



Lone Workers Level 2 (VTQ)

QUALIFICATION SPECIFICATION

QUALIFICATION NUMBER: PRO/103/LW

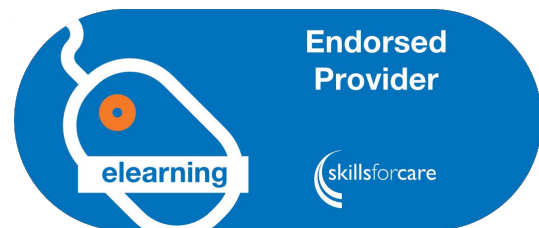
This Qualification is Endorsed by an Awarding Organisation Regulated by Ofqual



Endorsed, CPD Certified and ISO Standards

All ProTrainings classroom and online qualifications are endorsed through an Awarding Organisation Regulated by Ofqual, through the Skills for Care Scheme with the highest level of recognition and are approved through the CPD Standards services for CPD certification.

ProTrainings: Additional quality at an affordable price.



This is the highest standard of recognised endorsement and only organisations who have a proven history of continued success in making a difference in the training industry can be awarded the Centre of Excellence endorsement. ProTrainings proudly announce that we have received this endorsement for continuous professional training delivery.

As a recognised Skills for Care provider who is already endorsed for delivering training through digital e-learning, classroom and blended formats, this enhanced Centre of Excellence endorsement will take our credibility and quality of training to an advanced state of recognition. But what does this new Centre of Excellence endorsement mean?

The Centre of Excellence status means that we have been able to consistently demonstrate exemplary commitment to meeting the needs of learners in the adult social care sector. This meant we needed to comply with the social model of care and be able to measure the impact of provision on the lives of people who use these services.

We embarked on this provision to prove how consistent ProTrainings services are, to test whether we are meeting a high standard, to evolve, adapt and improve our provision and to place ourselves amongst a small selection of companies who are a Skills for Care Centre of Excellence.

Gaining this accolade has resulted in receiving a designation as a 'Centre of Excellence in Adult Social Care and Learning and Development' and we do not plan on stopping our standards here. We will continue to offer the finest services so that lives are rewarded through the training and services we provide

ProTrainings Europe Limited

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Introduction

Welcome to **ProTrainings Europe Limited**.

ProTrainings EU is a certifying organisation recognised for providing training and qualifications in England, UK and across the globe.

ProTrainings EU offers qualifications designed in-house and qualifications which are regulated by Ofqual through TQUK and FutureQuals. Our qualifications are carefully designed to meet industry standards and regulatory requirements giving every learner or user confidence that training meets HSE, Ofqual, UK & EU Resuscitation Council, Skills for Health, Ofsted and Skills for Care training standards.

Our unique approach to training delivery is designed to accommodate learning styles in all their forms, including online, classroom and blended formats. Our variety of delivery methods have been a preferred choice for many learners who require training through general interest and as part of their profession. Our training has been comprehensively designed to meet standards that fall within the boundaries of qualifications overseen by awarding organisations.

ProTrainings high standards include a robust training approach that meets strict specifications, quality assurance requirements and qualification standards. As a result of implementing a comprehensive quality assurance process, ProTrainings online and classroom courses have been CPD certified, endorsed through The Skills for Care Scheme (ProTrainings being the first organisation gaining approval for classroom and online training in the United Kingdom) and we have surpassed an external audit by being approved for ISO45001 : 2018 and ISO9001 : 2015 for maintaining high organisational standards.

Our qualifications are designed to support and encourage learners to develop their knowledge and skills. This development may result in progression into employment or career development in the workplace. Our qualifications also allow learners to progress onto further qualifications.

For more information please visit www.ProTrainings.uk for news, updates and information on a variety of qualifications spanning into the Health & Safety industry, First Aid world, Pet First Aid environment and Health & Social Care sector.

Qualifications Specifications

ProTrainings EU offers policies and guidelines for centres, organisations and individuals through this specification. Information in this specification will include the course curriculum, learning outcomes, units and general guidelines on how the course is delivered.

We aim to support our centres by providing guidance in this specification for a better understanding of how our courses are delivered and processed.

Our specifications document can be accessed on our website at www.ProTrainings.uk along with other specifications for respective qualifications listed under each sub-heading.

