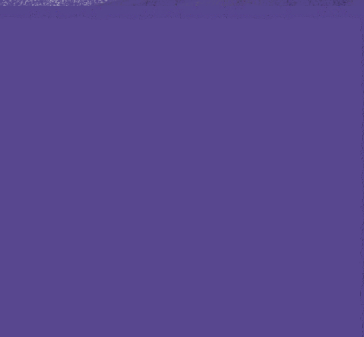
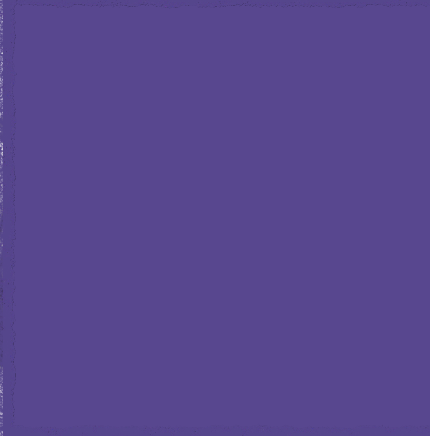
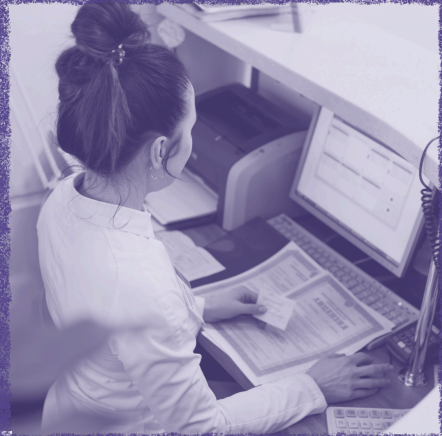


Unlocking Skills & Careers In Business Support Services



Dynamic Training

UNLOCKING EXCELLENCE ACROSS ADMINISTRATIVE SERVICES

Dynamic Training are an apprenticeship, adult education, and bespoke training specialist. We believe passionately in providing high-quality and inclusive education, empowering both employers and employees to reach their aspirations.

We have an incredibly passionate and experienced team of coaches, who aspire to deliver the very best training and support. We stand out from other training providers through our strong commitment to accessible education.



Contact us today to
discuss how we can
support you.

020 8607 7850
ask@dynamictraining.org.uk

OUR FULL BUSINESS APPRENTICESHIPS OFFER:

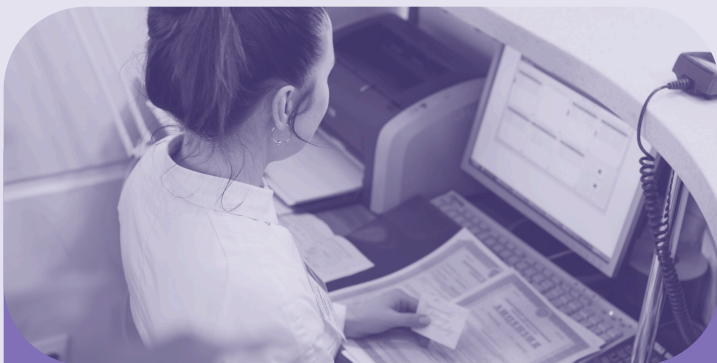
Our apprenticeships are built to meet the needs of modern workforces, and are built by passionate and experienced coaches.



**Level 2 Customer Service
Practitioner
Apprenticeship**



**Level 3 Safeguarding
Support Officer
Apprenticeship**



**Level 3 Business
Administrator
Apprenticeship**



**Level 2 Administration
Assistant Apprenticeship**

Level 2 Customer Service Practitioner Apprenticeship

Length: 8-12 months

Customer Service Practitioners are often the first point of contact for customers, clients, service users and stakeholders. This apprenticeship combines core customer service knowledge with practical workplace application, helping learners develop highly transferable skills that can be used across public, private and voluntary sector organisations.



Length: 8-12 months

Business Administrators play a vital role in supporting organisations to operate efficiently and effectively. Whether working in healthcare, public services, education, housing, voluntary organisations or private businesses, they help coordinate activities, manage information, support stakeholders and contribute to organisational success. This apprenticeship combines core business administration knowledge with practical workplace application, enabling learners to develop highly transferable skills that can be applied across a wide range of sectors.

Typical Job Roles:

Customer Service Assistant, Receptionist, Patient Services Administrator, Contact Centre Advisor, Front of House Assistant, Customer Support Officer, Service Administrator, Client Services Assistant

What Apprentices Learn

- Understanding the organisation
- Roles and responsibilities
- Knowing your customers
- Communication techniques
- Customer expectations
- Equality, diversity and inclusion
- Legislation and regulations

Business Administrator Apprenticeship (Level 3)

Example of Contextualisation to a Sector:

NHS & primary care structures, healthcare communication, healthcare regulation & policies, healthcare quality improvement, healthcare project management and medical terminology.

