

eLearning Plus[✦]

COURSE COLLECTION BROCHURE

Compliance & Core Skills

Aligning people development to
your business strategy and goals,
by ensuring learning is relevant,
cost effective & measured.

CPD
MEMBER
The CPD Certification
Service

THE ESSENTIAL TRAINING YOU NEED AT THE CLICK OF A BUTTON.

Enhance your people development activities with flexible, cost-effective online training. Our launch-ready course library helps employees build knowledge, confidence and capability through practical CPD-certified learning.

Learners can access courses through a branded learning portal, complete training at a suitable time and receive a certificate after successful completion.



FAST SETUP

Get your portal up and running quickly so your learners can start straight away.



BRANDED PORTAL

A fully branded learning environment that reflects your organisation and engages your people.



CPD CERTIFIED

Assign learners any of the online courses supporting professional development and compliance



FLEXIBLE LEARNING

Learn anytime, anywhere on any device - fitting learning around busy schedules



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LEADERSHIP & MANAGEMENT

PRACTICAL LEADERSHIP SKILLS THAT HELP PEOPLE AND TEAMS PERFORM AT THEIR BEST.

Our Leadership & Management Collection gives managers and aspiring leaders practical skills for leading people, setting direction and improving performance. From delegation, coaching and decision-making to change, culture and strategic planning, the courses help build confident leadership that supports stronger teams and better business results.



10 online courses

- 1  **TRANSITIONING TO MANAGEMENT – THE FIRST YEAR** >
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- 3  **MANAGING CHANGE** >
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TRANSITIONING TO MANAGEMENT – THE FIRST YEAR

A practical introduction to Transitioning to Management – The First Year, covering Introduction to Management and Managing Workloads.



ONLINE

Self-paced learning



APPROX. 60 MIN

Typical duration



ASSESSMENT

20 questions with a 80% pass mark



CERTIFICATE

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Transitioning to Management – The First Year. Learners explore the principles, techniques and management approaches that can support effective leadership, stronger teams and better workplace outcomes.

The course covers Introduction to Management, Managing Workloads, and Managing People. Practical examples help learners apply the learning to day-to-day leadership, team and management situations.

WHAT THE COURSE COVERS

01 Introduction to Management

02 Managing Workloads

03 Managing People

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment

TEAM WORKING EXCELLENCE



A practical introduction to Team Working Excellence, covering Team Working Excellence and Characteristics of Excellent Teams.



ONLINE

Self-paced learning



APPROX. 60 MIN

Typical duration



ASSESSMENT

20 questions with a 80% pass mark



CERTIFICATE

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Team Working Excellence. Learners explore the principles, techniques and management approaches that can support effective leadership, stronger teams and better workplace outcomes.

The course covers Team Working Excellence, Characteristics of Excellent Teams, and How to Build a Winning Team. Practical examples help learners apply the learning to day-to-day leadership, team and management situations.

WHAT THE COURSE COVERS

01 Team Working Excellence

02 Characteristics of Excellent Teams

03 How to Build a Winning Team

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment

MANAGING CHANGE



A practical introduction to Managing Change, covering Change Management and Models Of Change.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Managing Change. Learners explore the principles, techniques and management approaches that can support effective leadership, stronger teams and better workplace outcomes.

The course covers Change Management, Models Of Change, and Overcoming Barriers. Practical examples help learners apply the learning to day-to-day leadership, team and management situations.

WHAT THE COURSE COVERS

01 Change Management

02 Models Of Change

03 Overcoming Barriers

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



DELEGATION SKILLS

A practical introduction to Delegation Skills, covering An Introduction to Delegation and How to Delegate.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Delegation Skills. Learners explore the principles, techniques and management approaches that can support effective leadership, stronger teams and better workplace outcomes.

The course covers An Introduction to Delegation, How to Delegate, and Types of Delegation Skills. Practical examples help learners apply the learning to day-to-day leadership, team and management situations.

WHAT THE COURSE COVERS

01 An Introduction to Delegation

02 How to Delegate

03 Types of Delegation Skills

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



SMART OBJECTIVES

A practical introduction to SMART Objectives, covering What are Smart Objectives? and Implementing Smart Objectives.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to SMART Objectives. Learners explore the principles, techniques and management approaches that can support effective leadership, stronger teams and better workplace outcomes.

The course covers What are Smart Objectives?, Implementing Smart Objectives, and Smart Goal Setting Best Practice. Practical examples help learners apply the learning to day-to-day leadership, team and management situations.

WHAT THE COURSE COVERS

01 What are Smart Objectives?

02 Implementing Smart Objectives

03 Smart Goal Setting Best Practice

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



IMPLEMENTING THE STRATEGIC PLAN

A practical introduction to Implementing the Strategic Plan, covering The Strategic Plan Explained and Elements of a Strategic Plan.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Implementing the Strategic Plan. Learners explore the principles, techniques and management approaches that can support effective leadership, stronger teams and better workplace outcomes.

The course covers The Strategic Plan Explained, Elements of a Strategic Plan, and Implementing a Strategic Plan. Practical examples help learners apply the learning to day-to-day leadership, team and management situations.

WHAT THE COURSE COVERS

01 The Strategic Plan Explained

02 Elements of a Strategic Plan

03 Implementing a Strategic Plan

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



PERFORMANCE - COACHING & GOAL SETTING

A practical introduction to Performance - Coaching & Goal Setting, covering Performance Management and Coaching and Goal Setting.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Performance - Coaching & Goal Setting. Learners explore the principles, techniques and management approaches that can support effective leadership, stronger teams and better workplace outcomes.

The course covers Performance Management, Coaching and Goal Setting, and How to Coach for Improved Performance. Practical examples help learners apply the learning to day-to-day leadership, team and management situations.

WHAT THE COURSE COVERS

01 Performance Management

02 Coaching and Goal Setting

03 How to Coach for Improved Performance

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment

DECISION-MAKING EXCELLENCE



A practical introduction to Decision-Making Excellence, covering Why Decision-Making Matters and Making Better Decisions.



ONLINE

Self-paced learning



APPROX. 60 MIN

Typical duration



ASSESSMENT

20 questions with a 80% pass mark



CERTIFICATE

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Decision-Making Excellence. Learners explore the principles, techniques and management approaches that can support effective leadership, stronger teams and better workplace outcomes.

The course covers Why Decision-Making Matters, Making Better Decisions, and Decision-Making Models. Practical examples help learners apply the learning to day-to-day leadership, team and management situations.

WHAT THE COURSE COVERS

01 Why Decision-Making Matters

02 Making Better Decisions

03 Decision-Making Models

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



EMBEDDING ORGANISATIONAL CULTURE

A practical introduction to Embedding Organisational Culture, covering What is Organisational Culture? and Roadmap to Organisational Culture.



ONLINE

Self-paced learning



APPROX. 60 MIN

Typical duration



ASSESSMENT

20 questions with a 80% pass mark



CERTIFICATE

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Embedding Organisational Culture. Learners explore the principles, techniques and management approaches that can support effective leadership, stronger teams and better workplace outcomes.

The course covers What is Organisational Culture?, Roadmap to Organisational Culture, and How to Embed Organisational Culture. Practical examples help learners apply the learning to day-to-day leadership, team and management situations.

WHAT THE COURSE COVERS

01 What is Organisational Culture?

02 Roadmap to Organisational Culture

03 How to Embed Organisational Culture

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment

COACHING RISING STARS



A practical introduction to Coaching Rising Stars, covering Why Rising Stars are Important and Preparing Rising Stars for Promotion.



ONLINE

Self-paced learning



APPROX. 60 MIN

Typical duration



ASSESSMENT

20 questions with a 80% pass mark



CERTIFICATE

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Coaching Rising Stars. Learners explore the principles, techniques and management approaches that can support effective leadership, stronger teams and better workplace outcomes.

The course covers Why Rising Stars are Important, Preparing Rising Stars for Promotion, and Rising Stars and Coaching. Practical examples help learners apply the learning to day-to-day leadership, team and management situations.

WHAT THE COURSE COVERS

01 Why Rising Stars are Important

02 Preparing Rising Stars for Promotion

03 Rising Stars and Coaching

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment

PERSONAL DEVELOPMENT

PRACTICAL SKILLS THAT BUILD CONFIDENCE, EFFECTIVENESS AND EVERYDAY PERFORMANCE.

Our Personal Development Collection helps learners strengthen the skills and behaviours that support effective working. The courses cover communication, productivity, resilience, assertiveness, coaching, emotional intelligence and other practical capabilities that can improve confidence, collaboration and performance across the workplace.



 **10 online courses**

- | | |
|--|---|
| <div>1</div> <div></div> <div>PRODUCTIVITY AND TIME MANAGEMENT</div> <div>></div> | <div>2</div> <div></div> <div>EFFECTIVE COMMUNICATION</div> <div>></div> |
| <div>3</div> <div></div> <div>CONFLICT MANAGEMENT</div> <div>></div> | <div>4</div> <div></div> <div>NEGOTIATION AND INFLUENCING PEOPLE</div> <div>></div> |
| <div>5</div> <div></div> <div>BE ASSERTIVE THE RIGHT WAY</div> <div>></div> | <div>6</div> <div></div> <div>MANAGING STRESS</div> <div>></div> |
| <div>7</div> <div></div> <div>DEVELOPING RESILIENCE</div> <div>></div> | <div>8</div> <div></div> <div>COACHING SKILLS</div> <div>></div> |
| <div>9</div> <div></div> <div>EMOTIONAL INTELLIGENCE</div> <div>></div> | <div>10</div> <div></div> <div>BUSINESS WRITING TIPS</div> <div>></div> |



PRODUCTIVITY AND TIME MANAGEMENT

A practical introduction to Productivity and Time Management, covering Productivity and Time Management and Prioritisation and Planning Tools.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Productivity and Time Management. Learners explore the key ideas, practical techniques and everyday behaviours that can support confidence, effectiveness and positive outcomes.

The course covers Productivity and Time Management, Prioritisation and Planning Tools, and Delegation and Organisation. Practical examples help learners apply the learning to everyday workplace situations and their own development.

WHAT THE COURSE COVERS

01 Productivity and Time Management

02 Prioritisation and Planning Tools

03 Delegation and Organisation

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



EFFECTIVE COMMUNICATION

A practical introduction to Effective Communication, covering The Communication Process and Verbal and Written Communication.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Effective Communication. Learners explore the key ideas, practical techniques and everyday behaviours that can support confidence, effectiveness and positive outcomes.

The course covers The Communication Process, Verbal and Written Communication, and Effective Communication. Practical examples help learners apply the learning to everyday workplace situations and their own development.

WHAT THE COURSE COVERS

01 The Communication Process

02 Verbal and Written Communication

03 Effective Communication

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



CONFLICT MANAGEMENT

A practical introduction to Conflict Management, covering Conflict Management Explained and Conflict Risk Assessment.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Conflict Management. Learners explore the key ideas, practical techniques and everyday behaviours that can support confidence, effectiveness and positive outcomes.

The course covers Conflict Management Explained, Conflict Risk Assessment, and Prevention And Handling Conflict. Practical examples help learners apply the learning to everyday workplace situations and their own development.

WHAT THE COURSE COVERS

01 Conflict Management Explained

02 Conflict Risk Assessment

03 Prevention And Handling Conflict

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



NEGOTIATION AND INFLUENCING PEOPLE

A practical introduction to Negotiation and Influencing People, covering Negotiation and Influence and Knowing Your Prospects.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Negotiation and Influencing People. Learners explore the key ideas, practical techniques and everyday behaviours that can support confidence, effectiveness and positive outcomes.

The course covers Negotiation and Influence, Knowing Your Prospects, and Communication, Influence and Negotiation. Practical examples help learners apply the learning to everyday workplace situations and their own development.

WHAT THE COURSE COVERS

01 Negotiation and Influence

02 Knowing Your Prospects

03 Communication, Influence and Negotiation

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



BE ASSERTIVE THE RIGHT WAY

A practical introduction to Be Assertive the Right Way, covering Assertiveness Explained and Assertiveness and Communication.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Be Assertive the Right Way. Learners explore the key ideas, practical techniques and everyday behaviours that can support confidence, effectiveness and positive outcomes.

The course covers Assertiveness Explained, Assertiveness and Communication, and Be Assertive the Right Way. Practical examples help learners apply the learning to everyday workplace situations and their own development.

WHAT THE COURSE COVERS

01 Assertiveness Explained

02 Assertiveness and Communication

03 Be Assertive the Right Way

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



MANAGING STRESS

A practical introduction to Managing Stress, covering Identifying Stress and Dealing With Stress.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Managing Stress. Learners explore the key ideas, practical techniques and everyday behaviours that can support confidence, effectiveness and positive outcomes.

The course covers Identifying Stress, Dealing With Stress, and Coping Mechanisms. Practical examples help learners apply the learning to everyday workplace situations and their own development.

WHAT THE COURSE COVERS

01 Identifying Stress

02 Dealing With Stress

03 Coping Mechanisms

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment

DEVELOPING RESILIENCE



A practical introduction to Developing Resilience, covering Resilience: An Introduction and The Building Blocks of Resilience.