For more information please use our online chat service or contact our office on 01206 805 359. Alternatively, please email our support department at support@protrainings.uk or compliance department at compliance@protrainings.uk.

Introduction to Lone Workers Level 2 (VTQ)

This Lone Workers Level 2 (VTQ) qualification is ideal for those who work alone. It has been designed to cover many industries and professions including the construction industry, doctors, nurses, social workers, postal staff, vehicle recovery personnel, drivers and many more sectors and professionals alike.

Working alone is not in itself against the law and it will often be safe to do so, however, the law requires employers and others to think about health and safety risks and other known hazards before people should be allowed to work alone. Employers have responsibility for the health, safety and welfare at work of all of their employees. They are also responsible for the health and safety of those affected by work activities, for example, any self-employed people they engage with and visitors such as contractors.

Lone worker training ensures that lone workers have the knowledge to keep safe at work and employers understand their responsibilities.

The certificate is valid for 3 years and annual refresher training is highly encouraged.

We also offer a unique online course presented through video training for those who want to complete the training alone. Please navigate to www.proloneworkers.co.uk for more information.

The content of this and all our courses has been independently certified as conforming to universally accepted Continuous Professional Development (CPD) guidelines and come with a Certified CPD Statement as well as a ProTrainings Certificate and for online courses an Evidence-Based Learning statement.

Qualification Delivery

Guided Learning Hours (GLH): These hours are made up of real-time contact time, guidance or supervision of a learner by an instructor, supervisor, tutor or trainer.

GLH for this qualification is 2-3

Total Qualification Time (TQT): This is an estimate of the total length of time it is expected that a learner will typically take to achieve and demonstrate the level of attainment necessary for the award of the qualification i.e. to achieve all learning outcomes.

TQT for this qualification is 4

Our Lone Workers Level 2 (VTQ) course is taught over half a day and will include practical and theoretical assessments.

Entry Requirements

There are no specific entry requirements however, learners should have a minimum of Level 2 in literacy, numeracy or equivalent. This qualification is suitable for learners aged 14 years and above.

Similar Qualifications or Progression

Successful learners may also be interested in:

- First Aid at Work Level 3 (VTQ)
- First Person on the Scene Level 4 (RQF)

Approval to deliver this course is sanctioned by ProTrainings Europe Limited only.

Instructors must hold the relevant qualifications, experience and occupational competence to qualify for approval. A detailed portfolio providing descriptive dates, CPD log and meeting/passing IQA reviews is required for approval. Supporting evidence which clearly outlines where instructors qualify to teach this course must be emailed to our compliance manager at compliance@protrainings.uk. Additionally, requirements to complete ITG instructor training is mandatory.

Certification

This qualification is overseen by our compliance department and all courses undergo a robust internal quality assurance review prior to certification.

A desktop-review and site visit will form part of our evaluation.

Paperwork should be marked and assessed by the approved instructor/centre and uploaded to our online management suite following successful completion of the course. Courses should be passed within 5 working days after the course has been taught.

Learner Access

ProTrainings offer highly sophisticated and supportive services to successful learners who complete online, classroom and blended training. Our online system offers the learner a uniquely designed portal where there is access to a free student manual, CPD credit statement, evidence-based learning document, optional weekly refresher videos and an area for downloadable content with a cohort of supporting evidence relevant to the qualification the learner completes.

ProTrainings after service adds clarity to teaching, promotes continuous learning and encourages learners to revisit and revise subjects they have been taught.

Complaints

Scope of Complaints Procedure: The procedure deals with complaints arising from:

- Delivery (or lack of delivery) of services for education and training including teaching, course content, tutoring, assessment, feedback on progress and learner support during learning programmes
- Incorrect or misleading information about services provided by the Centre
- Delivery (or lack of delivery) of support services provided by the Centre including administration of fees, enrolment processes, Centre accommodation, health and safety and learner resource services
- Unacceptable actions or behaviour by Centre staff and/or other learners in the Centre

How to complain

Complaints should initially be made in writing to the Head of Centre or to your designated tutor. This can be completed using your student login for www.ProTrainings.uk

Support can be made available for all those involved in a complaint including:

- Representation: parent, guardian, friend or supporter
- Help with completing the written complaint
- Induction will provide further details regarding this process

Lone Workers Level 2 (VTQ)

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Course Overview

- Understand legislation, role and responsibilities
- Work in line with organisations safe working procedures
- Recognise the need to continually risk assess each placement/service or location
- Be aware of own personal safety and how to manage difficult situations
- Develop contingency plans to deal with unforeseen or unexpected incidents/emergency's
- Complete necessary paperwork



Learning Outcomes - PRO/103/LW

These learning outcomes are mapped to meet a Lone Workers Level 2 (VTQ) criterion. Each learning outcome presents a knowledge, skill or assessment to help students understand the curriculum in finer detail.

