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The Charity Learning TIMES



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Issue Seven



Collaborating for eLearning success

Martin Baker, founder and CEO, explains how he started the Charity Learning Consortium, and how its community of members is at the heart of everything

Like a lot of good things, the Charity Learning Consortium came about quite by chance. I was working in corporate eLearning and gave a quote to a charity in 2000. The charity's head of learning fell off her chair laughing at

the cost – they just didn't have that kind of money. This got me thinking: if I could get a group of charities together, and they all used the same eLearning and platform, then they could split the cost. And so the idea for the Charity Learning Consortium was born.

At the time, I didn't know of any charities that were using eLearning and had no positive case studies to build upon. I was starting from scratch.

I needed several organisations to run a pilot, which took some time, but by 2003 I had six charities willing to try it. The basis of the

pilot was that each charity would have unlimited access to a Moodle learning management system (LMS) and a suite of courses for an affordable annual fee, based on their employee size.

All the members would meet quarterly to talk about how they

PAGE 4

Free resources including eBooks



PAGES 8 & 9

Case study: The Forward Trust



PAGES 10 & 11

eLearning courses





RESOURCES

were using and implementing the resources. These meetings were crucial, and we shared what had been working and what hadn't, so others could benefit and avoid the same pitfalls.

At the end of the pilot, several other charities became interested in what we were doing and as membership grew, so did the amount of knowledge within the group. There has always been a great willingness for members to be open with one another, to share experiences and resources and learn collectively.

Other charitable organisations started to see the huge benefits of belonging to the Consortium. By 2007 membership had grown to more than 20. By 2009 it had grown dramatically to almost 60. Today we have hundreds of third sector organisations as members.

Return on investment

Independent research shows that the benefits of using eLearning are usually huge. Charities see increased levels of satisfaction amongst customers, staff and volunteers;

“ **It makes eLearning simple, accessible and affordable for charities like us.** ”

Carly Lyes, Depaul

reach more people with the learning that's on offer and see an increase in qualifications. Staff are also generally more engaged with learning.

Charities that invest in learning technologies reduce their overall training costs and increase their productivity. The majority of members complete their compliance training this way, as it is a very cost-effective approach. They also become more agile, responding more quickly to changing circumstances. But belonging to a network of fellow learning and HR practitioners, who are all passionately trying to achieve similar results, is what ultimately helps make eLearning a success. The community is where the magic happens! Someone in our group will have faced similar challenges and come up with a workable solution – in other words, collaboration is vital. This

is why our complimentary events are so popular, and we continue our tradition of sharing member case studies to highlight what has worked well.

If you're not already a member, then I do hope that you'll have a look through these pages and see what we can offer – which includes an industry-leading, bespoke LMS, a wide choice of eLearning courses, and a growing range of free resources to support learning and development practitioners.

If you're already part of our vibrant community of members, then I hope that we can chat – your needs are at the heart of everything that we do, driving our mission and vision.

With my very best wishes,

Martin Baker

CEO and founder of the Charity Learning Consortium

Find out more about membership

eLearning – see pages 10 & 11

Free resources – see page 4

LMS – see page 6

Member case studies – see pages 3, 5, 7, and 8 & 9

More benefits – see pages 12, 15 and the back page

Request a demo at clc.link/demo



What's included in Charity Learning Consortium membership?



Learning management system

Supports compliance, boosts engagement, and simplifies training for everyone. It's affordable, flexible, and easy to use.



eLearning content

We've created and curated an extensive library of over 500 eLearning modules that cover nearly every topic that you may need.



Exceptional support

From the moment you join the Charity Learning Consortium we ensure you have dedicated support every step of the way.



Supportive community

We love bringing L&D professionals together to share, network and learn from one another. Our community now has nearly 400 members.



Reinvigorating learning platform engagement at The Children's Society

Following a major restructure, The Children's Society has revitalised its approach to learning. Led by Natasha Welbourne and Katrina Brandt, the focus was on creating consistency in learning while aligning closely with the organisation's strategy and goals.

Member fact file

The Children's Society, founded over 150 years ago, supports children in various settings. The organisation has been part of the Charity Learning Consortium since 2009.

The state of play

In 2020, during organisational change and a new strategy rollout, The Children's Society introduced a new learning and development (L&D) team. Previously, while learning activities existed, they lacked central ownership, budgeting, or monitoring. Structural changes also led to merged or eliminated roles, resulting in lost knowledge and organisational inconsistency.

The new team faced a dual challenge: build a consistent, trackable learning program and make development resources easy to access and understand. Their aim was to clarify role requirements, build trust in learning, and promote consistent communication and knowledge sharing – laying the foundation for future success.



Strategic approach

Rather than jumping straight into creating solutions, the team started with strategy – by listening. Feedback revealed confusion: learners often found useful content but couldn't locate it later. Employee surveys, exit interviews, and access data reinforced these findings.

The team assessed how this feedback aligned with The Children's Society's mission and overall branding. While the organisation had undergone a brand refresh, learning had remained disconnected, creating confusion.

With clarity from data and stories, the team focused on defining L&D's brand: who they served, why, and how. This became part of a new "People Experience Framework" with four pillars:

- Get the basics right
- Have a voice
- Feel valued
- Inspirational leadership

All learning initiatives were designed through this lens, ensuring alignment with organisational strategy and helping staff connect learning to their work.

To strengthen this connection, the Charity Learning Consortium's LMS was rebranded as the Learning Zone, fully matching the organisation's look and feel. Content was reorganised for easy navigation, and blended learning opportunities were developed. This created a more cohesive and accessible environment for staff.



The impact

The changes had an immediate effect on onboarding. New starters could easily navigate the Learning Zone, access timely information, and quickly become advocates for the platform.

Across the organisation, engagement increased, with subject matter experts keen to contribute content. However, re-engaging long-term employees – whose learning had been largely limited to annual compliance – remained challenging. The team recognised this would take time and focused on listening, demonstrating ease of use, and highlighting the benefits of ongoing learning.

Ultimately, while the team knows that having content available doesn't automatically create a learning culture, centralised, well-branded resources significantly improved access and momentum.

Good practice insights

The Children's Society experience highlights several lessons:

- **Branding matters:** if learning feels disconnected or inconsistent, employees struggle to engage

and apply knowledge. Consistent branding reduces cognitive load and helps translate content into context.

- **Learning is part of the whole organisation:** treat learning as integral to the organisation, aligned with strategy, not a separate activity.
- **Design for induction:** seamlessly integrated learning during onboarding builds a foundation of engaged learners who champion change.
- **Support long-standing employees:** they may take longer to adapt. Actively listen to concerns and make engagement easy to encourage participation.