ONLINE

Self-paced learning



APPROX. 60 MIN

Typical duration



ASSESSMENT

20 questions with a 80% pass mark



CERTIFICATE

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Developing Resilience. Learners explore the key ideas, practical techniques and everyday behaviours that can support confidence, effectiveness and positive outcomes.

The course covers Resilience: An Introduction, The Building Blocks of Resilience, and Developing Resilience. Practical examples help learners apply the learning to everyday workplace situations and their own development.

WHAT THE COURSE COVERS

01 Resilience: An Introduction

02 The Building Blocks of Resilience

03 Developing Resilience

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment

COACHING SKILLS



A practical introduction to Coaching Skills, covering An Introduction to Coaching and The Grow Coaching Model.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Coaching Skills. Learners explore the key ideas, practical techniques and everyday behaviours that can support confidence, effectiveness and positive outcomes.

The course covers An Introduction to Coaching, The Grow Coaching Model, and Feedback. Practical examples help learners apply the learning to everyday workplace situations and their own development.

WHAT THE COURSE COVERS

01 An Introduction to Coaching

02 The Grow Coaching Model

03 Feedback

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



EMOTIONAL INTELLIGENCE

A practical introduction to Emotional Intelligence, covering What is Emotional Intelligence? and The Four Pillars of Emotional Intelligence.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Emotional Intelligence. Learners explore the key ideas, practical techniques and everyday behaviours that can support confidence, effectiveness and positive outcomes.

The course covers What is Emotional Intelligence?, The Four Pillars of Emotional Intelligence, and How to Improve Emotional Intelligence. Practical examples help learners apply the learning to everyday workplace situations and their own development.

WHAT THE COURSE COVERS

01 What is Emotional Intelligence?

02 The Four Pillars of Emotional Intelligence

03 How to Improve Emotional Intelligence

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



BUSINESS WRITING TIPS

A practical introduction to Business Writing Tips, covering Introduction to Business Writing and Errors in Writing.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Business Writing Tips. Learners explore the key ideas, practical techniques and everyday behaviours that can support confidence, effectiveness and positive outcomes.

The course covers Introduction to Business Writing, Errors in Writing, and Writing for Different Purposes. Practical examples help learners apply the learning to everyday workplace situations and their own development.

WHAT THE COURSE COVERS

01 Introduction to Business Writing

02 Errors in Writing

03 Writing for Different Purposes

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment

POLICY & COMPLIANCE



CLEAR, PRACTICAL COMPLIANCE TRAINING FOR EVERYDAY GOOD PRACTICE.

Our Policy & Compliance Collection helps learners understand important workplace responsibilities, legal requirements and organisational controls. The courses turn complex subjects into clear, practical learning that supports informed decisions, appropriate action and a stronger culture of compliance.

 11 online courses

- | | |
|--|--|
| <div>1</div> <div></div> <div>ANTI-MONEY LAUNDERING ></div> | <div>2</div> <div></div> <div>ANTI-BRIBERY AND CORRUPTION ></div> |
| <div>3</div> <div></div> <div>SECURITY AND PRIVACY CONTROLS ></div> | <div>4</div> <div></div> <div>SUBJECT ACCESS REQUESTS ></div> |
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| <div>9</div> <div></div> <div>PREVENT- PREVENTING RADICALISATION & EXTREMISM ></div> | <div>10</div> <div></div> <div>KNOW YOUR CUSTOMER ></div> |
| <div>11</div> <div></div> <div>PREVENTING SEXUAL HARASSMENT IN THE WORKPLACE ></div> | |



ANTI-MONEY LAUNDERING

A practical introduction to Anti-Money Laundering, covering Overview of Anti-Money Laundering and The Offence of Money Laundering.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Anti-Money Laundering. Learners explore the key requirements, responsibilities and practical considerations that support appropriate workplace decisions and compliance.

The course covers Overview of Anti-Money Laundering and The Offence of Money Laundering. Practical examples help learners recognise requirements, risks and appropriate responses in realistic workplace situations.

WHAT THE COURSE COVERS

01 Overview of Anti-Money Laundering

02 The Offence of Money Laundering

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment

ANTI-BRIBERY AND CORRUPTION



A practical introduction to Anti-Bribery and Corruption, covering Overview of Anti-Bribery and What is Bribery?.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Anti-Bribery and Corruption. Learners explore the key requirements, responsibilities and practical considerations that support appropriate workplace decisions and compliance.

The course covers Overview of Anti-Bribery, What is Bribery?, and Offers of Hospitality. Practical examples help learners recognise requirements, risks and appropriate responses in realistic workplace situations.

WHAT THE COURSE COVERS

01 Overview of Anti-Bribery

02 What is Bribery?

03 Offers of Hospitality

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment

SECURITY AND PRIVACY CONTROLS



A practical introduction to Security and Privacy Controls, covering Security Controls and Privacy Controls.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Security and Privacy Controls. Learners explore the key requirements, responsibilities and practical considerations that support appropriate workplace decisions and compliance.

The course covers Security Controls, Privacy Controls, and Privacy and Security Plans. Practical examples help learners recognise requirements, risks and appropriate responses in realistic workplace situations.

WHAT THE COURSE COVERS

01 Security Controls

02 Privacy Controls

03 Privacy and Security Plans

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment

SUBJECT ACCESS REQUESTS



A practical introduction to Subject Access Requests, covering The Right to Request and Responding to Subject Access Requests.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Subject Access Requests. Learners explore the key requirements, responsibilities and practical considerations that support appropriate workplace decisions and compliance.

The course covers The Right to Request, Responding to Subject Access Requests, and Other Considerations. Practical examples help learners recognise requirements, risks and appropriate responses in realistic workplace situations.

WHAT THE COURSE COVERS

01 The Right to Request

02 Responding to Subject Access Requests

03 Other Considerations

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment

IT SECURITY FOR THE REMOTE WORKER AND BUSINESS TRAVELLER



A practical introduction to IT Security for the Remote Worker and Business Traveller, covering Cyber Security Issues with Remote Work and The Risks.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to IT Security for the Remote Worker and Business Traveller. Learners explore the key requirements, responsibilities and practical considerations that support appropriate workplace decisions and compliance.

The course covers Cyber Security Issues with Remote Work, The Risks, and Safeguards. Practical examples help learners recognise requirements, risks and appropriate responses in realistic workplace situations.

WHAT THE COURSE COVERS

01 Cyber Security Issues with Remote Work

02 The Risks

03 Safeguards

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment

MOBILE AND PORTABLE DEVICE SECURITY



A practical introduction to Mobile and Portable Device Security, covering Portable Devices and Mobile Security and Security Threats.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Mobile and Portable Device Security. Learners explore the key requirements, responsibilities and practical considerations that support appropriate workplace decisions and compliance.

The course covers Portable Devices and Mobile Security, Security Threats, and Security Management. Practical examples help learners recognise requirements, risks and appropriate responses in realistic workplace situations.

WHAT THE COURSE COVERS

01 Portable Devices and Mobile Security

02 Security Threats

03 Security Management

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment

CYBER SECURITY RISKS AND SOCIAL MEDIA



A practical introduction to Cyber Security Risks and Social Media, covering Cyber Security and Security Threats.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Cyber Security Risks and Social Media. Learners explore the key requirements, responsibilities and practical considerations that support appropriate workplace decisions and compliance.

The course covers Cyber Security, Security Threats, and Security Management. Practical examples help learners recognise requirements, risks and appropriate responses in realistic workplace situations.

WHAT THE COURSE COVERS

01 Cyber Security

02 Security Threats

03 Security Management

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment

FREEDOM OF INFORMATION ACT



A practical introduction to Freedom of Information Act, covering What Is Freedom of Information? and Responding to a Request.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Freedom of Information Act. Learners explore the key requirements, responsibilities and practical considerations that support appropriate workplace decisions and compliance.

The course covers What Is Freedom of Information?, Responding to a Request, and Disclosure. Practical examples help learners recognise requirements, risks and appropriate responses in realistic workplace situations.

WHAT THE COURSE COVERS

01 What Is Freedom of Information?

02 Responding to a Request

03 Disclosure

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment

PREVENT- PREVENTING RADICALISATION & EXTREMISM



A practical introduction to Prevent- Preventing Radicalisation & Extremism, covering What is Prevent? and Prevent and Channel.



ONLINE

Self-paced
learning



APPROX. 60 MIN

Typical
duration



ASSESSMENT

20 questions with a
80% pass mark



CERTIFICATE

On successful
completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Prevent- Preventing Radicalisation & Extremism. Learners explore the key requirements, responsibilities and practical considerations that support appropriate workplace decisions and compliance.

The course covers What is Prevent?, Prevent and Channel, and Contest and Channel. Practical examples help learners recognise requirements, risks and appropriate responses in realistic workplace situations.

WHAT THE COURSE COVERS

01 What is Prevent?

02 Prevent and Channel

03 Contest and Channel

KEY FEATURES



Practical
examples



Realistic
scenarios



Knowledge
checks



Final
assessment

KNOW YOUR CUSTOMER



A practical introduction to Know Your Customer, covering Verifying Identity and Internal Controls.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Know Your Customer. Learners explore the key requirements, responsibilities and practical considerations that support appropriate workplace decisions and compliance.

The course covers Verifying Identity and Internal Controls. Practical examples help learners recognise requirements, risks and appropriate responses in realistic workplace situations.

WHAT THE COURSE COVERS

01 Verifying Identity

02 Internal Controls

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment

PREVENTING SEXUAL HARASSMENT IN THE WORKPLACE



A practical introduction to Preventing Sexual Harassment in the Workplace, covering Legal Framework and Responsibilities and Understanding what Sexual Harassment means.

 ONLINE Self-paced learning	 APPROX. 60 MIN Typical duration	 ASSESSMENT 20 questions with a 80% pass mark	 CERTIFICATE On successful completion
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ABOUT THIS COURSE

This course provides a clear and practical introduction to Preventing Sexual Harassment in the Workplace. Learners explore the key requirements, responsibilities and practical considerations that support appropriate workplace decisions and compliance.

The course provides practical examples help learners recognise requirements, risks and appropriate responses in realistic workplace situations.

WHAT THE COURSE COVERS

- | | |
|---|---|
| <p>01 Legal Framework and Responsibilities</p> <hr/> <p>02 Understanding what Sexual Harassment means</p> <hr/> <p>03 Recognising Sexual Harassment Different Forms of Sexual Harassment</p> <hr/> <p>04 Addressing Sexual Harassment Organisational Responsibilities</p> | <p>05 Reporting and Supporting Why Reporting is Essential</p> <hr/> <p>06 Creating a Positive Workplace Culture</p> <hr/> |
|---|---|

KEY FEATURES	 Practical examples	 Realistic scenarios	 Knowledge checks	 Final assessment
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HEALTH & SAFETY

PRACTICAL TRAINING THAT EMPOWERS PEOPLE TO WORK SAFELY, EVERY DAY.

Our Health & Safety Collection gives your team the knowledge and confidence to prevent harm, follow best practice and respond effectively when it matters. From everyday awareness to specialist responsibilities, these courses build a safer, healthier workplace for everyone.



 **10 online courses**

- | | |
|---|---|
| <div>1</div> <div></div> <div>HEALTH AND SAFETY IN THE WORKPLACE ></div> | <div>2</div> <div></div> <div>SLIPS, TRIPS AND FALLS ></div> |
| <div>3</div> <div></div> <div>CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH) ></div> | <div>4</div> <div></div> <div>FIRE SAFETY EMPLOYEE AWARENESS ></div> |
| <div>5</div> <div></div> <div>BASIC FIRST AID IN THE WORKPLACE ></div> | <div>6</div> <div></div> <div>MANUAL HANDLING ></div> |
| <div>7</div> <div></div> <div>WORKING AT HEIGHT ></div> | <div>8</div> <div></div> <div>PERSONAL PROTECTIVE EQUIPMENT (PPE) ></div> |
| <div>9</div> <div></div> <div>REPORTING OF INJURIES, DISEASES AND DANGEROUS OCCURRENCES (RIDDOR) ></div> | <div>10</div> <div></div> <div>DISPLAY SCREEN EQUIPMENT (DSE) ></div> |



WORKPLACE HEALTH & SAFETY AWARENESS

A practical introduction to everyday workplace safety, common hazards and safe working responsibilities.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to workplace health and safety. Learners explore common hazards, the responsibilities of employers and employees, and the everyday actions that help prevent accidents, injuries and work-related ill health.

The course covers topics such as safe working environments, fire safety, emergency arrangements, first aid awareness, workplace signs, reporting concerns and learning from incidents. Practical examples help learners apply the guidance to real workplace situations.

WHAT THE COURSE COVERS

01 Understanding Workplace Health & Safety

02 Common Workplace Hazards

03 Protecting Your Health at Work

04 Fire, Emergencies and First Aid

05 Reporting and Responding to Problems

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



SLIPS, TRIPS AND FALLS

A practical introduction to recognising and preventing slips, trips and falls in the workplace.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to preventing slips, trips and falls in the workplace. Learners explore how common hazards develop, the factors that increase risk and the practical steps that can be taken to keep floors, walkways, stairs and access areas safe.