Learning Outcomes (LO) The learner will:	LO
UNIT – 1 / Day One	
Understand the role and responsibilities of a lone worker	LO1
Be able to understand what a lone worker is	1.1
Identify the role and responsibilities of lone worker	1.2
Give examples of professions where you may work alone	1.3
Understanding the importance of legislation and good practice	LO2
Be familiar with the following regulations and how they relate to lone working: Health and Safety at Work Act 1974, Management of Health and Safety at Work Regulations 1999 and safeguarding of Vulnerable Adults (SOVA).	2.1
Explain what is defined as good practice	2.2
Understand the difference between hazard and risk	2.3
Be able to recognise the need to continually risk assess each placement, service or location	LO3
Be able to outline potential hazards associated with lone working through case scenarios	3.1
Understand the importance of control measures and how they are used to mitigate the potential risk of hazards occurring	3.2
List a few examples of what a control measure is and how it can be used to safeguard a lone worker	3.3
Recognise how some principles may not be suitable for an individual to work alone i.e. health and medical, skills and abilities, experience, family, work environment etc.	3.4
Understand the importance of lone worker supervision	3.5
Give examples of how to monitor a lone worker	3.6
Be able to understand what happens if a lone worker: becomes ill, has an accident, is assaulted where injury has occurred or has another emergency, such as a fire	3.7
Be familiar with internal systems and procedures to know how to respond to an emergency	3.8
Be aware of own personal safety and how to manage difficult situations	LO4
Give examples of how to manage lone workers	4.1
Understand how to apply the 'Reaction Approach' – The three R's	4.2
Develop contingency plans to deal with unforeseen or unexpected incidents/emergency's	LO5
What is a contingency plan	5.1
Work in groups and give examples of how to respond to certain incidents through case scenarios	5.2
List what might be an expected and unexpected incident/emergency	5.3
Understand the importance of completing paperwork as a lone worker	LO6
Understand why lone workers complete paperwork such as Daily Notes, Time Sheet, Individual service paperwork i.e. financial, medication, fluid and food intake, moving & positioning and Accident/Incident reports (if required).	6.1

Useful Websites

ProTrainings Europe Limited

www.ProTrainings.uk

Health and Safety Executive

www.hse.gov.uk

The Resuscitation Council (UK)

www.resus.org.uk

Skills for Health

www.skillsforhealth.org.uk

Office of Qualifications and Examinations Regulation

www.ofqual.gov.uk

Ofsted

www.gov.uk/ofsted

Skills for Care

www.skillsforcare.org.uk

The CPD Standards Office

www.cpdstandards.com

QMS International

www.qmsuk.com

FOFATO

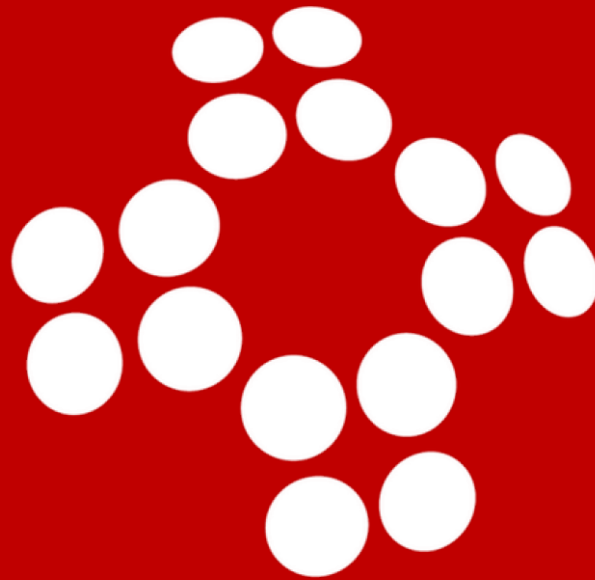
www.fofato.co.uk

NASDU

www.nasdu.co.uk

TQUK

www.tquk.org



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