By embedding learning within the organisational fabric and making it consistent, branded, and accessible, The Children's Society has taken strong steps toward creating a sustainable learning culture.





Free books to develop skills

We've created a growing range of little books, filled with top tips, exercises and action points to support good practice in learning and development. We've worked with subject matter specialists to condense and share the most relevant information to support your work. Featuring inspirational case studies with members of the Charity Learning Consortium, the books are deliberately succinct, with no waffle. They may be small, but they sure are mighty!



Read me!

The Charity Learning Consortium's little book collection is available as eBooks to freely download. Join the Consortium and you'll get printed books too.

Download the eBooks at clc.link/littlebooks

Ten reasons why charities should use eLearning

Why should I read this?

As the name suggests, this report outlines 10 benefits of using eLearning – which can be really useful if you're trying to make the case for more budget, or are looking for leverage to expand the use of eLearning within your organisation. It also contains mini case studies and top tips from members of the Charity Learning Consortium.

Any shortcuts?

There's a really useful action plan at the end, with some ideas to help you maximise the benefits of eLearning.

Download at clc.link/10reasons



How to create a learning programme for equity, diversity and inclusion

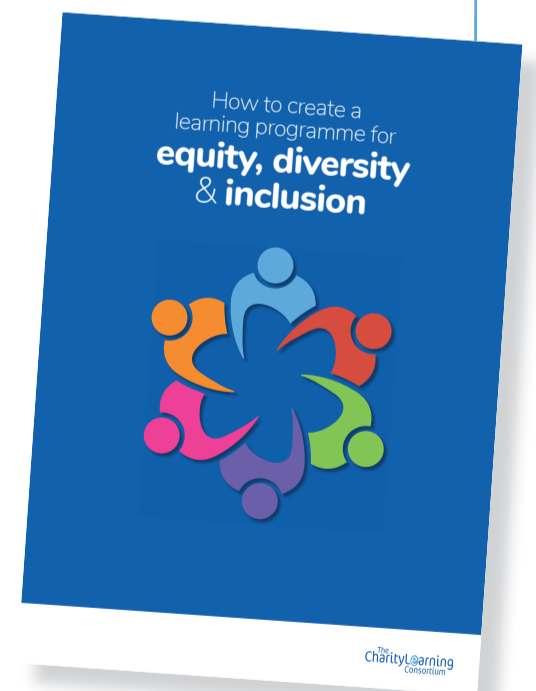
Why should I read this?

Equity, diversity and inclusion (EDI) is very firmly on charities' agendas, but you may not know where and how to start – or to progress – to make a real difference. This report reveals the important things to focus on to support EDI, with advice on evaluating outcome and impact.

Any shortcuts?

There's a short summary at the end, icons throughout to help guide you through, and the report is split into sections to make it easy to access. If you're really short on time then it's well worth reading the case studies – focused on the work that members of the Consortium are already doing, including their top tips.

Download at clc.link/EDIreport





Transforming learning culture at Prostate Cancer UK



The L&D team at Prostate Cancer UK has transformed the organisation's learning culture by using data-driven insights to tailor training initiatives to staff needs. This case study explores the strategies implemented, the challenges faced, and the key takeaways from this journey.

Member fact file

Prostate Cancer UK is committed to supporting men with prostate cancer and has been a member of the Charity Learning Consortium since 2014, utilising both its content and learning management system.

Initial observations

Shanice McBean, Senior Learning and Development Manager, identified gaps in the existing L&D strategy, particularly in addressing staff needs for career progression and professional development. To effectively shift the learning culture, she focused on understanding the unique motivations and aspirations of the staff.

Strategy development

Shanice began by gathering insights from across the organisation through meetings with colleagues at every level, including senior leadership, to better understand their expectations and motivations. She combined this with analysis of survey data and performance appraisals to uncover existing challenges and opportunities. To further build relationships and gain cultural insight, she also connected with employee networks in more informal settings, supported by the Head of EDI.

Recognising that a one-size-fits-all approach would not meet diverse learning needs, Shanice worked with a colleague to develop spreadsheets capturing learner profiles. These

detailed the roles, experiences, and aspirations of staff, enabling the team to create learner personas and shape tailored learning initiatives.

Engagement was another priority. Shanice and her team introduced interactive elements, such as role-plays, games, and scenario-based exercises, into training programmes. For example, the creation of a character called Nigel in eLearning courses provided a relatable guide for learners, making mandatory training more engaging and relevant.

Time constraints for busy staff meant courses had to be as concise as possible. Shanice collaborated with subject matter experts (SMEs) to strip away unnecessary information, ensuring that only the most essential knowledge was included to drive behaviour change and enhance safety. A structured five-phase instructional design process was also introduced to set clear expectations for SMEs, helping to maintain focus and avoid overloaded course content.

Throughout, Shanice consistently aligned L&D initiatives with Prostate Cancer UK's wider organisational goals. By framing learning as central to the charity's mission, she was able to demonstrate its value and secure stronger support from leadership.

Challenges encountered

A significant challenge Shanice faced was the limited time available for learning, as staff were often stretched across multiple responsibilities. Delivering meaningful learning in short bursts required careful planning and innovative approaches.



Another challenge came from initial scepticism among some leaders, who questioned the need for customised, scenario-based learning over more generic, off-the-shelf options. Shanice tackled this by maintaining open dialogue, demonstrating the long-term benefits of bespoke solutions, and gradually building buy-in.

Maintaining learner engagement, particularly in mandatory training, was also a hurdle. Shanice addressed this by weaving in gamification and practical, real-life applications, which kept the content relevant and engaging. Finally, capturing reliable data to demonstrate the impact of L&D initiatives proved difficult. By embedding data tracking from the outset, however, Shanice created a more robust approach to measurement, ensuring that the value and accountability of the learning strategy could be clearly evidenced.

The results and key takeaways

- Gathering data provided valuable insights into staff needs and preferences, enabling the creation of tailored learning.
- Linking training content to real-life scenarios proved crucial for enhancing engagement and ensuring relevance.
- Ongoing communication with leadership and stakeholders helped build support.

- Communicating the value of L&D in the context of organisational goals was vital for gaining buy-in from senior leaders.

Conclusion

Shanice's efforts to reshape the learning culture at Prostate Cancer UK created engagement through real-life relevance and alignment with organisational goals. By doing so, she laid the foundation for a culture of continuous professional development that not only meets staff needs but also furthers the mission of the charity.