The course covers contamination, cleaning, flooring, obstructions, walkways, stairs, changes of level, weather, lighting, footwear, access equipment, responsibilities and incident reporting. Practical examples and workplace scenarios show how to recognise hazards, take appropriate action and report problems that require further attention.

WHAT THE COURSE COVERS

01 Understanding Slips, Trips and Falls

02 Recognising Workplace Hazards

03 Preventing Slips, Trips and Falls

04 Responsibilities, Reporting and Applying the Learning

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH)

A practical introduction to recognising hazardous substances and controlling exposure at work.

**ONLINE**

Self-paced
learning

**APPROX. 60 MIN**

Typical
duration

**ASSESSMENT**

20 questions with a
80% pass mark

**CERTIFICATE**

On successful
completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to working safely with substances that may be hazardous to health. Learners explore how hazardous substances can be recognised, how exposure may occur and the measures used to prevent or control the risks they create.

The course covers hazardous substances, health effects and routes of exposure, labels and pictograms, Safety Data Sheets, COSHH assessment, control measures, PPE and RPE, safe handling and storage, spillages and emergency procedures.

WHAT THE COURSE COVERS

- 01** Understanding COSHH and Hazardous Substances
- 02** Labels, Hazard Information and Safety Data Sheets
- 03** Assessing and Controlling Exposure
- 04** Working Safely with Hazardous Substances

KEY FEATURES



Practical
examples



Realistic
scenarios



Knowledge
checks



Final
assessment



FIRE SAFETY EMPLOYEE AWARENESS

A practical introduction to workplace fire prevention, precautions and safe emergency response.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to workplace fire safety. Learners explore how fires can start, how common fire hazards can be recognised and prevented, and the actions employees should take to protect fire-safety measures and respond safely in an emergency.

The course covers the fire triangle, common fire hazards, housekeeping and storage, alarms, fire doors, escape routes, emergency lighting, signs, basic firefighting equipment awareness, reporting concerns, evacuation procedures, assembly points and fire drills.

WHAT THE COURSE COVERS

01 Understanding and Preventing Fire

02 Fire-Safety Measures and Reporting Concerns

03 Responding to a Fire

04 Applying Fire-Safety Awareness

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



BASIC FIRST AID IN THE WORKPLACE

A practical introduction to first-aid awareness and responding appropriately to workplace emergencies.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to first-aid awareness in the workplace. Learners explore how to recognise common injuries and medical emergencies, summon appropriate help and provide simple initial assistance until a trained first aider or healthcare professional takes over.

The course covers workplace first-aid arrangements, emergency actions, common injuries, serious medical emergencies, CPR and AED awareness, and the recording and reporting of incidents. It provides awareness only and does not qualify learners to act as workplace first aiders.

WHAT THE COURSE COVERS

01 First Aid in the Workplace**02** Responding to an Emergency**03** Common Workplace Injuries**04** Recognising Medical Emergencies**05** Cardiac Arrest Awareness**06** After an Incident

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



MANUAL HANDLING

A practical introduction to recognising manual handling risks and carrying out tasks more safely.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to managing manual handling risks in the workplace. Learners explore how hazardous handling can be avoided or reduced, the factors that can make a task more demanding and the practical steps workers can take to move and support loads more safely.

The course covers legal responsibilities, the avoid-assess-reduce hierarchy, TILE, common injuries, posture and repetition, planning tasks, lifting and carrying, pushing and pulling, handling aids, team handling and responding to unsafe conditions.

WHAT THE COURSE COVERS

01 Understanding Manual Handling and Legal Responsibilities

02 Recognising and Assessing Manual Handling Risks

03 How Manual Handling Can Cause Injury

04 Planning and Carrying Out Handling Tasks Safely

05 Applying Safe Manual Handling in Practice

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



WORKING AT HEIGHT

A practical introduction to work-at-height risks, planning, equipment selection and safe working precautions.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to the risks associated with working at height and the measures used to prevent falls and reduce injury. Learners explore how work at height should be planned, how suitable equipment is selected and the precautions employees should follow before and during a task.

The course covers the work-at-height hierarchy, planning and risk assessment, ladders and stepladders, safe positioning, fragile surfaces, falling objects, environmental hazards, inspections, defects, emergency arrangements and reporting concerns.

WHAT THE COURSE COVERS

01 Understanding Work at Height

02 Planning Work and Selecting Equipment

03 Working Safely at Height

04 Managing Work at Height in Practice

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



PERSONAL PROTECTIVE EQUIPMENT (PPE)

A practical introduction to selecting, using and caring for workplace personal protective equipment.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to the role of PPE in protecting workers from workplace risks. Learners explore when PPE may be required, how it should be selected and used, and the factors that can affect whether it provides the intended protection.

The course covers legal responsibilities, selection, fit, comfort and compatibility, correct use, inspection, maintenance and storage, common and specialist PPE, mandatory signs and the mistakes that can reduce protection.

WHAT THE COURSE COVERS

01 Understanding PPE and Legal Responsibilities

02 Selecting and Using PPE

03 Types of PPE

04 PPE in Practice

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



REPORTING OF INJURIES, DISEASES AND DANGEROUS OCCURRENCES REGULATIONS (RIDDOR)

A practical introduction to RIDDOR, reportable events and the importance of accurate workplace reporting.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to RIDDOR and the legal reporting of certain serious work-related events. Learners explore what types of incidents may be reportable, who is responsible for making a report and why accurate internal reporting is important.

The course covers work-related deaths and injuries, occupational diseases, dangerous occurrences, incidents involving people who are not at work, reporting responsibilities, timescales, record keeping and work-relatedness.

WHAT THE COURSE COVERS

01 Understanding RIDDOR

02 What Must Be Reported?

03 Making and Recording a RIDDOR Report

04 Reporting, Investigation and Learning

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



DISPLAY SCREEN EQUIPMENT (DSE)

A practical introduction to setting up and using display screen equipment safely and comfortably.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to working safely and comfortably with display screen equipment. Learners explore how DSE can affect health, how workstations should be set up and adjusted, and the practical steps that help reduce discomfort during screen-based work.

The course covers DSE responsibilities, common health effects, workstation setup, chairs, screens, keyboards and mice, laptops and flexible working, breaks, visual comfort, the working environment, assessments and responding to problems.

WHAT THE COURSE COVERS

01 Understanding DSE and the Risks

02 Setting Up the Workstation

03 Using DSE Safely

04 DSE Assessment and Support

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment

CUSTOMER SERVICE

PRACTICAL SERVICE SKILLS THAT HELP CREATE BETTER CUSTOMER EXPERIENCES.

Our Customer Service Collection helps learners communicate professionally, understand customer needs and respond effectively across a wide range of service situations. The courses cover rapport, complaints, vulnerable customers, escalation, difficult conversations and the practical behaviours that build trust, loyalty and consistent service.



10 online courses

1



TELEPHONE ETIQUETTE



2



COMPLAINT HANDLING



3



CUSTOMER SERVICE SUCCESS



4



BUILDING CUSTOMER LOYALTY



5



VULNERABLE CUSTOMERS



6



HOW TO SAY “NO” IN THE RIGHT WAY



7



ASSERTIVE VS AGGRESSIVE



8



DEVELOP A SIMPLE PROCESS FOR ESCALATION



9



DEALING WITH ANGRY CUSTOMERS



10



SUPPORTING YOUR FRONT LINE EMPLOYEES





TELEPHONE ETIQUETTE

A practical introduction to Telephone Etiquette, covering The Importance of Professional Telephone Skills and Communication.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Telephone Etiquette. Learners explore the communication skills, service behaviours and practical approaches that can support positive and professional customer experiences.

The course covers The Importance of Professional Telephone Skills, Communication, and Customer Service Tips & Techniques. Practical examples help learners apply the learning to customer interactions, service decisions and challenging conversations.

WHAT THE COURSE COVERS

01 The Importance of Professional Telephone Skills

02 Communication

03 Customer Service Tips & Techniques

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



COMPLAINT HANDLING

A practical introduction to Complaint Handling, covering Complaints Handling and Receiving and Investigating Complaints.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Complaint Handling. Learners explore the communication skills, service behaviours and practical approaches that can support positive and professional customer experiences.

The course covers Complaints Handling, Receiving and Investigating Complaints, and Service Improvement. Practical examples help learners apply the learning to customer interactions, service decisions and challenging conversations.

WHAT THE COURSE COVERS

01 Complaints Handling

02 Receiving and Investigating Complaints

03 Service Improvement

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



CUSTOMER SERVICE SUCCESS

A practical introduction to Customer Service Success, covering Strategies for Rapport Building and Building Customer Loyalty.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Customer Service Success. Learners explore the communication skills, service behaviours and practical approaches that can support positive and professional customer experiences.

The course covers Strategies for Rapport Building, Building Customer Loyalty, and Customer Engagement. Practical examples help learners apply the learning to customer interactions, service decisions and challenging conversations.

WHAT THE COURSE COVERS

01 Strategies for Rapport Building

02 Building Customer Loyalty

03 Customer Engagement

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



BUILDING CUSTOMER LOYALTY

A practical introduction to Building Customer Loyalty, covering Understanding Customer Loyalty and Creating Exceptional Customer Experiences.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Building Customer Loyalty. Learners explore the communication skills, service behaviours and practical approaches that can support positive and professional customer experiences.

The course covers Understanding Customer Loyalty, Creating Exceptional Customer Experiences, Implementing Loyalty Programmes, and Problem Resolution and Service Recovery. Practical examples help learners apply the learning to customer interactions, service decisions and challenging conversations.

WHAT THE COURSE COVERS

01 Understanding Customer Loyalty

02 Creating Exceptional Customer Experiences

03 Implementing Loyalty Programmes

04 Problem Resolution and Service Recovery

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



VULNERABLE CUSTOMERS

A practical introduction to Vulnerable Customers, covering Supporting Vulnerable Consumers and Meeting The Needs of Vulnerable Customers.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Vulnerable Customers. Learners explore the communication skills, service behaviours and practical approaches that can support positive and professional customer experiences.

The course covers Supporting Vulnerable Consumers, Meeting The Needs of Vulnerable Customers, and Vulnerable Customers Policy. Practical examples help learners apply the learning to customer interactions, service decisions and challenging conversations.

WHAT THE COURSE COVERS

01 Supporting Vulnerable Consumers

02 Meeting The Needs of Vulnerable Customers

03 Vulnerable Customers Policy

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



HOW TO SAY “NO” IN THE RIGHT WAY

A practical introduction to How to say “NO” in the right way, covering Politely Decline Requests and Set Boundaries and How To Say No.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to How to say “NO” in the right way. Learners explore the communication skills, service behaviours and practical approaches that can support positive and professional customer experiences.

The course covers Politely Decline Requests and Set Boundaries and How To Say No. Practical examples help learners apply the learning to customer interactions, service decisions and challenging conversations.

WHAT THE COURSE COVERS

01 Politely Decline Requests and Set Boundaries

02 How To Say No

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



ASSERTIVE VS AGGRESSIVE

A practical introduction to Assertive vs Aggressive, covering Behaviour Types and How to Develop Assertive Behaviour.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Assertive vs Aggressive. Learners explore the communication skills, service behaviours and practical approaches that can support positive and professional customer experiences.

The course covers Behaviour Types, How to Develop Assertive Behaviour, and How to Be Assertive but Not Aggressive. Practical examples help learners apply the learning to customer interactions, service decisions and challenging conversations.

WHAT THE COURSE COVERS

01 Behaviour Types

02 How to Develop Assertive Behaviour

03 How to Be Assertive but Not Aggressive

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



DEVELOP A SIMPLE PROCESS FOR ESCALATION

A practical introduction to Develop a Simple Process for Escalation, covering What is Escalation and Why Escalation is Needed.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Develop a Simple Process for Escalation. Learners explore the communication skills, service behaviours and practical approaches that can support positive and professional customer experiences.

The course covers What is Escalation, Why Escalation is Needed, and The Escalation Process. Practical examples help learners apply the learning to customer interactions, service decisions and challenging conversations.

WHAT THE COURSE COVERS

01 What is Escalation

02 Why Escalation is Needed

03 The Escalation Process

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



DEALING WITH ANGRY CUSTOMERS

A practical introduction to Dealing with Angry Customers, covering Understanding Angry Customers and Dealing with Angry Customers.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Dealing with Angry Customers. Learners explore the communication skills, service behaviours and practical approaches that can support positive and professional customer experiences.

The course covers Understanding Angry Customers, Dealing with Angry Customers, and Following Up. Practical examples help learners apply the learning to customer interactions, service decisions and challenging conversations.

WHAT THE COURSE COVERS

01 Understanding Angry Customers

02 Dealing with Angry Customers

03 Following Up

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



SUPPORTING YOUR FRONT LINE EMPLOYEES

A practical introduction to Supporting your Front Line Employees, covering Introduction to Front-Line Employee Support and Strategies for Engaging Front-Line Staff.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Supporting your Front Line Employees. Learners explore the communication skills, service behaviours and practical approaches that can support positive and professional customer experiences.

The course covers Introduction to Front-Line Employee Support, Strategies for Engaging Front-Line Staff, and Empowering Front-Line Employees. Practical examples help learners apply the learning to customer interactions, service decisions and challenging conversations.

