HHF TRAINING

PROFESSIONAL TRAINING & CPD

LEVEL 2

CPD COURSE CATALOGUE

Practical • Protective • Workplace Relevant

18	6	6
Specialist Level 2 courses	Focused CPD groups	Priority flagship courses

MODES OF DELIVERY

Face-to-Face (In-Person) • **Remote** (Online / Distance) • **Blended** (Hybrid / HyFlex)

2026 27 PARTNERSHIP EDITION

Designed for employers, commissioners, delivery partners and professionals seeking relevant, responsible digital and community protection learning.

2026 27 PARTNERSHIP EDITION

A focused CPD portfolio for modern workplaces

This catalogue brings together 18 Level 2 CPD courses designed around the challenges organisations, frontline staff and communities now face: safe technology use, cyber security, fraud, evidence awareness, public protection and responsible leadership.

Each course combines practical knowledge with clear, workplace relevant application. The programme structure also allows partners to begin with the flagship titles and expand their offer through the wider

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GROUP 01

AI, Digital Skills & Future Work

Build practical confidence for a changing workplace.





01 Level 2 Certificate in AI, Digital Productivity and Future Workplace Skills

Safe AI use, prompting, checking outputs, Microsoft 365, Google tools, Teams/Zoom, cloud working and professional digital communication.

Practical application: draft a routine work document with an approved AI tool, then check accuracy, relevance and confidentiality before using it. Human review remains essential; outputs can contain errors or invented information.



02 Level 2 Certificate in Digital Skills for Employment, Administration and Customer Service

Email, Word, Excel, presentations, digital filing, CRM, live chat, online applications and remote interview skills.

Practical application: organise shared files, prepare a clear customer response and complete a simple spreadsheet task. CRM means customer relationship management: the system used to record customer interactions and follow up actions.



03 Level 2 Certificate in Digital Marketing, Social Media and Online Brand Protection

Content creation, social media, privacy settings, basic analytics, copyright, reputation management and safe online engagement.

Practical application: plan an accessible post, check permission to use images and review engagement measures. Consider audience, consent, account access and a proportionate response to harmful or misleading comments.

PARTNER VALUE A focused Level 2 CPD offer that can be positioned for workforce development, professional learning and community facing programmes.

GROUP 02

Cyber Security & Data Protection

Protect people, data, devices and everyday digital activity.





01 Level 2 Certificate in Cyber Security, Online Safety and Digital Privacy

Passwords, MFA, phishing, secure browsing, safe devices, online safety, privacy and digital footprint protection.

Practical application: review a suspicious message and practise reporting it through the agreed route. MFA means multi factor authentication: using more than one type of evidence to confirm identity. Protect recovery details as well as passwords.



02 Level 2 Certificate in Data Protection, UK GDPR and Secure Information Handling

Personal data, confidentiality, secure sharing, data breaches, retention, records and staff accountability.

Practical application: choose an appropriate sharing method and explain who needs access. UK GDPR means the UK General Data Protection Regulation. Follow organisational procedures and seek advice where a handling decision is unclear.



03 Level 2 Certificate in Cyber Secure Remote Working and Cloud Collaboration

Home Wi Fi, mobile devices, patches, cloud storage, remote access, collaboration tools and secure home working.

Practical application: review device updates, access permissions and a cloud sharing link before collaboration. Use approved tools, protect screens and conversations, and agree how to report a lost device or suspected compromise.

PARTNER VALUE A focused Level 2 CPD offer that can be positioned for workforce development, professional learning and community facing programmes.

GROUP 03

Digital Forensics & Investigation

Recognise, preserve and report digital evidence appropriately.





01 Level 2 Certificate in Digital Forensics, Cyber Crime and Digital Evidence Awareness

Cybercrime types, digital evidence, evidence preservation, chain of custody, lawful handling and referral routes.

Practical application: record where an item was found, who handled it and when. Avoid altering, exploring or copying evidence without authority. Chain of custody is the documented history of evidence handling and transfer.



02 Level 2 Certificate in Principles of Investigation, Evidence and Professional Report Writing

Investigation process, scene awareness, witness information, case notes, reports, safeguarding and lawful escalation.