Shanice McBean is the Senior Learning and Development Manager at Prostate Cancer UK and has been instrumental in transforming the organisation's learning culture over the last year since joining the charity.

Shanice won the Rising Star award at the Charity Learning Awards 2024 by making such a substantial impact through her strategic approach.



Top LMS features

A learning management system (LMS) is so much more than just a platform to host online learning. It enables you to inspire and engage learners on a daily basis. All these features and functionalities will help you do just that!

to log, review, and recommend training resources. Users can input any additional training required, suggested, or planned within the log. Managers and site administrators have the capability to monitor, modify, and validate the development records recorded by learners.



Nearly a million staff and volunteers are active across our platforms – learning, engaging and developing their skills every day.

Blended learning

Courses that we offer via the LMS can include videos, eLearning, PDFs, documents, feedback tools, surveys, quizzes, workbooks, fact sheets, handouts, infographics, certificates, badges and much more.

Dynamic hierarchies algorithm

Set up your bespoke learner profile fields in the LMS, to reflect your entire organisational structure. An unlimited number of tags could include department, sub-department, office, location etc. This allows managers to report on their teams, allocate learning pathways and create and update user accounts.

FormTrack

FormTrack is a professional form design tool that can be used to create, automatically allocate and monitor any type of professional form you require. Uses include forms for appraisals, one-to-ones, probation reviews and secondment requests.

Personal development log

The Personal Development Log enables users, managers, and site administrators

Learning pathways

A learning pathway is a collection of activities, resources and/or courses which are presented to a learner to complete. Using learning pathways makes it much easier for your learners to know what they need to do and when they need to do it. Pathways also give managers and administrators an easy overview of learners' progress.

Booking tool for face-to-face training

This tool simplifies the administration that goes into organising training, so you can list face-to-face and virtual events for users to book onto. Calendar invites and reminders are automatically sent to delegates and you can track and report on attendance too.

Learning data store

Import learner data from spreadsheets or a LMS that you've previously used. This means that you can keep all of your learning records in one place. Historical data can be useful when checking compliance or creating learning pathways.

Allocating mandatory courses

Mark learning pathways as mandatory and they'll automatically be allocated to all learners. Reports display the current status of mandatory courses, so you can easily see who has started or completed them (or not).

Personalisation

Administrators can change the look and feel of the platform. From changing the branding and colours, logos and text on the login pages on their LMS..

Learning catalogue

Learners can manually enrol themselves onto courses that they are interested in, or browse the learning pathway's catalogue to join public learning pathways.

Renewals and completions

Do you have courses that need to be completed annually or every two or three years? Renewals lets you automatically remind learners, via email, that compliance courses need to be completed again. Administrators can easily see who has completed their learning, or when they last completed it.

Reporting

Reporting can be filtered by any fields which have been added to a user's profile, such as department, region, job role etc. You can select different data sources, such as eLearning courses, quizzes, face-to-face training, learning pathways or the learning data store. Reports can be generated instantly, or scheduled to be automatically emailed to managers, for example, once a month.

Team Insights

Team Insights is a feature offering real-time statistics and data metrics, sharing valuable insights from user activities. It provides a swift understanding of learner compliance levels, highlighting areas where organisational intervention may be beneficial. It provides a highly visual reporting method, meaning your L&D team can communicate compliance and ROI effectively to stakeholders.

Find out more at clc.link/LMS or request a demo at clc.link/demo

Calling all small charities!
Charitable organisations with less than 100 staff can opt for our extremely cost effective Small Charity Package. The features differ to the ones described on this page, but include reporting and unlimited eLearning use.
Please ask for more details at clc.link/contact



Dynamic management development at Woodgreen



Reflection has been woven throughout a leadership and management development programme at Woodgreen Pets Charity. Esther Redman explains the impact of the new style blended programme.

Member fact file

Woodgreen Pets Charity has been a member of the Charity Learning Consortium since 2019 and uses both the learning management system and eLearning that we provide.

A new leadership and management development programme was launched at Woodgreen Pets Charity, to support and upskill team managers who'd become responsible for far more people management as a result of organisational change.

Research

First, a training needs analysis was carried out with team managers that made up the first cohort. This was completed in conjunction with line managers, people partners and directors. The answers were analysed to identify key areas that people felt less confident and knowledgeable about. This meant that Esther could prioritise themes that were most needed, such as performance management, giving feedback, and conflict resolution.

The blended learning programme

The new Leading with Pride programme she created is a real blend of online resources and face-to-face sessions. Divided into 11 key modules, the first programme was spread over eight months. Each module consists of a face-to-face workshop, with bite-sized complementary

resources, including videos from the Clear Lessons library provided by the Charity Learning Consortium.

Lots of activities, conversations, time for reflection, and ultimately commitments to encourage people to put what they have learnt into practise. An emphasis on coaching is woven in as well, with specific resources outlining different models, with sample questions to get people started.

All online resources sit on a dedicated course page on LEXI – the Woodgreen branded Moodle learning management system provided by the Charity Learning Consortium. Attendees can book onto face-to-face sessions, access pre-workshop learning, download their workbooks, and find a variety of other useful resources all in one place.

“Having everything in one repository works really well,” says Esther. “It means that everyone has access to everything, wherever they are, which is fantastic.”

The Leading with Pride programme includes:

- A course booklet, giving an overview of the entire programme
- 11 core modules
- A workbook and a face-to-face workshop for each module
- A range of bite-sized learning and curated resources are provided before and after the workshops, including eLearning, videos, reading, exercises, questions to reflect upon, and further details of topics that have been discussed and/or requested



Reflection

Reflection underpins the entire course. For example, there's time for contemplation in the workshops. A post-course email also provides guided questions to help people put what they have learnt into practice.

Delegates are asked to commit to making changes and share these with their line managers. They can then discuss their commitments in one-to-one meetings, get extra support, and potentially create objectives as well.

Evaluation

Esther waits a week to ask for feedback, as she is keen for the initial 'euphoria' to have settled, to get a more reflective response. Delegates are also given a choice as to when to submit comments – either after each module or at the end of the whole programme, so they can reflect on all of the elements. Feedback has been very positive. For example, delegates have reported that coaching skills have proved useful for team conversations.

Several months after the course ended Esther carried out a second training needs analysis, to compare

the before and after, to see what has changed. The Head of Talent at Woodgreen is also carrying out focus groups to ask for constructive feedback, so they can keep improving the offering. This analysis is ongoing.