WHAT THE COURSE COVERS

01 Introduction to Front-Line Employee Support

02 Strategies for Engaging Front-Line Staff

03 Empowering Front-Line Employees

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment

HUMAN RESOURCES

PRACTICAL HR KNOWLEDGE FOR FAIR AND CONFIDENT PEOPLE MANAGEMENT.

Our Human Resources Collection helps managers and employees understand key people-management processes and workplace responsibilities. From recruitment and onboarding to absence, performance, discipline, whistleblowing and right-to-work checks, the courses support fair, consistent and well-informed HR practice.



 10 online courses

- | | |
|--|---|
| <div>1</div> <div></div> <div>NEW EMPLOYEE ONBOARDING</div> <div>></div> | <div>2</div> <div></div> <div>BULLYING AND HARASSMENT IN THE WORKPLACE</div> <div>></div> |
| <div>3</div> <div></div> <div>TERMINATION OF EMPLOYMENT</div> <div>></div> | <div>4</div> <div></div> <div>DISCIPLINE AND GRIEVANCE</div> <div>></div> |
| <div>5</div> <div></div> <div>EFFECTIVE ABSENCE MANAGEMENT</div> <div>></div> | <div>6</div> <div></div> <div>WHISTLEBLOWING</div> <div>></div> |
| <div>7</div> <div></div> <div>RIGHT TO WORK</div> <div>></div> | <div>8</div> <div></div> <div>PERFORMANCE REVIEWS</div> <div>></div> |
| <div>9</div> <div></div> <div>HR FOR NON-HR MANAGERS</div> <div>></div> | <div>10</div> <div></div> <div>EFFECTIVE RECRUITMENT</div> <div>></div> |



NEW EMPLOYEE ONBOARDING

A practical introduction to New Employee Onboarding, covering An Introduction to Employee Onboarding and The Onboarding Process Getting Started.

 ONLINE Self-paced learning	 APPROX. 60 MIN Typical duration	 ASSESSMENT 20 questions with a 80% pass mark	 CERTIFICATE On successful completion
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ABOUT THIS COURSE

This course provides a clear and practical introduction to New Employee Onboarding. Learners explore the responsibilities, processes and practical considerations that support fair, consistent and effective people management.

The course covers An Introduction to Employee Onboarding, The Onboarding Process Getting Started, and Best Practice for Onboarding The 5 Steps to Effective Onboarding. Practical examples help learners apply the learning to people-management situations and workplace processes.

WHAT THE COURSE COVERS

01 An Introduction to Employee Onboarding

02 The Onboarding Process Getting Started

03 Best Practice for Onboarding The 5 Steps to Effective Onboarding

KEY FEATURES	 Practical examples	 Realistic scenarios	 Knowledge checks	 Final assessment
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BULLYING AND HARASSMENT IN THE WORKPLACE

A practical introduction to Bullying and Harassment in the Workplace, covering Bullying in the Workplace and Bullying Procedure and Guidelines.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Bullying and Harassment in the Workplace. Learners explore the responsibilities, processes and practical considerations that support fair, consistent and effective people management.

The course covers Bullying in the Workplace, Bullying Procedure and Guidelines, and Supporting Employees. Practical examples help learners apply the learning to people-management situations and workplace processes.

WHAT THE COURSE COVERS

01 Bullying in the Workplace

02 Bullying Procedure and Guidelines

03 Supporting Employees

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



TERMINATION OF EMPLOYMENT

A practical introduction to Termination of Employment, covering Termination of Employment and Employee Termination Process.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Termination of Employment. Learners explore the responsibilities, processes and practical considerations that support fair, consistent and effective people management.

The course covers Termination of Employment, Employee Termination Process, and Best Practice. Practical examples help learners apply the learning to people-management situations and workplace processes.

WHAT THE COURSE COVERS

01 Termination of Employment

02 Employee Termination Process

03 Best Practice

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



DISCIPLINE AND GRIEVANCE

A practical introduction to Discipline and Grievance, covering Grievance and Disciplinary Procedures and Investigations and Hearings.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Discipline and Grievance. Learners explore the responsibilities, processes and practical considerations that support fair, consistent and effective people management.

The course covers Grievance and Disciplinary Procedures, Investigations and Hearings, and Dismissal. Practical examples help learners apply the learning to people-management situations and workplace processes.

WHAT THE COURSE COVERS

01 Grievance and Disciplinary Procedures

02 Investigations and Hearings

03 Dismissal

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



EFFECTIVE ABSENCE MANAGEMENT

A practical introduction to Effective Absence Management, covering Absence Management and Procedures.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Effective Absence Management. Learners explore the responsibilities, processes and practical considerations that support fair, consistent and effective people management.

The course covers Absence Management, Procedures, and Best Practice. Practical examples help learners apply the learning to people-management situations and workplace processes.

WHAT THE COURSE COVERS

01 Absence Management

02 Procedures

03 Best Practice

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



WHISTLEBLOWING

A practical introduction to Whistleblowing, covering Whistleblowing Explained and Whistleblowing Policy.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Whistleblowing. Learners explore the responsibilities, processes and practical considerations that support fair, consistent and effective people management.

The course covers Whistleblowing Explained, Whistleblowing Policy, and Contracts and Procedures. Practical examples help learners apply the learning to people-management situations and workplace processes.

WHAT THE COURSE COVERS

01 Whistleblowing Explained

02 Whistleblowing Policy

03 Contracts and Procedures

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



RIGHT TO WORK

A practical introduction to Right to Work, covering Right to Work and Right to Work Checks.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Right to Work. Learners explore the responsibilities, processes and practical considerations that support fair, consistent and effective people management.

The course covers Right to Work, Right to Work Checks, and Sanctions. Practical examples help learners apply the learning to people-management situations and workplace processes.

WHAT THE COURSE COVERS

01 Right to Work

02 Right to Work Checks

03 Sanctions

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



PERFORMANCE REVIEWS

A practical introduction to Performance Reviews, covering Performance Reviews and Performance Management Process.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Performance Reviews. Learners explore the responsibilities, processes and practical considerations that support fair, consistent and effective people management.

The course covers Performance Reviews, Performance Management Process, and Standards And Plans. Practical examples help learners apply the learning to people-management situations and workplace processes.

WHAT THE COURSE COVERS

01 Performance Reviews

02 Performance Management Process

03 Standards And Plans

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment

HR FOR NON-HR MANAGERS



A practical introduction to HR for Non-HR Managers, covering The Role of Managers and The Employee Life Cycle.



ONLINE

Self-paced learning



APPROX. 60 MIN

Typical duration



ASSESSMENT

20 questions with a 80% pass mark



CERTIFICATE

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to HR for Non-HR Managers. Learners explore the responsibilities, processes and practical considerations that support fair, consistent and effective people management.

The course covers The Role of Managers, The Employee Life Cycle, and Termination of Employment. Practical examples help learners apply the learning to people-management situations and workplace processes.

WHAT THE COURSE COVERS

01 The Role of Managers

02 The Employee Life Cycle

03 Termination of Employment

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



EFFECTIVE RECRUITMENT

A practical introduction to Effective Recruitment, covering Recruitment and Selection and Recruitment Process.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Effective Recruitment. Learners explore the responsibilities, processes and practical considerations that support fair, consistent and effective people management.

The course covers Recruitment and Selection, Recruitment Process, and Contracts and Induction. Practical examples help learners apply the learning to people-management situations and workplace processes.

WHAT THE COURSE COVERS

01 Recruitment and Selection

02 Recruitment Process

03 Contracts and Induction

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment

EQUALITY, DIVERSITY & INCLUSION

BUILDING INCLUSIVE WORKPLACES WHERE PEOPLE FEEL VALUED AND RESPECTED.

Our Equality, Diversity & Inclusion Collection helps learners understand the behaviours, responsibilities and everyday practices that support inclusive workplaces. The courses explore equality, disability, unconscious bias, mental health, respectful language, modern slavery and other areas that help organisations reduce barriers and create a stronger sense of belonging.



10 online courses

- 1  **EMBEDDING DIVERSITY – A MANAGER’S GUIDE** >
- 2  **UNCONSCIOUS BIAS** >
- 3  **INTRODUCTION TO DISABILITY AWARENESS** >
- 4  **INTRODUCTION TO EQUALITY, DIVERSITY AND INCLUSION** >
- 5  **INTRODUCTION TO MENTAL HEALTH AWARENESS** >
- 6  **MENTAL HEALTH FIRST AID IN THE WORKPLACE** >
- 7  **LANGUAGE & TERMINOLOGY SNAPSHOT** >
- 8  **VISUAL IMPAIRMENT SNAPSHOT** >
- 9  **UNDERSTANDING AND COMBATting MODERN SLAVERY** >
- 10  **MANAGING STRESS & ANXIETY IN THE WORKPLACE** >



EMBEDDING DIVERSITY – A MANAGER’S GUIDE

A practical introduction to Embedding Diversity – A Manager’s Guide, covering Exploring Diversity and Diversity Within Your Business.



ONLINE

Self-paced learning



APPROX. 60 MIN

Typical duration



ASSESSMENT

20 questions with a 80% pass mark



CERTIFICATE

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Embedding Diversity – A Manager’s Guide. Learners explore the key concepts, responsibilities and behaviours that can help create a more respectful, inclusive and supportive workplace.

The course covers Exploring Diversity, Diversity Within Your Business, Equality And Diversity, Taking Action, and A New Way of Learning. Practical examples help learners recognise barriers, respond appropriately and apply more inclusive behaviours at work.

WHAT THE COURSE COVERS

01 Exploring Diversity

02 Diversity Within Your Business

03 Equality And Diversity

04 Taking Action

05 A New Way of Learning

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



UNCONSCIOUS BIAS

A practical introduction to Unconscious Bias, covering What is Unconscious Bias? and Unconscious Bias at Work.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Unconscious Bias. Learners explore the key concepts, responsibilities and behaviours that can help create a more respectful, inclusive and supportive workplace.

The course covers What is Unconscious Bias?, Unconscious Bias at Work, and Overcoming Unconscious Bias. Practical examples help learners recognise barriers, respond appropriately and apply more inclusive behaviours at work.

WHAT THE COURSE COVERS

01 What is Unconscious Bias?

02 Unconscious Bias at Work

03 Overcoming Unconscious Bias

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



INTRODUCTION TO DISABILITY AWARENESS

A practical introduction to Introduction to Disability Awareness, covering Understanding Disability and Mobility.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Introduction to Disability Awareness. Learners explore the key concepts, responsibilities and behaviours that can help create a more respectful, inclusive and supportive workplace.

The course covers Understanding Disability, Mobility, Psychological Disability, Visual Disabilities or Impairments, Hearing Impairment, and Learning Disability. Practical examples help learners recognise barriers, respond appropriately and apply more inclusive behaviours at work.

WHAT THE COURSE COVERS

01 Understanding Disability**02** Mobility**03** Psychological Disability**04** Visual Disabilities or Impairments**05** Hearing Impairment**06** Learning Disability

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



INTRODUCTION TO EQUALITY, DIVERSITY AND INCLUSION

A practical introduction to Introduction to Equality, Diversity and Inclusion, covering Exploring Diversity, Equality and Inclusion and Discrimination of a Protected Characteristic.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Introduction to Equality, Diversity and Inclusion. Learners explore the key concepts, responsibilities and behaviours that can help create a more respectful, inclusive and supportive workplace.

The course covers Exploring Diversity, Equality and Inclusion, Discrimination of a Protected Characteristic, and Positive Action. Practical examples help learners recognise barriers, respond appropriately and apply more inclusive behaviours at work.

WHAT THE COURSE COVERS

01 Exploring Diversity, Equality and Inclusion

02 Discrimination of a Protected Characteristic

03 Positive Action

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



INTRODUCTION TO MENTAL HEALTH AWARENESS

A practical introduction to Introduction to Mental Health Awareness, covering Mental Health Introduction and Mental Health Conditions.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Introduction to Mental Health Awareness. Learners explore the key concepts, responsibilities and behaviours that can help create a more respectful, inclusive and supportive workplace.

The course covers Mental Health Introduction, Mental Health Conditions, Mental Health Myths and Realities, and Mental Health Best Practice. Practical examples help learners recognise barriers, respond appropriately and apply more inclusive behaviours at work.

WHAT THE COURSE COVERS

01 Mental Health Introduction

02 Mental Health Conditions

03 Mental Health Myths and Realities

04 Mental Health Best Practice

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



MENTAL HEALTH FIRST AID IN THE WORKPLACE

A practical introduction to Mental Health First Aid in the Workplace, covering Language and Terminology and What Should I Do?.

**ONLINE**

Self-paced
learning

**APPROX. 60 MIN**

Typical
duration

**ASSESSMENT**

20 questions with a
80% pass mark

**CERTIFICATE**

On successful
completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Mental Health First Aid in the Workplace. Learners explore the key concepts, responsibilities and behaviours that can help create a more respectful, inclusive and supportive workplace.

The course covers Language and Terminology and What Should I Do?. Practical examples help learners recognise barriers, respond appropriately and apply more inclusive behaviours at work.