What Apprentices Learn

- Organisational structures, aims and values
 - Communication and personal development
- Policies, procedures and regulations
 - Quality improvement
 - Planning and organisation
 - Problem solving and decision-making

Safeguarding Support Officer Apprenticeship (Level 3)

Typical Job Titles

Safeguarding Advisor, Safeguarding Assistant, Safeguarding Co-ordinator, Welfare Officer and any role with safeguarding responsibilities

What Apprentices Learn

- Safeguarding practice and the safeguarding support officer role.
- Safeguarding referrals and handling information safely.
- Safeguarding inspections, reviews, and audits.
- Caseloads, supervisions, and delivering training.
- Person-centred communication and wellbeing

Administration Assistant Apprenticeship (Level 2)

Length: 8-12 months

The Administration Assistant Level 2 Apprenticeship is designed specifically to support young people aged 16–24 to enter the world of work and build a successful career. The apprenticeship has been introduced in response to employer demand for a high-quality entry route into administration and business support roles across all sectors.

Suitable for school leavers and those taking their first steps into employment, this programme provides the opportunity to gain valuable workplace experience whilst developing professional skills and earning a salary.

Length: 8-18 months

The Safeguarding Support Officer apprenticeship is designed for individuals working in roles which involve protecting the welfare of children, young people, and or adults. This qualification equips staff to prevent abuse, identify safeguarding concerns early, and contribute effectively to multi-agency safeguarding decisions.



Typical Job Titles

Administration Assistant , Office Assistant, Reception Administrator , Clerical Assistant, Business Support Assistant , Records Assistant, Office Junior

What Apprentices Learn

- Organisational structures and business functions
- The role of an Administration Assistant
- Data protection and confidentiality
- Administrative processes
- Planning and prioritisation



Accredited & Non-Accredited Training Courses

Dynamic Training offer a robust suite of commercial training courses, designed to ensure your teams gain the knowledge and practical expertise required to deliver outstanding patient-centred care, enhance clinical compliance, raise professional standards, and support continuous workforce development.

We also proudly deliver the full suite of Oliver McGowan Mandatory Training on Learning Disability and Autism, ensuring your organisation meets statutory requirements and provides safe, inclusive, and compassionate support for patients with learning disabilities and autistic individuals.



Level 2 Award In Awareness Of Dementia

Length: 3 months

A nationally recognised knowledge-based qualification that builds understanding and confidence in supporting people affected by dementia.

Level 2 Award In Awareness Of End-Of-Life Care

Length: 1 - 3 months (depending on experience)

A knowledge-based qualification that strengthens confidence, empathy, and communication when supporting individuals and families at the end of life .

Level 2 Certificate In Principles of Medication Handing & Administration For Care Setting

Length: 3 months

A nationally recognised qualification that builds safe, compliant medicines practice across health and social care. Learners gain essential knowledge of legislation, administration, record-keeping, safeguarding, and risk management

Level 2 Certificate In Principles Of Working With Individuals With Learning Disabilities

Length: Flexible (Typically 3 - 6 months)

This Level 2 certificate provides essential knowledge for supporting individuals with learning disabilities, covering safeguarding, rights, inclusion, autism, and positive risk-taking through a portfolio-based assessment.

Level 3 Healthcare Support Worker Diploma

Length: 9-12 months

This comprehensive programme is meticulously designed to enhance your expertise in healthcare, equipping you with the knowledge and skills needed to thrive in diverse healthcare settings.

Level 5 Award In Understanding Digital Leadership In Adult Social Care

Length: 5 months

A strategic programme for care managers and leaders, enabling them to lead digital transformation in adult social care. Learners develop the knowledge and confidence to implement technology, manage data governance, and foster a culture of digital innovation.

Level 5 Certificate In Principles Of Commissioning For Wellbeing

Length: 6 months

A strategic Level 5 qualification for professionals working in or alongside commissioning. Learners develop the skills to design, commission, and evaluate services that improve community wellbeing within integrated care systems, translating policy into sustainable, outcomes-focused practice.

Level 5 Diploma In Leadership And Management For Adult Care

Length: 15 months

The flagship qualification for registered and aspiring care managers. This diploma develops strategic leadership, governance, and quality improvement skills required to lead regulated adult care services and meet CQC standards with confidence. Suitable for managers of adult patient facing services

The Bridging Programme (Level 3 UCAS Points)

Length: 10 weeks

A focused academic skills programme designed to prepare experienced health and social care professionals for degree apprenticeships. Learners gain Level 3 credits and UCAS points while building confidence in academic writing, research, and study skills.

The Bridging Plus Programme (Level 3 UCAS Points With Science Units)

Length: 12 weeks

An extended version of the Bridging Programme, including accredited science modules. Ideal for learners progressing into specialist degree pathways such as nursing or physiotherapy, combining academic skills with applied human biology knowledge.

HEALTH AND SOCIAL CARE: CARE CERTIFICATE DIGITAL PROGRAMME

Our programme is a knowledge-based digital course that fully covers the knowledge requirements of the Care Certificate standards.

Designed to support individuals at the start of their career in health and social care, the course provides a strong foundation across the core areas required for safe, effective and person-centred practice.