Ultimately, the Leading with Pride programme has been designed in such a flexible way that people can 'cherry pick' what they need, and it's created a great blueprint for Esther and Woodgreen to build upon in the future.

Read more case studies at clc.link/case-studies



Esther Redman is the Talent Partner responsible for learning and development at the Woodgreen Pets Charity.



Revamping online learning at the Forward Trust



At the Forward Trust, online learning has undergone a significant transformation thanks to the work of Claire Pulman, HR Learning and Development Lead. Since joining the organisation in June 2023, Claire has reshaped how learning is delivered, making it more streamlined, engaging, and effective.

Member fact file

The Forward Trust helps people move forward from crime and addiction, delivering services across England and Wales. With more than 800 employees and 200 volunteers, the organisation relies on the Charity Learning Consortium (CLC) for its learning management system (LMS) and eLearning.

staff were often required to input their own completions into the HR system, leading to inconsistencies across two separate systems.

These issues created a particular problem for compliance training in areas such as Safeguarding and Data Protection, where completion rates must reach at least 80%. At the time, the organisation was falling well short of this target, which posed risks to both contracts and funding. Claire's task was to revamp the learning portal and build a system that was accurate, engaging, and easy to manage.



The challenge

When Claire Pulman joined the Forward Trust in June 2023 as HR Learning and Development Lead, she quickly identified several issues with the existing online learning system. Courses were outdated and difficult to navigate, and engagement beyond induction was very limited. Training data was not easily accessible, reporting was almost entirely manual, and

The solution

Claire began by stripping the system back to basics. She worked closely with the compliance team to reduce and reorganise learning requirements, creating clear pathways and rebuilding hierarchies from scratch. Inactive accounts were removed, and historic completion data was input manually to ensure

“ As an organisation, we have increased our Data Protection completion rate from 30% to 95%. This improvement is crucial for maintaining existing contracts and securing new ones. ”

reporting accuracy. Care was taken to balance these changes with employee workloads and to ensure new starters could continue to experience a smooth induction.

The next stage focused on strengthening reporting and compliance. Claire implemented Team Insights across the organisation, providing managers with visibility of their teams' learning progress. She trained managers to use the tool effectively and adapted reporting to reflect the Trust's varied directorates. With support from the CLC, she also introduced a dedicated compliance tab to monitor training in Safeguarding, Data Protection, and Health & Safety. Monthly compliance reports were automated, while managers could also access reports on demand.

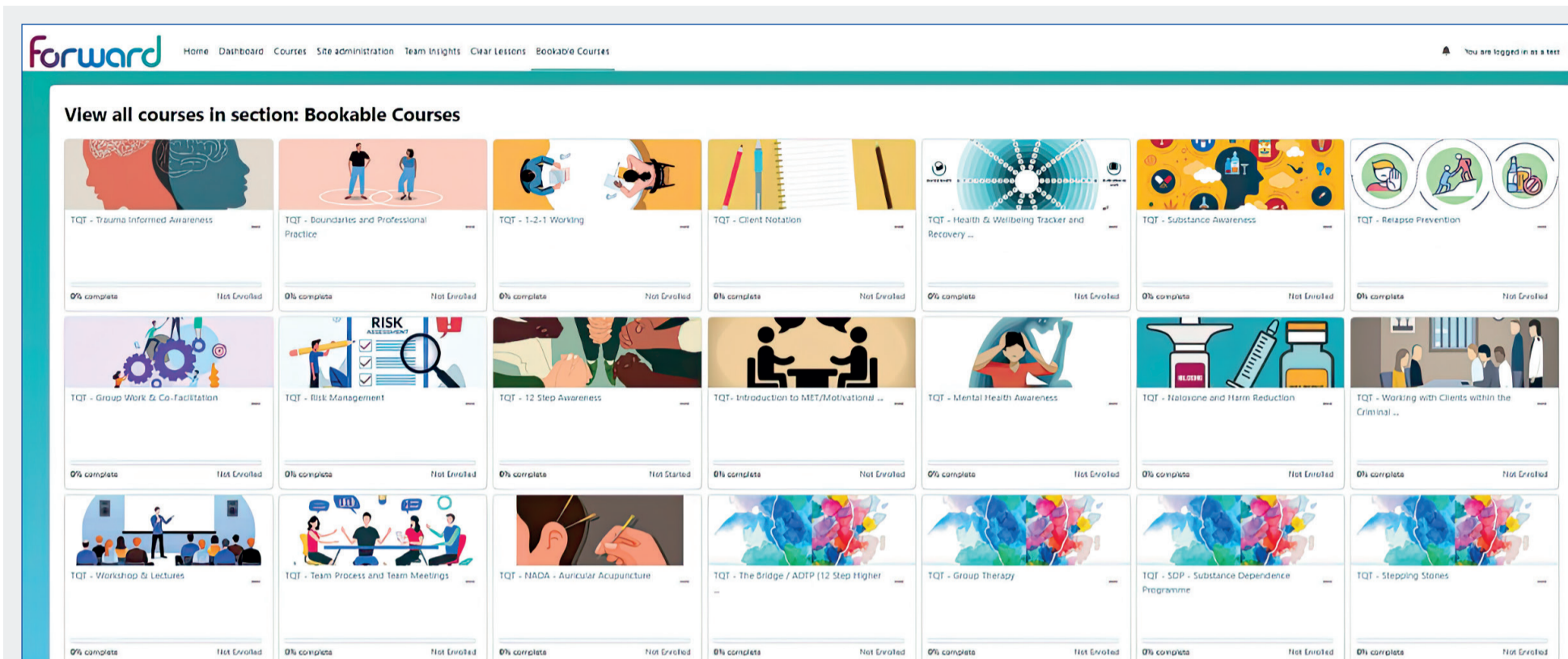
Finally, Claire collaborated with the internal training team to improve

how staff booked face-to-face courses. Previously, scheduling relied on lengthy email exchanges. The new bookable courses tab allowed employees to sign up directly, with managers approving requests via automated notifications. This process not only streamlined course booking but also ensured completions were captured within the LMS and could be tracked alongside eLearning data.

