



Courses include

Course Description PDF Files
Bite-Sized Animated E-Learning
Quiz Assessment within SCORM Modules



Courses:

Care Certificate - Course..... 2

Communication & Social Skills - Course 3

Customer Service - Course..... 3

NEW - Cyber Security - Course 4

NEW – Diversity and Inclusion - Course..... 5

Financial Conduct Authority - Course..... 6

Finance Skills - Course 6

Food Hygiene - Course 7

Health & Safety Essentials - Course..... 7

Health & Wellbeing - Course 8

Housing - Course..... 9

Human Resources - Course 9

IT Skills - Course 10

Management & Leadership - Course..... 10

Personal Development - Course..... 11

Policy & Compliance - Course 12

Project Management - Course 13

Retail - Course 13

Sales Mastery - Course 14

Toolbox Talks - Course 15

60 Second Skills - Course 16

Care Certificate - Course

Course Modules:

Introduction to Care Certificate

Introduction to Health and Safety

COSHH Essentials

Equality & Diversity

Fire Safety

Fluid and Nutrition

Handling Information

Infection Prevention and Control

Medication and Healthcare Tasks

Duty of Care

Communication

Move and Assist Safely

Privacy and Dignity

Safeguarding Adults

Safeguarding Children

Working in a Person-Centred Way

Basic Life Support

Mental Health Awareness

Lone Working

Managing Stress

Understanding Your Role

Working Safely and Securely

Your Personal Development



Communication & Social Skills - Course

Course Modules:

Making Meetings Matter

Manage Meeting Personalities

Report Writing Skills

Interview Skills & Techniques

Setting an Agenda



Customer Service - Course

Course Modules:

Customer Service Success

Telephone Etiquette

Complaints Handling

Customer Loyalty

Vulnerable Customers

NEW - Cyber Security - Course

Course Modules:

NEW Cloud Computing

NEW Computer Forensics - Investigations

NEW Cryptography

NEW Cyber Security Overview

NEW Identity and Access Management

NEW Internet of Things

NEW Introduction to Ransomware

NEW Malware and Viruses

NEW Network and System Compliance Auditing

NEW Overview of Network and System Audits

NEW Ransomware and Cyberware

NEW Ransomware Prevention – Preventing Attacks and Contingency

NEW Social Engineering

NEW Types of Ransomware – Acts and Obligations



NEW – Diversity and Inclusion - Course

Course Modules:

NEW Disabilities – Opening Doors to All Candidates

NEW Group Dynamics

NEW Hiring for a Diverse Workforce

NEW Identifying Diversity in Others

NEW Leading a Diverse Workforce – Part 1

NEW Leading a Diverse Workforce – Part 2

NEW Leveraging Diversity and Strengths in the Workplace

NEW Transgender Protections in the Workplace

NEW What is Diversity and Inclusion

NEW Your Unique Diversity in the Workplace

Financial Conduct Authority - Course

Course Modules:

Treating Customer Fairly

Freedom of Information Act

Subject Access Requests

UK Financial Sanctions

Finance Skills - Course

Course Modules:

Finance for Non-Finance Managers

The Accounting Equation

The Balance Sheet Explained

Income Statements Made Simple

The Cash Flow Statement

How to Maintain a Healthy Cash Flow

Analyse Financial Health with Ratios

Budget like a Boss

Finance for Non-Finance Managers



Food Hygiene - Course

Course Modules:

Level 2 Food Safety and Hygiene for Catering

Food Safety and Hygiene in Catering

Level 2 Food Safety for Retail

Allergen Awareness

Food Safety – Cross Contamination

Health & Safety Essentials - Course

Course Modules:

Introduction to Working Safely

Hazard Identification and Risk Control

Manual Handling

Slips and Trips

DSE Awareness

Fire Safety Awareness

COSHH Essentials

Dangers of Sleep Deprivation

Lone Working

DSE Self-Assessment Toll

Mobile Phones and Driving

Driver Safety Awareness



PPE Awareness

Texting While Walking

See IT, Sort It, Report IT

Fire Warden Essentials

Asbestos Awareness

Holding the Handrail

Speeding on Site

Wire and Cable Management

Reverse Parking

Health & Wellbeing - Course

Course Modules:

Workplace Hygiene

Healthy Eating at Work

Kick the Habit

Be Active

Five Ways to Wellbeing

The Dangers of Sitting Down

Introduction to Cognitive Behavioural Therapy

Bipolar Disorder



Housing - Course

Course Modules:

Risk and Compliance for Housing

Safeguarding Children

Safeguarding Adults

Affordable and Social Housing



Human Resources - Course

Course Modules:

HR for Non-HR Managers

Defining HR

Legal Responsibilities

Right People, Right Role

The Importance of Training

Performance Overviews

Discipline and Grievance

Effective Absence Management

Termination of Employment



IT Skills - Course

Course Modules:

Start Using Microsoft Word 2013

Start Using Microsoft PowerPoint 2013

Start Using Microsoft Excel 2013

Outlook 2013 Basics

Management & Leadership - Course

Course Modules:

Inspirational Leadership

Effective Delegation

Giving & Receiving Feedback

Managing Change

SMART Objectives

The Mindful Leader

Unconscious Bias

Managing Virtual Teams

Interview and Selection



Personal Development - Course

Course Modules:

Coaching Skills

Managing Stress

Negotiation & Influencing People

Team Working Excellence

Decision Making Experience

Communicating Effectively

Productivity & Time Management

Conflict Management

Presenting with Power

Be Assertive the Right Way

Emotional Intelligence

Developing Resilience – Change Your Thinking

Creative Problem Solving

Introduction to NLP

Policy & Compliance - Course

Course Modules:

Social Media Awareness

Equality and Diversity in the Workplace

Harassment and Bullying at Work

Data Protection

GDPR

Bribery Act

Understanding Cyber Security

Health and Wellbeing

Anti-Money Laundering

Mental Health at Work

Safeguarding Adults

Safeguarding Children

Alcohol and Drugs at Work

Working Safely and Securely

Modern Slavery

Consumer Rights

Payment Card Industry Awareness – Data Security Standards (PCI-DSS)

Environmental Awareness

Freedom of Information Act

Safeguarding

Right to Work

Whistleblowing

IT Security for the Remote Worker and Business Traveller

Tackling Hate Crime

Dealing with Extremism and Terrorism



Project Management - Course

Course Modules:

Introduction to Project Management

Project Strategy and Business Case

Project Preparation

Project Design

Project Development and Testing

Support and Benefits Realisation

Training and Business Readiness

Close Your Project Successfully



Retail - Course

Course Modules:

Be a Retail Hero

Meet & Greet

Connect With a Customer

Fitting Room Advice

Service at the Till



Sales Mastery - Course

Course Modules:

Sales Mastery

Qualify Your Leads

Know Your USP's

Features, Advantages & Benefits

Do Your Research

The Pitch

Asking Questions

Closing

Silence

Taking Notes

Objection Handling

Follow Up

How to Influence

Be Likeable

Use Humour

Leave Something Behind

Authority

Scarcity

Commitment



Toolbox Talks - Course

Course Modules:

Working Alone

Working at Height

The Importance of Good Housekeeping

Carbon Monoxide Poisoning

Alcohol at Work

Introduction to Fire Safety

Legionnaires Disease

Equipment – Falling Objects

Eye Protection

Step Ladder Safety

Electrical Cord Safety

Confined Spaces

Fire Classification & Equipment

Fire Prevention

Fire Detection & Response

Workplace Vehicle Safety

Safe Working with Lift Trucks

Head Protection

Construction Dust

Sharps Injuries

Noise and Hearing Protection

Hand-Arm Vibration Syndrome

RIDDOR

Dangers of Working at Night



Abrasive Wheels

60 Second Skills - Course

Course Modules:

Inclusive Leadership

Personal Branding

Mentoring

Self-Limiting Beliefs

Habits

Networking

Innovation and Culture

Learning Styles