WHAT THE COURSE COVERS

01 Language and Terminology

02 What Should I Do?

KEY FEATURES



Practical
examples



Realistic
scenarios



Knowledge
checks



Final
assessment



LANGUAGE & TERMINOLOGY SNAPSHOT

A practical introduction to Language & Terminology Snapshot, covering Defining Visual Impairment and Visual Impairment Conditions.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Language & Terminology Snapshot. Learners explore the key concepts, responsibilities and behaviours that can help create a more respectful, inclusive and supportive workplace.

The course covers Defining Visual Impairment, Visual Impairment Conditions, and Supporting an Individual. Practical examples help learners recognise barriers, respond appropriately and apply more inclusive behaviours at work.

WHAT THE COURSE COVERS

01 Defining Visual Impairment

02 Visual Impairment Conditions

03 Supporting an Individual

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



VISUAL IMPAIRMENT SNAPSHOT

A practical introduction to Visual Impairment Snapshot, covering What is Modern Slavery? and Forms and Manifestations of Modern Slavery.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Visual Impairment Snapshot. Learners explore the key concepts, responsibilities and behaviours that can help create a more respectful, inclusive and supportive workplace.

The course covers What is Modern Slavery?, Forms and Manifestations of Modern Slavery, Causes And Consequences of Modern Slavery, Legal Frameworks and International Initiatives, Identifying Modern Slavery and Reporting, and Addressing Modern Slavery. Practical examples help learners recognise barriers, respond appropriately and apply more inclusive behaviours at work.

WHAT THE COURSE COVERS

01 What is Modern Slavery?**02** Forms and Manifestations of Modern Slavery**03** Causes And Consequences of Modern Slavery**04** Legal Frameworks and International Initiatives**05** Identifying Modern Slavery and Reporting**06** Addressing Modern Slavery

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



UNDERSTANDING AND COMBATTING MODERN SLAVERY

A practical introduction to Understanding and Combatting Modern Slavery, covering Identifying Stress and Anxiety and Dealing With the Causes of Stress.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Understanding and Combatting Modern Slavery. Learners explore the key concepts, responsibilities and behaviours that can help create a more respectful, inclusive and supportive workplace.

The course covers Identifying Stress and Anxiety, Dealing With the Causes of Stress, and Coping Mechanisms. Practical examples help learners recognise barriers, respond appropriately and apply more inclusive behaviours at work.

WHAT THE COURSE COVERS

01 Identifying Stress and Anxiety

02 Dealing With the Causes of Stress

03 Coping Mechanisms

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



MANAGING STRESS & ANXIETY IN THE WORKPLACE

A practical introduction to Managing Stress & Anxiety in the Workplace, covering Early Signs of a Mental Health Concern and Addressing Mental Well-Being.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Managing Stress & Anxiety in the Workplace. Learners explore the key concepts, responsibilities and behaviours that can help create a more respectful, inclusive and supportive workplace.

The course covers Early Signs of a Mental Health Concern, Addressing Mental Well-Being, and Mental Health Care Plan. Practical examples help learners recognise barriers, respond appropriately and apply more inclusive behaviours at work.

WHAT THE COURSE COVERS

01 Early Signs of a Mental Health Concern

02 Addressing Mental Well-Being

03 Mental Health Care Plan

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment

GDPR & CYBER SECURITY

PRACTICAL DATA PROTECTION AND CYBER SECURITY AWARENESS FOR EVERYDAY WORKING.

Our GDPR & Cyber Security Collection helps learners understand how to protect personal information, business data, systems and devices. The courses cover data protection responsibilities, information handling, cyber threats, secure working practices and the practical actions that reduce the risk of breaches, loss and unauthorised access.



 10 online courses

- | | |
|---|--|
| <div>1</div> <div></div> <div>AN INTRODUCTION TO GDPR ></div> | <div>2</div> <div></div> <div>PREPARING FOR GDPR ></div> |
| <div>3</div> <div></div> <div>GDPR ROLES AND RESPONSIBILITIES ></div> | <div>4</div> <div></div> <div>RIGHTS OF THE DATA SUBJECT ></div> |
| <div>5</div> <div></div> <div>DATA BREACH MANAGEMENT ></div> | <div>6</div> <div></div> <div>GAINING CONSENT TO USE PERSONAL DATA ></div> |
| <div>7</div> <div></div> <div>LAWFUL BASIS FOR PROCESSING ></div> | <div>8</div> <div></div> <div>INFORMATION SECURITY AWARENESS ></div> |
| <div>9</div> <div></div> <div>WHO STOLE THE DATA? – SOLVE THE GDPR SCENARIOS ></div> | <div>10</div> <div></div> <div>CYBER SECURITY ></div> |



AN INTRODUCTION TO GDPR

A practical introduction to An introduction to GDPR, covering - Introduction and - GDPR 12 Steps.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to An introduction to GDPR. Learners explore the risks, responsibilities and practical controls that can help protect information, systems and organisational data.

The course covers - Introduction and - GDPR 12 Steps. Practical examples help learners recognise risks, protect information and apply safer data and security practices.

WHAT THE COURSE COVERS

01 - Introduction

02 - GDPR 12 Steps

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



PREPARING FOR GDPR

A practical introduction to Preparing for GDPR, covering Introduction and Implementation.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Preparing for GDPR. Learners explore the risks, responsibilities and practical controls that can help protect information, systems and organisational data.

The course covers Introduction, Implementation, and Data. Practical examples help learners recognise risks, protect information and apply safer data and security practices.

WHAT THE COURSE COVERS

01 Introduction

02 Implementation

03 Data

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



GDPR ROLES AND RESPONSIBILITIES

A practical introduction to GDPR Roles and Responsibilities, covering Roles and Responsibilities and Data Protection Authority.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to GDPR Roles and Responsibilities. Learners explore the risks, responsibilities and practical controls that can help protect information, systems and organisational data.

The course covers Roles and Responsibilities and Data Protection Authority. Practical examples help learners recognise risks, protect information and apply safer data and security practices.

WHAT THE COURSE COVERS

01 Roles and Responsibilities

02 Data Protection Authority

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



RIGHTS OF THE DATA SUBJECT

A practical introduction to Rights of the Data Subject, covering Overview and What are these Rights.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Rights of the Data Subject. Learners explore the risks, responsibilities and practical controls that can help protect information, systems and organisational data.

The course covers Overview and What are these Rights. Practical examples help learners recognise risks, protect information and apply safer data and security practices.

WHAT THE COURSE COVERS

01 Overview

02 What are these Rights

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment

DATA BREACH MANAGEMENT



A practical introduction to Data Breach Management, covering Overview and Data Breach Notification.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Data Breach Management. Learners explore the risks, responsibilities and practical controls that can help protect information, systems and organisational data.

The course covers Overview, Data Breach Notification, and Data Breach Management. Practical examples help learners recognise risks, protect information and apply safer data and security practices.

WHAT THE COURSE COVERS

01 Overview

02 Data Breach Notification

03 Data Breach Management

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



GAINING CONSENT TO USE PERSONAL DATA

A practical introduction to Gaining Consent to Use Personal Data, covering Gaining Consent to Use Personal Data and Other Things to Consider.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Gaining Consent to Use Personal Data. Learners explore the risks, responsibilities and practical controls that can help protect information, systems and organisational data.

The course covers Gaining Consent to Use Personal Data and Other Things to Consider. Practical examples help learners recognise risks, protect information and apply safer data and security practices.

WHAT THE COURSE COVERS

01 Gaining Consent to Use Personal Data

02 Other Things to Consider

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



LAWFUL BASIS FOR PROCESSING

A practical introduction to Lawful basis for Processing, covering Processing Personal Data and The Lawful Bases.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Lawful basis for Processing. Learners explore the risks, responsibilities and practical controls that can help protect information, systems and organisational data.

The course covers Processing Personal Data and The Lawful Bases. Practical examples help learners recognise risks, protect information and apply safer data and security practices.

WHAT THE COURSE COVERS

01 Processing Personal Data

02 The Lawful Bases

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



INFORMATION SECURITY AWARENESS

A practical introduction to Information Security Awareness, covering Information Security and Security Measures.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Information Security Awareness. Learners explore the risks, responsibilities and practical controls that can help protect information, systems and organisational data.

The course covers Information Security and Security Measures. Practical examples help learners recognise risks, protect information and apply safer data and security practices.

WHAT THE COURSE COVERS

01 Information Security

02 Security Measures

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



WHO STOLE THE DATA? – SOLVE THE GDPR SCENARIOS

A practical introduction to GDPR Scenarios and its application in the workplace.



ONLINE
Self-paced
learning



APPROX. 60 MIN
Typical
duration



CERTIFICATE
On successful
completion

ABOUT THIS COURSE

This online GDPR learning module has been designed as a “Scenario Course” to help demonstrate to employees the need for, and importance of, understanding GDPR compliance in their every day work activities.

The course presents several scenarios to make the learning fun and interesting, whilst delivering key knowledge checks, as well as entertaining insights into why having an understanding of GDPR is essential for all team members.

WHAT THE COURSE COVERS

01 The Case of the Suspicious Email

02 The Case of the Missing Data Stick

03 The Baffling Case of the Missing Post-its

04 The Mysterious Case of the Missing Paper

05 The Annoying Case of the Lazy Supplier

06 TIME OUT - Malware Battle

07 SCENARIO Reviews

08 Conclusion

KEY FEATURES



Practical
examples



Realistic
scenarios



Knowledge
checks



Certificate of
completion

CYBER SECURITY



A practical introduction to Cyber Security, covering Cyber Security and Social Media Issues.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Cyber Security. Learners explore the risks, responsibilities and practical controls that can help protect information, systems and organisational data.

The course covers Cyber Security, Social Media Issues, and Best Practice Minimise the Risk. Practical examples help learners recognise risks, protect information and apply safer data and security practices.

WHAT THE COURSE COVERS

01 Cyber Security

02 Social Media Issues

03 Best Practice Minimise the Risk

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment

MARKETING

PRACTICAL MARKETING SKILLS THAT HELP TURN IDEAS, INSIGHT AND VALUE INTO RESULTS.

Our Marketing Collection gives learners a practical understanding of how organisations identify opportunities, communicate value and reach the right audiences. The courses cover core marketing principles, planning, branding, digital channels, customer insight and the skills needed to support effective campaigns and business growth.



 10 online courses

- | | |
|--|--|
| <div>1</div> <div></div> <div>EMAIL MARKETING</div> <div>></div> | <div>2</div> <div></div> <div>SOCIAL MEDIA MARKETING</div> <div>></div> |
| <div>3</div> <div></div> <div>CUSTOMER MARKETING</div> <div>></div> | <div>4</div> <div></div> <div>MARKETING STRATEGY</div> <div>></div> |
| <div>5</div> <div></div> <div>KNOW YOUR USPS</div> <div>></div> | <div>6</div> <div></div> <div>MARKETING ESSENTIALS</div> <div>></div> |
| <div>7</div> <div></div> <div>YOUR 1 PAGE MARKETING PLAN</div> <div>></div> | <div>8</div> <div></div> <div>YOUR DETAILED MARKETING PLAN</div> <div>></div> |
| <div>9</div> <div></div> <div>GETTING THE MOST OUT OF EXHIBITIONS</div> <div>></div> | <div>10</div> <div></div> <div>NETWORKING – FRIEND OR FOE?</div> <div>></div> |

EMAIL MARKETING



A practical introduction to Email Marketing, covering Goals and Strategy and Email Marketing Content.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Email Marketing. Learners explore the core principles, tools and approaches that can support effective marketing decisions and stronger organisational results.

The course covers Goals and Strategy, Email Marketing Content, and Metrics. Practical examples help learners apply the learning to real marketing decisions, planning and communication activities.

WHAT THE COURSE COVERS

01 Goals and Strategy

02 Email Marketing Content

03 Metrics

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment

SOCIAL MEDIA MARKETING



A practical introduction to Social Media Marketing, covering Goals and Strategy and Content Strategy.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Social Media Marketing. Learners explore the core principles, tools and approaches that can support effective marketing decisions and stronger organisational results.

The course covers Goals and Strategy, Content Strategy, and Metrics. Practical examples help learners apply the learning to real marketing decisions, planning and communication activities.

WHAT THE COURSE COVERS

01 Goals and Strategy

02 Content Strategy

03 Metrics

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment

CUSTOMER MARKETING



A practical introduction to Customer Marketing, covering Customer Marketing Explained and Customer Marketing Techniques.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Customer Marketing. Learners explore the core principles, tools and approaches that can support effective marketing decisions and stronger organisational results.

The course covers Customer Marketing Explained, Customer Marketing Techniques, and Types of Customer Marketing. Practical examples help learners apply the learning to real marketing decisions, planning and communication activities.

WHAT THE COURSE COVERS

01 Customer Marketing Explained

02 Customer Marketing Techniques

03 Types of Customer Marketing

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment

MARKETING STRATEGY



A practical introduction to Marketing Strategy, covering Marketing – An Overview Marketing – An Overview and Your Marketing Plan.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Marketing Strategy. Learners explore the core principles, tools and approaches that can support effective marketing decisions and stronger organisational results.

The course covers Marketing – An Overview Marketing – An Overview, Your Marketing Plan, and Marketing Strategies. Practical examples help learners apply the learning to real marketing decisions, planning and communication activities.