The results

The impact of these changes was significant. Data Protection compliance increased from 30% to 95%, a vital improvement for both maintaining existing contracts and securing new ones. Reporting became more efficient, saving HR advisors considerable time, and managers were able to take greater ownership of compliance within their teams. Engagement with





The solution

Stage 1: back to basics

- Streamlined and reorganised learning pathways
- Rebuilt hierarchies and cleaned up inactive accounts
- Input historic completion data for accuracy
- Balanced changes with employee workloads and induction needs

Stage 2: Team Insights rollout

- Implemented Team Insights to give managers clear visibility of training progress
- Delivered manager training and tailored reporting for different services
- Introduced a compliance tab to track Safeguarding, Data Protection, and Health & Safety
- Automated monthly compliance reports and allowed on-demand access

Stage 3: collaboration & bookable courses

- Introduced a bookable courses tab, replacing email scheduling
- Enabled managers to approve bookings and track completions
- Integrated reporting from the Therapeutic Quality Training Team (TQT) into the LMS

online learning extended beyond induction, and the new reporting features even introduced a sense of healthy competition between directorates, motivating teams to complete their training.

The course booking process also became simpler and more transparent, giving both staff and managers a clearer overview of training activity across the organisation.

Key challenges

The transformation was not without its challenges. Several eLearning modules were outdated, and one faulty SCORM file caused difficulties for learners until the issue was resolved. Verifying and restructuring hierarchy data proved time-consuming, and work is still ongoing to align hierarchies with the HR system to allow automatic data integration.

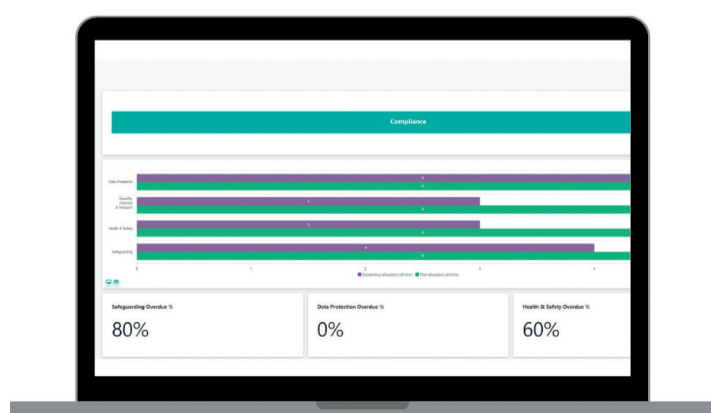
Conclusion

Through her leadership, Claire Pulman has transformed the Forward Trust's online learning system into a streamlined, engaging, and compliance-focused platform. By addressing long-standing challenges, she has improved efficiency, boosted compliance, and provided managers with the tools they need to support their teams. Most importantly, the

organisation is now better equipped to ensure staff and volunteers have the training they need to deliver vital services across England and Wales.



After working in learning and development (L&D) for over 20 years, Claire joined the Forward Trust in June 2023 as their Training Lead.



RAG Report			
This report shows the status of select mandatory pathways for each user.			
Users name	Safeguarding	Health & Safety	
a test	Completed 15/08/2024	Allocated 15/08/2024	
b test	Allocated 15/08/2024	Allocated 15/08/2024	
c test	Allocated 16/08/2024	Allocated 15/08/2024	
d test	Allocated 15/08/2024	Completed 15/08/2024	
e test	Allocated 15/08/2024	Completed 15/08/2024	



eLearning course list

The Charity Learning Consortium offers a fantastic, flexible package. Most people choose to use our core eLearning suite, along with the learning management system (LMS) that we provide. But there are several other options. For example, you can host our eLearning on another platform, or just use our LMS alone and populate it yourself.

We also have some specialist coaching eLearning on offer – you can opt to buy a licence for just the coaching collection, or add it to a bundle of options. Whatever combination you pick, you'll become a member of the Consortium and get all the amazing benefits that we offer.

Core eLearning suite

Alongside eLearning, each topic includes a variety of resources and activities, such as quizzes, workbooks, videos, and more. This list gives you an idea of the eLearning topics that are on offer, but we also have lots more!

Communication

- Active listening
- Asking the right questions
- Body language
- Change management
- Clear communication
- Communication skills
- Communicating under pressure
- Conflict management
- Difficult conversations
- Effective delegation
- Effective dispersed teams
- Effective research
- Emotional intelligence
- Effective negotiation
- Find your role
- Having tough conversations
- How to be assertive
- How to have an honest conversation
- Influencing, persuading and negotiating
- Presenting with confidence
- Teamwork
- The art of patience
- The power of storytelling
- Workplace diplomacy

Customer service

- Brand and reputation
- Caring for vulnerable customers
- Customer empathy
- Customer experience
- Customer persuasion
- Dealing with emotional or angry customers
- Handling complaints
- Know your customer
- Measuring customer experience
- Technology and innovation

Environmental awareness

- Dealing with food waste, water waste and going zero waste
- Economic & brand benefits
- Energy efficiency
- Environmental awareness
- Ethical supply chains
- Social injustice & the environment
- Sustainability
- Sustainable business management
- Waste management
- Workplace recycling (including wishcycling)

Equality, diversity and inclusion

- Allyship in the workplace
- Anti-racism in the workplace
- Bullying
- Equality, diversity and inclusion
- Recognising privilege
- Unconscious bias

Food safety

- Allergy awareness
- Control of cross contamination
- Food HACCP
- Food law
- Food safety and hygiene

Health and safety

- Accident reporting training
- Abrasive wheels
- Aggression and violence
- Asbestos awareness



- Control of Substances Hazardous to Health (COSHH)
- Dangerous substances
- Display screen equipment
- Driver awareness training
- Electricity
- Fire safety
- Fire wardens
- First aid
- General workshop safety equipment
- Getting in and out of buildings
- Good housekeeping
- Health and safety introduction
- Ladder safety
- Legionella awareness
- Lighting
- Lone working
- Manual handling
- Moving or falling objects
- Noise
- Personal hygiene in the workplace
- Personal protective equipment (PPE)
- Plant and machinery
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
- Risk assessment training
- Safer recruitment
- Setting up your home office
- Sexual harassment
- Slips, trips and falls
- Temperature
- Warehouse safety
- Working at height
- Working in confined spaces

Health and social care

- Chaperoning
- Cleaning
- Clinical governance
- Drug abuse awareness
- Induction – Care Certificate

- Infection control
- Medicine awareness
- Mental health legislation
- Prevent
- Professional boundaries
- Record keeping
- Sepsis awareness
- Sharps awareness
- Substance misuse
- Topical medication
- Types and causes of urinary incontinence
- Urinary incontinence – an introduction
- Venepuncture
- Wound care management

IT skills

- Digital transformation and AI/automation
- Basic concepts
- Google Chrome
- Google Docs
- Google Sheets
- HTML – CSS Part 1
- Microsoft 365
- Microsoft Access
- Microsoft Edge
- Microsoft Excel
- Microsoft Outlook 2010, 2013 – beginners
- Microsoft PowerPoint
- Microsoft Project 2013 – beginners
- Microsoft Word

Leadership and management

- Appraisals
- Building and rebuilding trust
- Building change agility
- Challenging the status quo
- Change management
- Coaching
- Company culture
- Conducting effective interviews
- Conflict management



Sam Houghton is the Membership Development Manager at the Charity Learning Consortium. He's always happy to chat about the many benefits of membership.