Practical application: turn a scenario into an accurate chronological report, separating observed facts, reported information and interpretation. Record sources and uncertainties; use neutral language and the appropriate safeguarding or escalation route.



03 Level 2 Certificate in Cyber Incident Triage, Digital Research and Online Investigation Awareness

Identifying an incident, first actions, secure evidence capture, open source research awareness and incident reporting.

Practical application: create an initial incident record covering what happened, when it was noticed and actions taken. Follow the response plan and preserve relevant information without conducting unauthorised searches or intrusive investigation.

PARTNER VALUE A focused Level 2 CPD offer that can be positioned for workforce development, professional learning and community facing programmes.

GROUP 04

Fraud Avert & Scam Awareness

Help staff and communities spot, prevent and respond to fraud.





01 Level 2 Certificate in Digital Fraud, Scams and Financial Crime Prevention

APP fraud, phishing, identity theft, payment scams, invoice fraud, account takeover and reporting.

Practical application: check an unexpected payment request using independently verified contact details. APP means authorised push payment fraud: a person is deceived into sending a payment. Pause, verify and escalate before processing suspicious instructions.



02 Level 2 Certificate in AI Scams, Deepfakes, Impersonation and Social Engineering Defence

Deepfakes, cloned voices, fake websites, vishing, smishing, business email compromise and verification methods.

Practical application: respond to an urgent voice or video request by checking identity through a trusted channel. Vishing is voice phishing; smishing uses text messages. A convincing voice, face or message does not establish authenticity.



03 Level 2 Certificate in Fraud Safeguarding, Vulnerability and Victim Support

Financial exploitation, protecting vulnerable people, responding professionally, evidence preservation and signposting support.

Practical application: practise a calm, non-judgemental conversation with someone affected by fraud. Listen, record concerns appropriately and use approved referral routes. Avoid promises about recovery, blame or requests for unnecessary sensitive information.

PARTNER VALUE A focused Level 2 CPD offer that can be positioned for workforce development, professional learning and community facing programmes.

GROUP 05

Security Operations, Crime Prevention & Community Protection

Strengthen prevention, personal safety and professional response.





01 Level 2 Certificate in Security Operations, Access Control and Incident Response

Security roles, patrols, visitor management, access control, incident logs, emergencies and professional conduct.

Practical application: check a visitor request, record an incident clearly and identify when to seek support. Apply site procedures consistently, protect sensitive information and recognise the limits of your role and authority.



02 Level 2 Certificate in Conflict Management, Personal Safety and Lone Working Awareness

Conflict prevention, de-escalation, communication, personal safety, lone working and escalating concerns.

Practical application: practise calm language, safe positioning and a planned check-in. Recognise early warning signs and disengage or seek help when appropriate. Personal safety takes priority over resolving a disagreement.



03 Level 2 Certificate in Emerging Crime, Community Safety and Safeguarding Awareness

County lines, exploitation, hate crime, online harms, crime prevention and safeguarding vulnerable people.

Practical application: identify concerning signs in a scenario and record factual observations. County lines involves criminal networks exploiting people to move and sell drugs. Follow safeguarding procedures and avoid attempting to investigate concerns yourself.

PARTNER VALUE A focused Level 2 CPD offer that can be positioned for workforce development, professional learning and community facing programmes.

GROUP 6

Digital Leadership, Governance & Organisational Resilience

Develop a secure, responsible and resilient organisational culture.





01 Level 2 Certificate in Digital Leadership, Cyber Risk and Organisational Resilience

Cyber risk, secure culture, staff responsibilities, risk awareness, business continuity and recovery basics.

Practical application: identify a critical service, its digital dependencies and a basic disruption response. Clarify responsibilities, communication routes and recovery priorities; use lessons from incidents to improve everyday working practices.



02 Level 2 Certificate in AI Governance, Responsible Technology and Data Risk Management

Responsible AI, confidentiality, bias, data leakage, acceptable use, digital ethics and workplace policy.

Practical application: assess a proposed AI use for confidentiality, accuracy and unfair outcomes. Identify the information involved, human oversight needed and approval route. Use organisational policy to guide acceptable and responsible use.