WHAT THE COURSE COVERS

01 Marketing – An Overview Marketing – An Overview

02 Your Marketing Plan

03 Marketing Strategies

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



KNOW YOUR USPS

A practical introduction to Know Your USPs, covering What is a USP? and Unique Selling Point Considerations.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Know Your USPs. Learners explore the core principles, tools and approaches that can support effective marketing decisions and stronger organisational results.

The course covers What is a USP?, Unique Selling Point Considerations, and Elements Of A Successful USP. Practical examples help learners apply the learning to real marketing decisions, planning and communication activities.

WHAT THE COURSE COVERS

01 What is a USP?

02 Unique Selling Point Considerations

03 Elements Of A Successful USP

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment

MARKETING ESSENTIALS



A practical introduction to Marketing Essentials, covering Understanding Marketing and Principles of Marketing.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Marketing Essentials. Learners explore the core principles, tools and approaches that can support effective marketing decisions and stronger organisational results.

The course covers Understanding Marketing, Principles of Marketing, and The Extended Marketing Mix and Marketing Types. Practical examples help learners apply the learning to real marketing decisions, planning and communication activities.

WHAT THE COURSE COVERS

01 Understanding Marketing

02 Principles of Marketing

03 The Extended Marketing Mix and Marketing Types

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment

YOUR 1 PAGE MARKETING PLAN



A practical introduction to Your 1 Page Marketing Plan, covering The Importance of Marketing and Marketing Plan Fundamentals.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Your 1 Page Marketing Plan. Learners explore the core principles, tools and approaches that can support effective marketing decisions and stronger organisational results.

The course covers The Importance of Marketing, Marketing Plan Fundamentals, and How To Create a Marketing Plan Step by Step. Practical examples help learners apply the learning to real marketing decisions, planning and communication activities.

WHAT THE COURSE COVERS

01 The Importance of Marketing

02 Marketing Plan Fundamentals

03 How To Create a Marketing Plan Step by Step

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



YOUR DETAILED MARKETING PLAN

A practical introduction to Your Detailed Marketing Plan, covering Components of a Successful Marketing Plan and Preparation.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Your Detailed Marketing Plan. Learners explore the core principles, tools and approaches that can support effective marketing decisions and stronger organisational results.

The course covers Components of a Successful Marketing Plan, Preparation, and Creating Your Marketing Plan. Practical examples help learners apply the learning to real marketing decisions, planning and communication activities.

WHAT THE COURSE COVERS

01 Components of a Successful Marketing Plan

02 Preparation

03 Creating Your Marketing Plan

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



GETTING THE MOST OUT OF EXHIBITIONS

A practical introduction to Getting the Most out of Exhibitions, covering Exhibitions and Events and Exhibition Preparation.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Getting the Most out of Exhibitions. Learners explore the core principles, tools and approaches that can support effective marketing decisions and stronger organisational results.

The course covers Exhibitions and Events, Exhibition Preparation, and At the Exhibition. Practical examples help learners apply the learning to real marketing decisions, planning and communication activities.

WHAT THE COURSE COVERS

01 Exhibitions and Events

02 Exhibition Preparation

03 At the Exhibition

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



NETWORKING – FRIEND OR FOE?

A practical introduction to Networking – Friend or Foe?, covering Preparation and Conversations.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Networking – Friend or Foe?. Learners explore the core principles, tools and approaches that can support effective marketing decisions and stronger organisational results.

The course covers Preparation, Conversations, and Follow Up. Practical examples help learners apply the learning to real marketing decisions, planning and communication activities.

WHAT THE COURSE COVERS

01 Preparation

02 Conversations

03 Follow Up

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment

SALES SKILLS

PRACTICAL SALES SKILLS FOR STRONGER RELATIONSHIPS AND BETTER RESULTS.

Our Sales Skills Collection develops the practical capabilities needed throughout the sales process. From prospecting and understanding customer needs to presenting value, negotiating, closing and following up, the courses help learners build confidence, strengthen relationships and support sustainable sales performance.



10 online courses

1



QUALIFY YOUR LEAD



2



FAB – FEATURES, ADVANTAGES & BENEFITS



3



OBJECTION HANDLING



4



ASKING QUESTIONS



5



ALWAYS BE CLOSING



6



HOW TO INFLUENCE



7



DO YOUR RESEARCH



8



FOLLOW UP



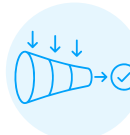
9



KEEPING IN TOUCH



10



THE SALES PIPELINE



QUALIFY YOUR LEAD



A practical introduction to Qualify Your Lead, covering An Introduction to Qualifying Your Lead and Lead Scoring and Questions.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Qualify Your Lead. Learners explore the techniques, behaviours and decision-making skills that can support effective customer conversations and stronger sales outcomes.

The course covers An Introduction to Qualifying Your Lead, Lead Scoring and Questions, and Steps To Qualification. Practical examples help learners apply the learning to customer conversations, relationship-building and the sales process.

WHAT THE COURSE COVERS

01 An Introduction to Qualifying Your Lead

02 Lead Scoring and Questions

03 Steps To Qualification

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



FAB – FEATURES, ADVANTAGES & BENEFITS

A practical introduction to FAB – Features, Advantages & Benefits, covering FAB: An Introduction and Features, Advantages and Benefits.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to FAB – Features, Advantages & Benefits. Learners explore the techniques, behaviours and decision-making skills that can support effective customer conversations and stronger sales outcomes.

The course covers FAB: An Introduction, Features, Advantages and Benefits, and The Fab Framework. Practical examples help learners apply the learning to customer conversations, relationship-building and the sales process.

WHAT THE COURSE COVERS

01 FAB: An Introduction

02 Features, Advantages and Benefits

03 The Fab Framework

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



OBJECTION HANDLING

A practical introduction to Objection Handling, covering Understanding Objection Handling and Common Objections.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Objection Handling. Learners explore the techniques, behaviours and decision-making skills that can support effective customer conversations and stronger sales outcomes.

The course covers Understanding Objection Handling, Common Objections, and Objection Handling Tactics. Practical examples help learners apply the learning to customer conversations, relationship-building and the sales process.

WHAT THE COURSE COVERS

01 Understanding Objection Handling

02 Common Objections

03 Objection Handling Tactics

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



ASKING QUESTIONS

A practical introduction to Asking Questions, covering Asking Questions in Sales and Types of Questioning.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Asking Questions. Learners explore the techniques, behaviours and decision-making skills that can support effective customer conversations and stronger sales outcomes.

The course covers Asking Questions in Sales, Types of Questioning, and Technique. Practical examples help learners apply the learning to customer conversations, relationship-building and the sales process.

WHAT THE COURSE COVERS

01 Asking Questions in Sales

02 Types of Questioning

03 Technique

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



ALWAYS BE CLOSING

A practical introduction to Always Be Closing, covering What is Closing? and Types of Closing.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Always Be Closing. Learners explore the techniques, behaviours and decision-making skills that can support effective customer conversations and stronger sales outcomes.

The course covers What is Closing?, Types of Closing, and Closing Techniques. Practical examples help learners apply the learning to customer conversations, relationship-building and the sales process.

WHAT THE COURSE COVERS

01 What is Closing?

02 Types of Closing

03 Closing Techniques

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



HOW TO INFLUENCE

A practical introduction to How to Influence, covering What is Influence? and How To Influence.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to How to Influence. Learners explore the techniques, behaviours and decision-making skills that can support effective customer conversations and stronger sales outcomes.

The course covers What is Influence?, How To Influence, and The Process. Practical examples help learners apply the learning to customer conversations, relationship-building and the sales process.

WHAT THE COURSE COVERS

01 What is Influence?

02 How To Influence

03 The Process

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



DO YOUR RESEARCH

A practical introduction to Do Your Research, covering What Is Research? and How to Research a Prospect.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Do Your Research. Learners explore the techniques, behaviours and decision-making skills that can support effective customer conversations and stronger sales outcomes.

The course covers What Is Research?, How to Research a Prospect, and Market Research Explained. Practical examples help learners apply the learning to customer conversations, relationship-building and the sales process.

WHAT THE COURSE COVERS

01 What Is Research?

02 How to Research a Prospect

03 Market Research Explained

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment

FOLLOW UP



A practical introduction to Follow Up, covering An Introduction to Follow Up and Methods of Follow Up.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Follow Up. Learners explore the techniques, behaviours and decision-making skills that can support effective customer conversations and stronger sales outcomes.

The course covers An Introduction to Follow Up, Methods of Follow Up, and Follow Up Strategies. Practical examples help learners apply the learning to customer conversations, relationship-building and the sales process.

WHAT THE COURSE COVERS

01 An Introduction to Follow Up

02 Methods of Follow Up

03 Follow Up Strategies

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



KEEPING IN TOUCH

A practical introduction to Keeping in Touch, covering An Introduction to Keeping in Touch and Strategies.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Keeping in Touch. Learners explore the techniques, behaviours and decision-making skills that can support effective customer conversations and stronger sales outcomes.

The course covers An Introduction to Keeping in Touch, Strategies, and Methods of Keeping in Touch. Practical examples help learners apply the learning to customer conversations, relationship-building and the sales process.

WHAT THE COURSE COVERS

01 An Introduction to Keeping in Touch

02 Strategies

03 Methods of Keeping in Touch

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



THE SALES PIPELINE

A practical introduction to The Sales Pipeline, covering The Sales Pipeline Explained and Sales Pipeline Vs. Sales Funnel.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to The Sales Pipeline. Learners explore the techniques, behaviours and decision-making skills that can support effective customer conversations and stronger sales outcomes.

The course covers The Sales Pipeline Explained, Sales Pipeline Vs. Sales Funnel, and Building A Sales Pipeline. Practical examples help learners apply the learning to customer conversations, relationship-building and the sales process.

WHAT THE COURSE COVERS

01 The Sales Pipeline Explained

02 Sales Pipeline Vs. Sales Funnel

03 Building A Sales Pipeline

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment

SAFEGUARDING



PRACTICAL AWARENESS TO RECOGNISE CONCERNS AND RESPOND SAFELY.

Our Safeguarding Collection helps learners understand their role in protecting children and adults who may be at risk of harm. The courses cover recognising concerns, responding to disclosures, reporting and recording, safer working practices and the responsibilities that support effective safeguarding across different settings.



11 online courses

1



**INTRODUCTION TO
SAFEGUARDING CHILDREN
LEVEL 1**



2



**INTRODUCTION TO
SAFEGUARDING
VULNERABLE ADULTS LEVEL
1**



3



**ADVANCED SAFEGUARDING
CHILDREN LEVEL 2**



4



**ADVANCED SAFEGUARDING
VULNERABLE ADULTS LEVEL
2**



5



**DESIGNATED SAFEGUARDING
OFFICER TRAINING LEVEL 3**



6



**INTRODUCTION TO
SAFEGUARDING CHILDREN
LEVEL 1 REFRESHER**



7



**ADVANCED SAFEGUARDING
CHILDREN LEVEL 2
REFRESHER**



8



**SAFEGUARDING CHILDREN
INTERNET SAFETY**



9



**CHILD SEXUAL
EXPLOITATION AWARENESS**



10



**SAFEGUARDING CHILDREN
WITH DISABILITIES**



11



**SAFEGUARDING CHILDREN
IN EDUCATION**





INTRODUCTION TO SAFEGUARDING CHILDREN LEVEL 1

A practical introduction to Introduction to Safeguarding Children Level 1, covering Safeguarding Children and How to Identify Abuse.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Introduction to Safeguarding Children Level 1. Learners explore the signs, responsibilities and appropriate actions that can help them recognise concerns and support effective safeguarding practice.

The course covers Safeguarding Children, How to Identify Abuse, and Reporting and Disclosure. Practical examples help learners recognise concerns, respond appropriately and follow safeguarding procedures with confidence.

WHAT THE COURSE COVERS

01 Safeguarding Children

02 How to Identify Abuse

03 Reporting and Disclosure

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



INTRODUCTION TO SAFEGUARDING VULNERABLE ADULTS LEVEL 1

A practical introduction to Introduction to Safeguarding Vulnerable Adults Level 1, covering Vulnerable Adults and Safeguarding and Safeguarding Concerns.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Introduction to Safeguarding Vulnerable Adults Level 1. Learners explore the signs, responsibilities and appropriate actions that can help them recognise concerns and support effective safeguarding practice.

The course covers Vulnerable Adults and Safeguarding, Safeguarding Concerns, and Safeguarding Reporting and Referrals. Practical examples help learners recognise concerns, respond appropriately and follow safeguarding procedures with confidence.

WHAT THE COURSE COVERS

01 Vulnerable Adults and Safeguarding

02 Safeguarding Concerns

03 Safeguarding Reporting and Referrals

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment

ADVANCED SAFEGUARDING CHILDREN LEVEL 2



A practical introduction to Advanced Safeguarding Children Level 2, covering Introduction to Safeguarding (Advanced) and The Safeguarding Structure.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Advanced Safeguarding Children Level 2. Learners explore the signs, responsibilities and appropriate actions that can help them recognise concerns and support effective safeguarding practice.

The course covers Introduction to Safeguarding (Advanced), The Safeguarding Structure, and Reporting and Referrals. Practical examples help learners recognise concerns, respond appropriately and follow safeguarding procedures with confidence.