- Courageous conversations
- Creating the right team climate
- Critical thinking
- Developing leadership
- Economic and brand benefits
- Effective decision-making
- Effective feedback
- Flexible leadership
- Giving and receiving feedback
- Hiring right first time
- Innovation
- Inspiring action
- Leadership
- Mastering the art of coaching
- Mentoring
- Operational agility
- Performance management
- Planning and monitoring team performance
- Project management
- Reacting to change
- Recognising a skill vs performance issue
- The effective leader
- The importance of an inclusive workplace
- The need for strategy
- The role of eco-innovation
- Time management
- Training for non-trainers
- What is a learning culture?
- Workplace ethics



Coaching collection

We also offer a range of specialist eLearning in coaching, available at extra cost.

Please ask for further details at clc.link/contact

Policies

- Absence management
- Anti-money laundering
- Competition law
- Construction (design and management) regulations
- Control of contractors
- Criminal Finances Act
- Data protection
- Disciplinary and grievance
- Drugs and alcohol at work
- Fair treatment of customers
- Fraud awareness
- GDPR
- International business travel
- Payment card industry data security
- Right to work
- Selling age-restricted products
- Whistleblowing
- Workplace security

Safeguarding

- Basic safeguarding awareness
- Creating a safeguarding culture
- FGM
- Managing a safeguarding disclosure
- Modern slavery
- Neglect
- Preventing radicalisation
- Safeguarding adults
- Safeguarding children
- Sexual harassment
- Types of abuse
- Welfare facilities

Request a demo at clc.link/demo

“ We’ve needed lots of support from the Charity Learning Consortium and it’s always been there. We’re extremely thankful for that. The service we’ve received has been exceptional. ”

Carl Makins, St John Ambulance

Mental health and wellbeing

- Anxiety
- Attachment and separation anxiety
- Being kind to yourself
- Benefits of good sleep
- Better judgments
- Changing behaviours
- Creativity
- Crisis prevention
- Cognitive behavioural therapy
- Coping with isolation
- Cyberbullying
- Dealing with stress
- Dealing with suicidal feelings
- Depression and low mood
- Eating disorders
- Emotional intelligence
- Empathy
- Everyday energy
- Exam stress
- Healthy living
- Life balance
- Mental health
- Mindfulness
- Mindset
- Panic attacks
- Paranoia
- Positive thinking
- Relationship building
- Relaxation
- Resilience

- Responding to difficult events
- Self-harm
- Sexuality and relationships
- Sickness and absence
- Sleep problems
- Social media and self-image
- Social media, screens and teens
- Value and purpose
- Warning signs
- Winter wellbeing
- Workplace mental health
- Worry and false thinking

Online safety

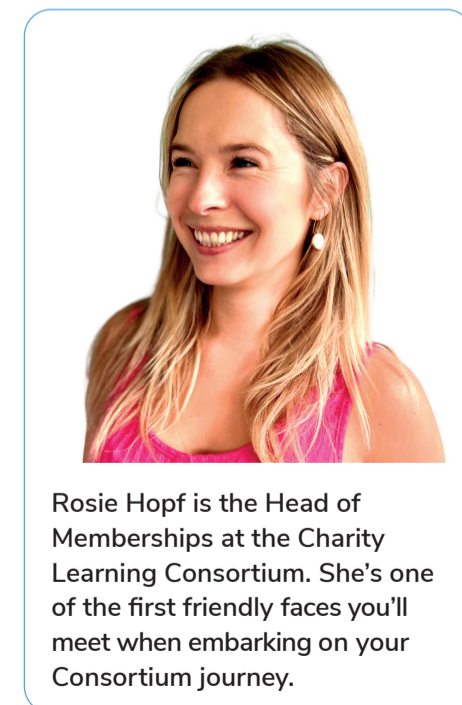
- Denial of service attack
- Freedom of information
- Helping people stay safe online
- Phishing
- Protecting your business from cyber attacks
- Protecting your personal data
- Spoofing attacks
- Staying safe online
- The internet of things
- Using a strong password
- Viruses and malware



Small charity?

Charitable organisations with less than 100 users can opt for our extremely cost effective Small Charity Package, which includes unlimited eLearning use.

Please ask for more details at clc.link/contact



Rosie Hopf is the Head of Memberships at the Charity Learning Consortium. She’s one of the first friendly faces you’ll meet when embarking on your Consortium journey.



The Charity Essentials

The Charity Learning Consortium has created a unique range of charity-specific learning resources, designed to meet the real needs of the sector. While subjects such as trustees & governance, fundraising and volunteering are naturally rooted in charity work, others like leadership, coaching and mentoring have been carefully tailored to reflect the not-for-profit context, steering clear of corporate jargon and instead focusing on the challenges and opportunities that charities face every day.

There is a genuine demand for charity-specific content. Too often, training is written for the corporate world, leaving charities to translate and adapt it for their own circumstances. The Charity Essentials library fills this gap by providing relevant, accessible, and engaging resources that speak directly to the realities of working and volunteering in the third sector.

Each collection was originally created as several series of one-minute animated videos. It's

remarkable how much knowledge can be shared in just sixty seconds and because they're short, engaging, and memorable, they make perfect 'bite-sized' learning.

To make them even more versatile, all content is now available in both video and SCORM formats. The videos are completely free for everyone in the charity sector, and you can explore them at watch.clearlessons.com. Members of the Charity Learning Consortium can also access the SCORM packages as part of their membership.



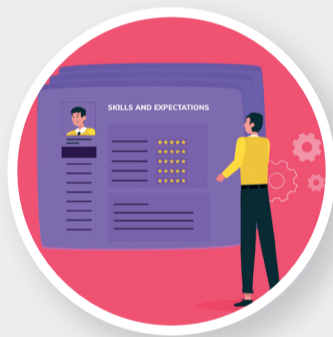
Volunteering

With practical tips and real-world insights, this content gives volunteer managers the confidence to build strong, motivated teams, while also helping volunteers themselves feel valued, supported, and equipped to make a real difference.