03 Level 2 Certificate in Digital Governance, Compliance and Crisis Communication

Information governance, compliance, incident communications, online reputation, brand protection and escalation.

Practical application: prepare a clear initial incident update using confirmed facts, agreed messages and authorised channels. Protect personal information, acknowledge uncertainty and explain the next update or escalation step.

PARTNER VALUE A focused Level 2 CPD offer that can be positioned for workforce development, professional learning and community facing programmes.

Recommended Priority Launch

Six flagship courses provide a strong foundation for establishing a new partnership. Each course addresses a high-demand area of Continuing Professional Development (CPD) while representing one of the six programme groups.



Level 2 Certificate in AI, Digital Productivity and Future Workplace Skills

AI, Digital Skills & Future Work



Level 2 Certificate in Cyber Security, Online Safety and Digital Privacy

Cyber Security & Information Protection



Level 2 Certificate in Digital Forensics, Cyber Crime and Digital Evidence Awareness

Digital Forensics, Cyber Crime & Investigation



Level 2 Certificate in Digital Fraud, Scams and Financial Crime Prevention

Fraud Prevention, Financial Safety & Scam Awareness



Level 2 Certificate in Security Operations, Access Control and Incident Response

Security Operations, Crime Prevention & Community Protection



Level 2 Certificate in Digital Leadership, Cyber Risk and Organisational Resilience

Digital Leadership, Governance & Organisational Resilience

Using this catalogue

Choose courses by job role, exposure to risk and learning need. The descriptions outline CPD themes; delivery arrangements, duration, assessment, accessibility support and certificate wording should be confirmed with HHF Training before commissioning.

Practical learning

Use realistic scenarios, guided practice and reflection to turn awareness into safer decisions. Agree a workplace action after each course and review how the learner has applied it. Digital investigation activities should use authorised systems and training examples.

Choosing a launch sequence

Use the six flagship titles as a starting framework. Review staff roles, existing knowledge, recent incidents and organisational priorities, then select the courses that address the clearest needs. The launch recommendation is a planning proposal rather than a measured demand ranking.

Plan a focused partnership

Identify the audience and practical outcomes. Agree the roles, workplace scenarios and skills that matter most to participants.

Select the right mix of courses. Begin with priority risks, then build a coherent pathway through related specialist topics.

Confirm delivery details. Discuss scheduling, accessibility, entry support, amerment essessment expectations and the evidence of completion required.

Review impact. Ask learners to identify a specific change to their practice and agree when employers or partners will review progress.

CPD terminology

CPD means continuing professional development. The course titles are reproduced from the original catalogue. Confirm the status of the Level 2 designation and certificate wording with HHF Training; this catalogue does not establish regulated qualification status, awarding body approval or licence eligibility.

Further guidance

Cyber security and phishing: National Cyber Security Centre at www.ncsc.gov.uk/guidance/phishing. Data sharing: Information Commissioner's Office at ico.org.uk/for-organisations/uk-gdpr guidance and resources/data-sharing/. APP fraud: UK Finance at www.ukfinance.org.uk/authorised-push-payment-fraud-reimbursement. Guidance checked 6 October 2026.

2026-27 PARTNERSHIP EDITION


HHF
READY TO BUILD A STRONGER FUTURE?
Partner with HHF Training to discuss course selection, programme priorities and delivery opportunities.
Why HHF Training?
HHF is committed to providing modern, impactful, and compliant learning solutions that meet the diverse needs of your workforce.
We have UK qualified teachers with over 20 years of teaching experience.
By choosing HHF Training, you gain a dedicated partner focused on building confidence, ensuring safety, and delivering measurable results.
Empower Your Teams with High-Impact CPD
From safeguarding digital assets and implementing cyber defense strategies to fostering resilient leadership, HHF Training delivers the critical expertise your organization needs to thrive in a rapidly changing world.
Let's start the conversation.
Our experts will help you identify the right pathway, customize content to your specific requirements, and organize seamless delivery.
CPD
Professional Training & CPD
Visit our website to explore the full portfolio and secure your next intake.
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