social Care practitioner; Unit 3 – Human growth and development through the life stages  
   **Dates:** January 15th, 22nd & 29th – February 5th, 12th & 26th – March 4th, 11th, 18th & 25th – April 1st & 22nd

4. **Childcare Level 2** – Starting Thursday 16th January 2020  
   **Course Content:** Young children’s development; Safeguarding the welfare of children and young people; Respecting and valuing children; Use food and nutrition information to plan a healthy diet; Extension activities  
   **Dates:** January 16th, 23rd & 30th – February 6th, 13th & 27th – March 5th, 12th, 19th & 26th – April 2nd & 23rd

Refreshments will be provided but you will have to bring your own lunch. All courses are at Level 2 and the awarding body is The Northern Council for Further Education (NCFE). Before you consider choosing a course, please look at the eligibility criteria for you to access any of the courses. Please note that you can do two courses at the most, bearing in mind that each course will require homework to be completed each week:

**Eligibility:**

- Over 19
- Live In the UK 3 years or more, (if 2 years and 11 months still cannot sign up must be 3 years)
- Need right to stay, remain, abode.
- Spouse visa: requires both husband and wife passport and marriage certificate to be photocopied.
- Passports, birth certificates to be seen on induction and must be in date.
- Home office letters right to stay and in date if passports etc at the home office.
- If working part time and earning less than £15,736.50 need proof of earnings, payslips, work contract or P60, must be seen on induction.
- Self-employed proof of income.
- Proof of benefits, letters or emails to say in receipt of benefits, must be seen at induction.
- No benefits and husband or wife working husbands passport and marriage certificate needed on induction day also.
- National insurance numbers
- Emergency contact person, name and mobile number in case of emergency.

If you are interested, please email pep@enfield.gov.uk