Fundraising

To create this collection, we partnered with a fundraising expert and Chartered Institute of Fundraising Scotland member, ensuring the content reflects best practice and sector standards. Covering topics from donor relationships to ethical fundraising, this library also maps neatly into the Level 3 Fundraiser Apprenticeship,



Trustees & Governance

Governance doesn't need to feel daunting or dry. This series of short, animated videos brings trustee responsibilities to life, making serious topics approachable, engaging, and memorable. Whether you're brand new to a trustee role or an experienced board member, the content is designed to help you understand legal duties, strengthen decision-making, and play your part in helping your organisation not just survive, but thrive.



Leadership

Leadership in the charity sector comes with unique challenges: tight budgets, high expectations, and the need to inspire people with purpose, not perks. This collection tackles 12 key areas, from developing the right leadership mindset to navigating courageous conversations, all written with the realities of charities in mind.



Mentoring & Coaching

Mentoring and coaching are powerful ways to unlock potential and share knowledge — but they're not the same thing. This content explores the differences and shows how each approach can be used to develop individuals and strengthen organisations.

This is an evolving library that continues to grow with the sector's needs.

Get in touch for the latest list of Charity Essentials content.



AI British Sign Language (BSL)

A new AI-powered tool is transforming accessibility for the UK's Deaf community. The AI British Sign Language Digital Signer (powered by Signapse) instantly translates text, audio, and video resources, as well as real-time speech at live events into sign language – breaking down barriers that have long excluded people who rely on BSL.

Why the tool is needed

For years, access to BSL translation has been a challenge. Human interpreters are skilled, but with only one interpreter available per 60 deaf BSL users in the UK ^[1], they're in short supply.

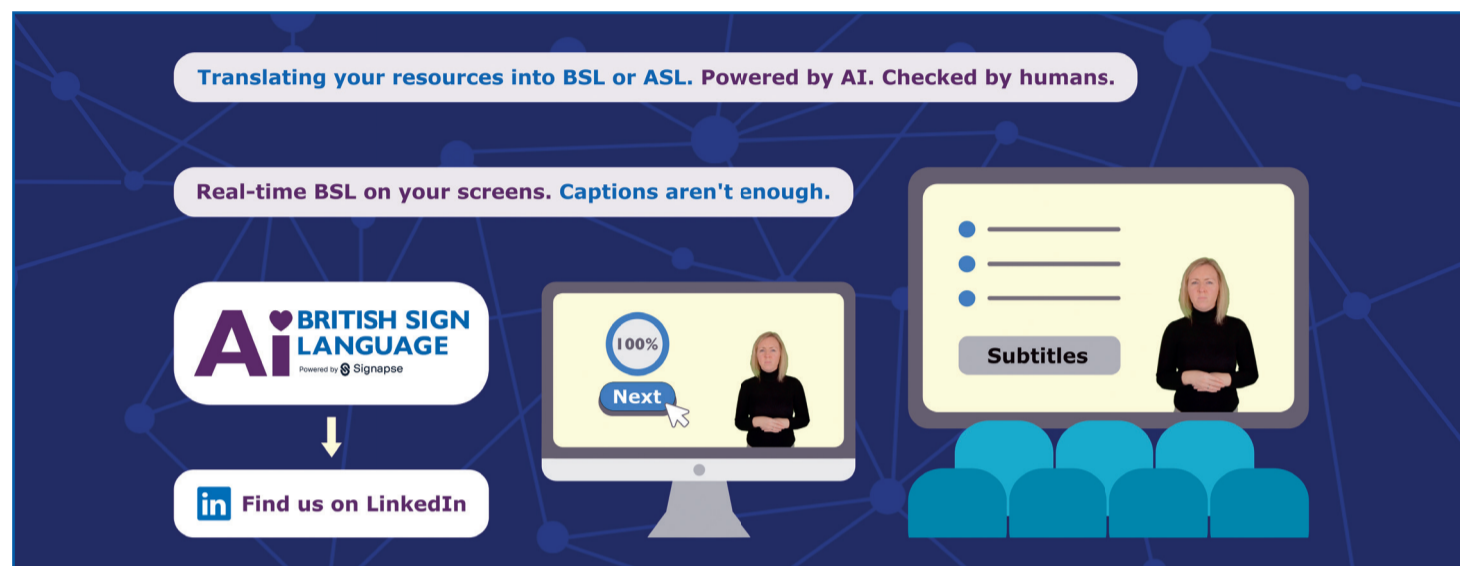
Cost is also a barrier to BSL provision. Interpreting fees can be significant and vary by region, which can create unequal access. For events over one hour long, more than one interpreter is usually required ^[2]. Add travel, accommodation, and the risk of cancellation fees into the mix, and the overall expense increases quickly, making translation unaffordable to many charities and difficult to scale for others.

How this tool helps

This ground-breaking tool promises a faster, more affordable alternative. By harnessing artificial intelligence, it provides a 2-in-1 solution to sign language translation and subtitles, creating opportunities for organisations to make their digital resources and events accessible to all. It may also benefit those learning sign language to reinforce learning, and support non-speaking people who use BSL as part of their communication toolkit.

The tool was developed by Signapse, a company founded by leading AI researchers, and BSL translation experts. As the registered partner for L&D and the charity sector, AI British Sign Language is helping to make BSL feasible for organisations who will benefit from it most. Together with Signapse, we aim to tackle one of society's most persistent accessibility gaps.

"The most effective solutions are designed with accessibility in mind from the start," said Martin Baker, CEO of AI British Sign Language.



Service 1: We do the Work

Best for: Ad-hoc projects.

Submit your audio, text, or video content. We'll generate the British Sign Language (BSL) or American Sign Language (ASL) translation – with optional subtitles – check for accuracy, and return it to you promptly.

Service 2: Get a Personal Portal

Best for: High-volume, ongoing, or commercial use.

Get your own secure portal. Upload your content, instantly generate BSL or ASL – with optional subtitles – and send it to us for accuracy screening.

Service 3: Live AI Translation

Best for: Live events, broadcasts, digital signage, etc.

Deliver instant AI-powered BSL translation for real-time accessibility with the SignStream API.

"Our goal is to ensure Deaf people can engage fully with information and experiences – learning, employment, and events – that others take for granted. Technology has the power to make inclusion scalable."