WHAT THE COURSE COVERS

01 Introduction to Safeguarding (Advanced)

02 The Safeguarding Structure

03 Reporting and Referrals

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



ADVANCED SAFEGUARDING VULNERABLE ADULTS LEVEL 2

A practical introduction to Advanced Safeguarding Vulnerable Adults Level 2, covering Adult Safeguarding Legislation and Abuse Indicators.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Advanced Safeguarding Vulnerable Adults Level 2. Learners explore the signs, responsibilities and appropriate actions that can help them recognise concerns and support effective safeguarding practice.

The course covers Adult Safeguarding Legislation, Abuse Indicators, and Referrals. Practical examples help learners recognise concerns, respond appropriately and follow safeguarding procedures with confidence.

WHAT THE COURSE COVERS

01 Adult Safeguarding Legislation

02 Abuse Indicators

03 Referrals

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



DESIGNATED SAFEGUARDING OFFICER TRAINING LEVEL 3

A practical introduction to Designated Safeguarding Officer Training Level 3, covering The Role of Safeguarding and The Designated Safeguarding Officer.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Designated Safeguarding Officer Training Level 3. Learners explore the signs, responsibilities and appropriate actions that can help them recognise concerns and support effective safeguarding practice.

The course covers The Role of Safeguarding, The Designated Safeguarding Officer, and Partnership Working. Practical examples help learners recognise concerns, respond appropriately and follow safeguarding procedures with confidence.

WHAT THE COURSE COVERS

01 The Role of Safeguarding

02 The Designated Safeguarding Officer

03 Partnership Working

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



INTRODUCTION TO SAFEGUARDING CHILDREN LEVEL 1 REFRESHER

A practical introduction to Introduction to Safeguarding Children Level 1 Refresher, covering Key Concepts for Safeguarding Children and Recognising Child Abuse and Neglect.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Introduction to Safeguarding Children Level 1 Refresher. Learners explore the signs, responsibilities and appropriate actions that can help them recognise concerns and support effective safeguarding practice.

The course covers Key Concepts for Safeguarding Children, Recognising Child Abuse and Neglect, and Safeguarding Concerns. Practical examples help learners recognise concerns, respond appropriately and follow safeguarding procedures with confidence.

WHAT THE COURSE COVERS

01 Key Concepts for Safeguarding Children

02 Recognising Child Abuse and Neglect

03 Safeguarding Concerns

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



ADVANCED SAFEGUARDING CHILDREN LEVEL 2 REFRESHER

A practical introduction to Advanced Safeguarding Children Level 2 Refresher, covering Safeguarding Framework and Principles and Best Practice.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Advanced Safeguarding Children Level 2 Refresher. Learners explore the signs, responsibilities and appropriate actions that can help them recognise concerns and support effective safeguarding practice.

The course covers Safeguarding Framework, Principles and Best Practice, and Reporting. Practical examples help learners recognise concerns, respond appropriately and follow safeguarding procedures with confidence.

WHAT THE COURSE COVERS

01 Safeguarding Framework

02 Principles and Best Practice

03 Reporting

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment

SAFEGUARDING CHILDREN INTERNET SAFETY



A practical introduction to Safeguarding Children Internet Safety, covering The Risks and Safety Issues.

**ONLINE**

Self-paced
learning

**APPROX. 60 MIN**

Typical
duration

**ASSESSMENT**

20 questions with a
80% pass mark

**CERTIFICATE**

On successful
completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Safeguarding Children Internet Safety. Learners explore the signs, responsibilities and appropriate actions that can help them recognise concerns and support effective safeguarding practice.

The course covers The Risks, Safety Issues, and Reducing Risk and Reporting. Practical examples help learners recognise concerns, respond appropriately and follow safeguarding procedures with confidence.

WHAT THE COURSE COVERS

01 The Risks

02 Safety Issues

03 Reducing Risk and Reporting

KEY FEATURES



Practical
examples



Realistic
scenarios



Knowledge
checks



Final
assessment

CHILD SEXUAL EXPLOITATION AWARENESS



A practical introduction to Child Sexual Exploitation Awareness, covering Introduction to Child Sexual Exploitation and How Children Become Exploited.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Child Sexual Exploitation Awareness. Learners explore the signs, responsibilities and appropriate actions that can help them recognise concerns and support effective safeguarding practice.

The course covers Introduction to Child Sexual Exploitation, How Children Become Exploited, and Responding to Concerns. Practical examples help learners recognise concerns, respond appropriately and follow safeguarding procedures with confidence.

WHAT THE COURSE COVERS

01 Introduction to Child Sexual Exploitation

02 How Children Become Exploited

03 Responding to Concerns

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



SAFEGUARDING CHILDREN WITH DISABILITIES

A practical introduction to Safeguarding Children with Disabilities, covering Influencing Factors and Obligations and Duty of Care.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Safeguarding Children with Disabilities. Learners explore the signs, responsibilities and appropriate actions that can help them recognise concerns and support effective safeguarding practice.

The course covers Influencing Factors, Obligations and Duty of Care, and Reporting and Referrals. Practical examples help learners recognise concerns, respond appropriately and follow safeguarding procedures with confidence.

WHAT THE COURSE COVERS

01 Influencing Factors

02 Obligations and Duty of Care

03 Reporting and Referrals Reporting and Referrals

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment

SAFEGUARDING CHILDREN IN EDUCATION



A practical introduction to Safeguarding Children in Education, covering Staff Duties and Responsibilities and Safeguarding Management.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Safeguarding Children in Education. Learners explore the signs, responsibilities and appropriate actions that can help them recognise concerns and support effective safeguarding practice.

The course covers Staff Duties and Responsibilities, Safeguarding Management, and Reporting. Practical examples help learners recognise concerns, respond appropriately and follow safeguarding procedures with confidence.

WHAT THE COURSE COVERS

01 Staff Duties and Responsibilities

02 Safeguarding Management

03 Reporting

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment

HEALTH & WELLBEING

PRACTICAL LEARNING FOR HEALTHIER CHOICES AND EVERYDAY WELLBEING.

Our Health & Wellbeing Collection helps learners build awareness of the factors that influence physical, mental and emotional wellbeing. The courses provide practical information and strategies that support informed choices, healthier habits, personal resilience and a more positive approach to wellbeing at work and beyond.



10 online courses

- | | |
|--|--|
| <div>1</div> <div></div> <div>LOOKING AFTER OUR WELLBEING</div> <div>></div> | <div>2</div> <div></div> <div>HEALTHY VERSUS UNHEALTHY STRATEGIES FOR COPING WITH STRESS</div> <div>></div> |
| <div>3</div> <div></div> <div>DEALING WITH STRESS, PRESSURE AND BURNOUT</div> <div>></div> | <div>4</div> <div></div> <div>STRUGGLING WITH IMPOSTOR SYNDROME</div> <div>></div> |
| <div>5</div> <div></div> <div>COPING WITH WORKPLACE CHANGE</div> <div>></div> | <div>6</div> <div></div> <div>TRANSITIONING TO REMOTE WORKING</div> <div>></div> |
| <div>7</div> <div></div> <div>MAINTAINING WELLBEING FOR REMOTE WORKERS</div> <div>></div> | <div>8</div> <div></div> <div>HEALTHY EATING</div> <div>></div> |
| <div>9</div> <div></div> <div>POSITIVE MENTAL HEALTH IN THE WORKPLACE</div> <div>></div> | <div>10</div> <div></div> <div>UNDERSTANDING THE POWER OF MINDFULNESS</div> <div>></div> |



LOOKING AFTER OUR WELLBEING

A practical introduction to Looking After Our Wellbeing, covering Introduction and Different Elements of Wellbeing.



ONLINE
Self-paced
learning



APPROX. 60 MIN
Typical
duration



CERTIFICATE
On successful
completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Looking After Our Wellbeing. Learners explore the key ideas, practical techniques and everyday behaviours that can support confidence, effectiveness and positive outcomes.

The course covers Introduction, Different Elements of Wellbeing, and Key Takeaways. Practical examples help learners relate the guidance to everyday choices, habits and wellbeing situations.

WHAT THE COURSE COVERS

01 Introduction

02 Different Elements of Wellbeing

03 Key Takeaways

KEY FEATURES



Practical
examples



Realistic
scenarios



Knowledge
checks



Certificate of
completion



HEALTHY VERSUS UNHEALTHY STRATEGIES FOR COPING WITH STRESS

A practical introduction to Healthy versus Unhealthy Strategies for Coping with Stress, covering Coping With Stress and Coping Strategies.



ONLINE
Self-paced
learning



APPROX. 60 MIN
Typical
duration



CERTIFICATE
On successful
completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Healthy versus Unhealthy Strategies for Coping with Stress. Learners explore the key ideas, practical techniques and everyday behaviours that can support confidence, effectiveness and positive outcomes.

The course covers Coping With Stress, Coping Strategies, and Key Takeaways. Practical examples help learners relate the guidance to everyday choices, habits and wellbeing situations.

WHAT THE COURSE COVERS

01 Coping With Stress

02 Coping Strategies

03 Key Takeaways

KEY FEATURES



Practical
examples



Realistic
scenarios



Knowledge
checks



Certificate of
completion



DEALING WITH STRESS, PRESSURE AND BURNOUT

A practical introduction to Dealing with Stress, Pressure and Burnout, covering Dealing With Stress and Pressure and Burnout.



ONLINE
Self-paced
learning



APPROX. 60 MIN
Typical
duration



CERTIFICATE
On successful
completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Dealing with Stress, Pressure and Burnout. Learners explore the key ideas, practical techniques and everyday behaviours that can support confidence, effectiveness and positive outcomes.

The course covers Dealing With Stress and Pressure, Burnout, and Key Takeaways. Practical examples help learners relate the guidance to everyday choices, habits and wellbeing situations.

WHAT THE COURSE COVERS

01 Dealing With Stress and Pressure

02 Burnout

03 Key Takeaways

KEY FEATURES



Practical
examples



Realistic
scenarios



Knowledge
checks



Certificate of
completion



STRUGGLING WITH IMPOSTOR SYNDROME

A practical introduction to Struggling with Impostor Syndrome, covering Understanding Impostor Syndrome and Overcoming Impostor Syndrome.



ONLINE
Self-paced
learning



APPROX. 60 MIN
Typical
duration



CERTIFICATE
On successful
completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Struggling with Impostor Syndrome. Learners explore the key ideas, practical techniques and everyday behaviours that can support confidence, effectiveness and positive outcomes.

The course covers Understanding Impostor Syndrome, Overcoming Impostor Syndrome, and Key Takeaways. Practical examples help learners relate the guidance to everyday choices, habits and wellbeing situations.

WHAT THE COURSE COVERS

01 Understanding Impostor Syndrome

02 Overcoming Impostor Syndrome

03 Key Takeaways

KEY FEATURES



Practical
examples



Realistic
scenarios



Knowledge
checks



Certificate of
completion



COPING WITH WORKPLACE CHANGE

A practical introduction to Coping With Workplace Change, covering Workplace Change and Coping Strategies.



ONLINE
Self-paced
learning



APPROX. 60 MIN
Typical
duration



CERTIFICATE
On successful
completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Coping With Workplace Change. Learners explore the key ideas, practical techniques and everyday behaviours that can support confidence, effectiveness and positive outcomes.

The course covers Workplace Change and Coping Strategies. Practical examples help learners relate the guidance to everyday choices, habits and wellbeing situations.

WHAT THE COURSE COVERS

01 Workplace Change

02 Coping Strategies

KEY FEATURES



Practical
examples



Realistic
scenarios



Knowledge
checks



Certificate of
completion



TRANSITIONING TO REMOTE WORKING

A practical introduction to Transitioning to Remote Working, covering Going Remote and Guidance for Managers.



ONLINE
Self-paced
learning



APPROX. 60 MIN
Typical
duration



CERTIFICATE
On successful
completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Transitioning to Remote Working. Learners explore the key ideas, practical techniques and everyday behaviours that can support confidence, effectiveness and positive outcomes.

The course covers Going Remote, Guidance for Managers, Guidance for Employees, and Summary. Practical examples help learners relate the guidance to everyday choices, habits and wellbeing situations.

WHAT THE COURSE COVERS

01 Going Remote

02 Guidance for Managers

03 Guidance for Employees

04 Summary

KEY FEATURES



Practical
examples



Realistic
scenarios



Knowledge
checks



Certificate of
completion



MAINTAINING WELLBEING FOR REMOTE WORKERS

A practical introduction to Maintaining Wellbeing for Remote Workers, covering Introduction and Four Essential Pillars of Wellbeing.



ONLINE
Self-paced
learning



APPROX. 60 MIN
Typical
duration



CERTIFICATE
On successful
completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Maintaining Wellbeing for Remote Workers. Learners explore the key ideas, practical techniques and everyday behaviours that can support confidence, effectiveness and positive outcomes.

The course covers Introduction, Four Essential Pillars of Wellbeing, and Summary. Practical examples help learners relate the guidance to everyday choices, habits and wellbeing situations.