Learners will develop knowledge in key areas including:

- Understanding own role and responsibilities
- Personal development in adult social care
- Duty of care
- Equality, diversity, inclusion and human rights
- Person-centred practice
- Effective communication
- Privacy and dignity
- Nutrition and hydration
- Mental health and dementia awareness
- Adult and children's safeguarding
- Health, safety and basic life support
- Handling information, data protection and digital safety
- Infection prevention and control
- Learning disability and autism awareness

Scan to find out more



LEARNER FEEDBACK

I have learnt a range of new skills, especially in leadership and decision making. I learnt about different management styles and how to adapt my approach to meet the need of individuals (tenants and staff) I have also strengthened my listening skills, enabling me to better understand and support others.

Dynamic Training enabled me to shine.

My tutor has been exceptional! They have been so supportive and adapting resources to support my dyslexia. They were always available short notice for guidance and support.

OLIVER McGOWAN MANDATORY TRAINING

Oliver McGowan Tier 1 Training (Online)

Length: 1 hour

A foundational awareness session for all staff, introducing learning disability and autism, effective communication, reasonable adjustments, and person-centred care. Co-delivered by accredited trainers and experts with lived experience.

Learner Feedback:

This training was exceptional!!

I gained such a lot of information and knowledge from this training that has enabled a much greater understanding of challenges some people face. This enables me to think about certain situations and also consider a persons needs with a greater awareness. very valuable training.



Oliver McGowan Tier 2 Training

Length: 1 full day

A mandatory, in-depth programme for staff providing direct care or support. Covers legislation, LeDeR, STOMP/STAMP, the Mental Capacity Act, and practical strategies for making reasonable adjustments, delivered face-to-face with expert co-trainers with lived experience.

Train the Facilitating Trainer: Oliver McGowan Tier 2

Length: 2 full days

An advanced programme qualifying experienced professionals to become licensed facilitators of Oliver McGowan Tier 2 training. Focuses on content mastery, co-facilitation skills, delivery confidence, and assessment for certification.

E-LEARNING

Fast Flexible Learning For Induction, Compliance & Refresher Training. Dynamic offers access to e-learning courses, providing high-quality, on demand training that fits around shift patterns and service pressures.



Online Anatomy and Physiology Modules

Including:

Cells

Tissues & Integumentary System

Musculoskeletal System

Nervous System

Endocrine System

Cardiovascular System

Lymphatic System & Immunity

Respiratory System

Urinary System & Fluid Balance

Gastrointestinal System

Reproductive System

- **100% online, on-demand access**
- **Immediate rollout for individuals or teams**
- **Certificates for audit, CPD and inspection evidence**



ACCESSIBLE APPRENTICESHIPS

All learning, including apprenticeships, should be accessible. At Dynamic Training, we continue to strive to be instinctively inclusive, so that every learner can take part, feel supported, and achieve their goals. We do this by identifying each learner's individual needs and, where appropriate, putting reasonable adjustments in place. We see adjustments as a practical, positive way to remove barriers and support progress.

Learner Needs Examples

Learner needs we may support with include:

- Language barriers.
- Learning difficulties and learning disabilities.
- Physical disabilities.
- Neurodivergence.
- Mental health challenges.
- Autism.
- Visual or hearing impairments.

Scan to find out more!



Reasonable Adjustment Examples

- Additional visits, including face-to-face coaching and support.
- Extra time for assessments and learning activities.
- Alternative assessment methods, where appropriate.
- Using assistive technology, such as speech-to-text software or screen readers.
- Flexible approaches to end-point assessment arrangements, where permitted.

ABOUT DYNAMIC TRAINING



Scan to find out more!

Our Values

- Integrity
- Transparency
- Accountability
- Teamwork
- Inclusivity



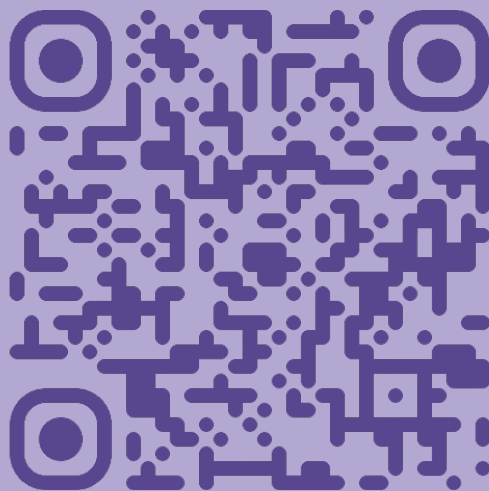
Our Mission

To deliver high-quality, inclusive education that develops confident healthcare professionals who act with integrity, accountability, and effective teamwork. Our programmes support the delivery of compassionate, safe, and effective care across a diverse and evolving healthcare landscape.

Ready to Get Started?

Build A Workforce That Is Confident, Capable & Recognised.

With Apprenticeships, Awards/certificates, Diploma accredited courses and E-learning. Dynamic offers a joined-up approach to workforce development that delivers impact now and builds strength for the future.



 **Dynamic Training**

020 8607 7850

ask@dynamictraining.org.uk

www.dynamictraining.org.uk