Ethical considerations

AI should never replace human interpreters in certain situations, such as sensitive environments. This tool is intended to enable and expand access where it wouldn't otherwise be possible. We should aim to pair AI solutions with ongoing investment in human interpreters and cultural understanding. Signapse's interpreters accuracy-check all resources translated by the AI tool, and the Deaf community plays a key role in providing feedback on translation quality.

With UK government ministerial departments now required to report on their use of BSL in communications ^[3], the ethical and practical responsibility to provide Deaf people with essential information is growing. As this pressure builds, AI British Sign Language solutions offer a practical way forward, helping organisations to lead the way in accessibility, and futureproof their resources.



Scan the QR code to access the BSL translation for this article



^[1] RNID – Facts and statements on inclusion: <https://rnid.org.uk/get-involved/research-and-policy/facts-and-figures/facts-and-statements-on-inclusion>.

^[2] National Union of British Sign Language Interpreters – How to book an interpreter: <https://www.nubsl.com/guidance/how-to-book-an-interpreter>.

^[3] UK Government – British Sign Language (BSL) third report, May 2024 to April 2025: <https://www.gov.uk/government/publications/british-sign-language-bsl-third-report-may-2024-to-april-2025>



Mentoring programmes are often too costly and time consuming for charities to roll out

That's why we've created the
cross-charity mentoring programme:

Charity Mentoring Network

- ✓ An affordable platform to match mentors and mentees across the third sector
- ✓ All training and user support included
- ✓ Engage with a mentoring network to support launch and engagement
- ✓ Report on uptake to show return on investment



Find out more at our next
Virtual Coffee Morning



The Charity Learning Index

Martin Baker explains the benefits of the Charity Learning Consortium's benchmark

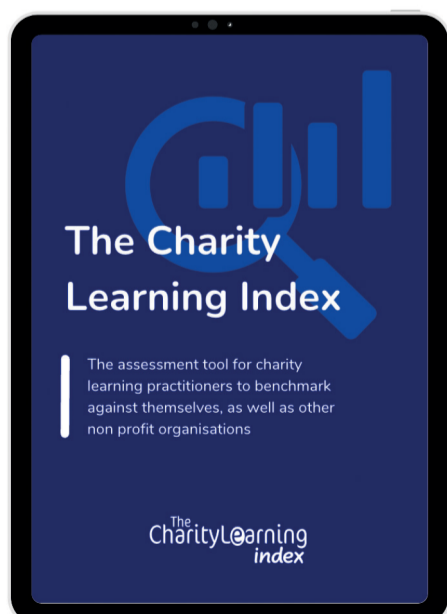
We've created the Charity Learning Index (CL Index) to support successful

learning in the charity sector. The CL Index is a way for charity learning practitioners to track progression over time. It will also provide useful data to help show the value of learning and development (L&D).

Members of the Consortium have access to the CL Index as part of their subscription – another fantastic membership benefit! The personalised report they'll receive could even be the starting point for creating a new learning strategy.

Reaching potential

We know that learning practitioners working in the sector have a wide range of different experiences, knowledge, and resources. Whatever the circumstances, everyone can benefit from assessing where they are now,



understanding how to improve, and plotting aspirations. The CL Index offers an easy way to measure growth and will help steer learning practitioners towards their full potential.

The questionnaire is based on modern thinking and was originally developed by Andrew Jacobs, an experienced learning specialist. It focuses on four key areas:

- **Skill:** what skills do members of your L&D team have, to carry out their roles effectively?
- **Will:** what is motivating your learning function?
- **Authority:** how do you influence your organisation?
- **Resource:** what resources, technologies, materials and learning content are available to you?

Since its launch, the tool has evolved to increase its value, improve the scoring system, and deliver a more seamless user experience.

What's involved?

Membership Managers at the Consortium guide members through the benchmark during pre-scheduled conversations. Answers help determine whether they are categorised as Core, Advanced or Established in their current L&D practice.

“ **The Charity Learning Index is more than just an annual progress report; it's been a powerful catalyst for enhancing our LMS. The Index helps us to objectively reflect on our LMS journey and the strides made over previous years. These reflections, and the accompanying report, provide a solid foundation from which we can then set meaningful goals and strategically plan our work with confidence. In this way, the Index serves as both a map, illustrating our past progress, and a compass, guiding our future direction.** ”

Liam Maguire, Christian Aid

Return on investment

I hope that this benchmark will provide members with valuable data to help them identify their aspirations, show the return on investment in learning, and gain recognition for the fantastic work they do – usually on limited resources. I want to encourage everyone to shout about their successes.

The CL Index will also help us as an organisation, to tailor and direct the support that we offer to members to help them succeed.

Get in touch at clc.link/contact



Martin Baker is the CEO and founder of the Charity Learning Consortium.



The magic of membership

The Charity Learning Consortium is more than just a membership, it's a community where people come together to learn, share, and support each other. Being part of the Consortium means you're never on your own when it comes to learning and development (L&D). You'll find a network of like-minded charity professionals, all passionate about making a difference, and all ready to swap ideas, insights, and encouragement.

At the core, members gain access to our fantastic, affordable learning management system (LMS), a wide range of eLearning courses, and engaging videos. But the real magic lies in everything that comes with it. Alongside the platform, members enjoy a host of extras – all designed to make L&D both practical and inspiring.

Collaboration is what makes the Consortium so special. With more than 400 members, we create a space where charity learning and HR practitioners can come together, connect, and learn from one another. Our regular free events provide the



The #1 charity learning provider

“ CLC sets the standard for what a supportive, innovative, and community-minded partner should be. Highly recommend! ”

Louise Watkinson, BH Live

- Regular events (virtual and in person)**
- Active WhatsApp community**
- Collection of helpful resources**

perfect setting to share insights, discover new approaches, and solve challenges collectively. This peer-to-peer support continues around the clock through our 24/7 WhatsApp community – ensuring no one has to tackle L&D alone.

On top of that, members have access to an ever-growing library of resources, from case studies and top tips to benchmarking tools, reports, and our popular little books series. These materials not only offer practical guidance but also celebrate the incredible work being done across the sector, giving members opportunities to showcase their achievements and inspire others.

Above all, the Consortium is about community. By joining, you're not just gaining access to tools and resources – you're becoming part of a supportive network that believes in sharing, learning, and growing together. That's the true magic of Charity Learning Consortium membership: empowering charities to do more, together.



Rosie Hopf is the Head of Membership at the Charity Learning Consortium. She's great at explaining all the benefits of membership.



Find out more at our next Charity Learning Coffee Morning