WHAT THE COURSE COVERS

01 Introduction

02 Four Essential Pillars of Wellbeing

03 Summary

KEY FEATURES



Practical
examples



Realistic
scenarios



Knowledge
checks



Certificate of
completion



HEALTHY EATING

A practical introduction to Healthy Eating, covering Introduction to Healthy Eating and Eight Key Principles for Eating Well.



ONLINE
Self-paced
learning



APPROX. 60 MIN
Typical
duration



CERTIFICATE
On successful
completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Healthy Eating. Learners explore the key ideas, practical techniques and everyday behaviours that can support confidence, effectiveness and positive outcomes.

The course covers Introduction to Healthy Eating, Eight Key Principles for Eating Well, and The Link Between Diet and Ill Health. Practical examples help learners relate the guidance to everyday choices, habits and wellbeing situations.

WHAT THE COURSE COVERS

01 Introduction to Healthy Eating

02 Eight Key Principles for Eating Well

03 The Link Between Diet and Ill Health

KEY FEATURES



Practical
examples



Realistic
scenarios



Knowledge
checks



Certificate of
completion



POSITIVE MENTAL HEALTH IN THE WORKPLACE

A practical introduction to Positive Mental Health in the Workplace, covering Introduction to Positive Mental Health and Recognising Stress and Burnout.



ONLINE
Self-paced
learning



APPROX. 60 MIN
Typical
duration



CERTIFICATE
On successful
completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Positive Mental Health in the Workplace. Learners explore the key ideas, practical techniques and everyday behaviours that can support confidence, effectiveness and positive outcomes.

The course covers Introduction to Positive Mental Health, Recognising Stress and Burnout, Building Resilience, Nurturing Positive Relationships, Practicing Self-Care, and Creating A Culture of Wellbeing. Practical examples help learners relate the guidance to everyday choices, habits and wellbeing situations.

WHAT THE COURSE COVERS

01 Introduction to Positive Mental Health

02 Recognising Stress and Burnout

03 Building Resilience

04 Nurturing Positive Relationships

05 Practicing Self-Care

06 Creating A Culture of Wellbeing

KEY FEATURES



Practical
examples



Realistic
scenarios



Knowledge
checks



Certificate of
completion



UNDERSTANDING THE POWER OF MINDFULNESS

A practical introduction to Understanding the Power of Mindfulness, covering Introduction to Mindfulness and Understanding the Benefits of Mindfulness.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a clear and practical introduction to Understanding the Power of Mindfulness. Learners explore the key ideas, practical techniques and everyday behaviours that can support confidence, effectiveness and positive outcomes.

The course covers Introduction to Mindfulness, Understanding the Benefits of Mindfulness, Core Principles of Mindfulness, Practical Mindfulness Techniques, Cultivating a Mindful Mindset, and Applying Mindfulness in the Workplace. Practical examples help learners relate the guidance to everyday choices, habits and wellbeing situations.

WHAT THE COURSE COVERS

01 Introduction to Mindfulness**02** Understanding the Benefits of Mindfulness**03** Core Principles of Mindfulness**04** Practical Mindfulness Techniques**05** Cultivating a Mindful Mindset**06** Applying Mindfulness in the Workplace**07** Mindfulness for Self-Care and Personal Growth

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Certificate of completion

SCHOOLS & EDUCATION



DEVELOPED SPECIFICALLY FOR SCHOOLS, ACADEMIES AND MULTI-ACADEMY TRUSTS.

These courses focus on the issues that matter most in education settings. The collection is designed to support whole-school CPD, statutory awareness, leadership oversight and practical staff confidence across teaching, support, pastoral and trust-wide roles.

 11 online courses

- | | |
|---|---|
| <div>1</div> <div></div> <div>KCSIE ANNUAL UPDATE ></div> | <div>2</div> <div></div> <div>SEND AWARENESS FOR ALL STAFF ></div> |
| <div>3</div> <div></div> <div>BEHAVIOUR MANAGEMENT STRATEGIES ></div> | <div>4</div> <div></div> <div>AUTISM AWARENESS IN SCHOOLS ></div> |
| <div>5</div> <div></div> <div>ONLINE SAFETY FOR SCHOOL STAFF ></div> | <div>6</div> <div></div> <div>CHILD-ON-CHILD / PEER-ON-PEER ABUSE ></div> |
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| <div>9</div> <div></div> <div>DE-ESCALATION TECHNIQUES FOR SCHOOL STAFF ></div> | <div>10</div> <div></div> <div>SAFEGUARDING AUDIT & OFSTED READINESS ></div> |
| <div>11</div> <div></div> <div>ATTENDANCE, PERSISTENT ABSENCE & SAFEGUARDING RESPONSIBILITIES ></div> | |



KCSIE ANNUAL UPDATE

A practical annual update to Keeping Children Safe in Education, covering staff safeguarding responsibilities, recognising concerns and reporting appropriately.



ONLINE

Self-paced learning



APPROX. 60 MIN

Typical duration



ASSESSMENT

20 questions with a 80% pass mark



CERTIFICATE

On successful completion

ABOUT THIS COURSE

This course provides an annual safeguarding update based on Keeping Children Safe in Education, commonly known as KCSIE.

The course focuses on what all school and college staff need to know and do to safeguard and promote the welfare of children. It supports staff to recognise concerns, respond appropriately, record accurately, report promptly and follow local safeguarding procedures.

WHAT THE COURSE COVERS

01 Understanding KCSIE 2025 and Annual Staff Responsibilities

02 Safeguarding Is Everyone's Responsibility

03 Staff Knowledge, Training and Everyday Vigilance

04 Recognising Abuse, Neglect, Exploitation and Wider Harm

05 Online Safety, Mental Health and Emerging Digital Harm

06 Child-on-Child Abuse, Sexual Harm and First Responses

07 Reporting, Recording, Information Sharing and Escalation

08 Reporting, Recording, Information Sharing and Escalation

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



SEND AWARENESS FOR ALL STAFF

A practical introduction to SEND Awareness for All Staff, covering whole-school responsibility, recognising needs and inclusive support.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides a an understanding of Special Educational Needs and Disabilities (SEND) as a whole-school responsibility.

It explains what SEND means, how needs may present, how inclusive practice reduces barriers, and how every adult can contribute to belonging, participation, safety and progress.

WHAT THE COURSE COVERS

01 Building a Shared Understanding of SEND

02 How SEND Support Works in School

03 Recognising How SEND Needs May Present

04 Noticing Needs and Sharing Concerns Effectively

05 Making Learning Accessible Without Lowering Expectations

06 Responding to Behaviour Through Regulation and Relationships

07 Making the Whole School Day Inclusive

08 Listening, Working Together and Taking Action

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



BEHAVIOUR MANAGEMENT STRATEGIES

A practical introduction to Behaviour Management Strategies, covering positive behaviour culture, de-escalation and consistent whole-school responses.

 ONLINE Self-paced learning	 APPROX. 60 MIN Typical duration	 ASSESSMENT 20 questions with a 80% pass mark	 CERTIFICATE On successful completion
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ABOUT THIS COURSE

This course provides the knowledge to help school staff create calm, safe and purposeful environments where pupils can learn and staff can work effectively.

The course focuses on behaviour as a whole-school responsibility, supported by clear expectations, consistent routines, positive relationships, proactive classroom practice, proportionate responses, de-escalation, repair and targeted support

WHAT THE COURSE COVERS

- | | |
|--|--|
| 01 Building a Positive Behaviour Culture | 05 Understanding Behaviour and Supporting Change |
| 02 Preventing Behaviour Issues Before They Escalate | 06 Managing Behaviour Across the Wider School Day |
| 03 Responding Calmly Before Behaviour Escalates | 07 Recording Behaviour and Working Together |
| 04 De-Escalating Incidents and Supporting a Safe Return | 08 Applying Behaviour Strategies with Confidence |

KEY FEATURES	 Practical examples	 Realistic scenarios	 Knowledge checks	 Final assessment
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AUTISM AWARENESS IN SCHOOLS

A practical introduction to Autism Awareness in Schools, covering communication, sensory needs, regulation and inclusive support.

**ONLINE**

Self-paced
learning

**APPROX. 60 MIN**

Typical
duration

**ASSESSMENT**

20 questions with a
80% pass mark

**CERTIFICATE**

On successful
completion

ABOUT THIS COURSE

This course provides an understanding of autism and how autistic pupils may experience school.

It focuses on practical, respectful and inclusive approaches that reduce barriers, support communication, promote emotional safety and help autistic pupils participate, learn and belong.

WHAT THE COURSE COVERS

01 Building a Shared Understanding of Autism**02** Supporting Communication and Social Understanding**03** Understanding Sensory Needs and the School Environment**04** Supporting Predictability, Regulation and Change**05** Making Teaching and Learning Accessible**06** Understanding Behaviour, Distress and Safeguarding**07** Listening, Working Together and Sharing Information Respectfully**08** Making the Whole School Day Inclusive

KEY FEATURES



Practical
examples



Realistic
scenarios



Knowledge
checks



Final
assessment



ONLINE SAFETY FOR SCHOOL STAFF

A practical introduction to Online Safety for School Staff, covering digital risks, harmful content, online contact and safeguarding responses.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides an understanding of online safety as a core safeguarding responsibility.

It covers risks linked to pupils' digital behaviour, social media, inappropriate content, online contact, image sharing, cyberbullying, filtering, monitoring and emerging technology, including generative AI.

WHAT THE COURSE COVERS

01 Understanding Online Safety as Safeguarding

02 Social Media, Gaming and Online Peer Harm

03 Harmful Content and Digital Influence

04 Image Sharing, Sextortion and Online Sexual Harm

05 Filtering, Monitoring and School Safeguarding Systems

06 Emerging Technology, Generative AI and Deepfakes.

07 Building a Safer Online Culture

08 Applying Online Safety in Daily Practice

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



CHILD-ON-CHILD / PEER-ON-PEER ABUSE

A practical introduction to Child-on-Child Abuse, covering recognition, sexual harm, bullying, reporting and prevention.

**ONLINE**

Self-paced
learning

**APPROX. 60 MIN**

Typical
duration

**ASSESSMENT**

20 questions with a
80% pass mark

**CERTIFICATE**

On successful
completion

ABOUT THIS COURSE

This course provides the knowledge to help school staff understand, recognise, prevent and respond to child-on-child abuse.

It explains why harmful behaviour between children must never be dismissed as “just banter”, “part of growing up” or “children being children”.

WHAT THE COURSE COVERS

01 Recognising Child-on-Child Abuse

02 Noticing Signs, Power and Hidden Harm

03 Responding to Sexual Harm Between Children

04 Challenging Bullying, Prejudice and Group Harm

05 Listening, Recording and Reporting Safely

06 Preventing Harm Through Culture
and Curriculum

07 Supporting Children After Harm Has Occurred

08 Applying Child-on-Child Abuse Safeguarding in
Practice

KEY FEATURES



Practical
examples



Realistic
scenarios



Knowledge
checks



Final
assessment



PREVENT DUTY – SCHOOLS VERSION

A practical introduction to the Prevent Duty in schools, covering radicalisation, recognising concerns, safe responses and safeguarding procedures.



ONLINE

Self-paced learning



APPROX. 60 MIN

Typical duration



ASSESSMENT

20 questions with a 80% pass mark



CERTIFICATE

On successful completion

ABOUT THIS COURSE

This course provides an understanding of the Prevent Duty as part of safeguarding in schools.

It explains how staff can recognise concerns about radicalisation, respond proportionately, protect pupils from extremist influence, support safe discussion and follow school safeguarding procedures. situations.

WHAT THE COURSE COVERS

01 Understanding Prevent as Safeguarding

02 Radicalisation, Susceptibility and Protective Factors

03 Recognising Concerns in a School Context

04 Responding to Prevent Concerns Safely

05 Online Radicalisation, Filtering and Digital Resilience

06 Curriculum, Discussion and Inclusive School Culture

07 Roles, Responsibilities and Partnership Working

08 Applying Prevent in Daily School Practice

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment

SUPPORTING NEURODIVERSE LEARNERS



A practical introduction to Supporting Neurodiverse Learners, covering barriers to learning, regulation, adjustments and inclusive practice.



ONLINE

Self-paced learning



APPROX. 60 MIN

Typical duration



ASSESSMENT

20 questions with a 80% pass mark



CERTIFICATE

On successful completion

ABOUT THIS COURSE

This course provides an understanding of neurodiversity and how neurodivergent learners may experience school.

It focuses on practical, inclusive approaches that reduce barriers, support access to learning, promote emotional safety and help pupils participate, achieve and belong.

WHAT THE COURSE COVERS

- 01 Building a Shared Understanding of Neurodiversity
- 02 Understanding How Neurodiverse Learners Experience School
- 03 Designing Learning That Neurodiverse Pupils Can Access
- 04 Supporting Regulation, Anxiety and Behaviour
- 05 Using Adjustments, Tools and Adult Support Effectively
- 06 Supporting Neurodiverse Learners Across the School Day
- 07 Listening, Working Together and Sharing Information Respectfully
- 08 Creating a Whole-School Culture of Neurodiversity Inclusion

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



DE-ESCALATION TECHNIQUES FOR SCHOOL STAFF

A practical introduction to De-escalation Techniques for School Staff, covering prevention, calm communication, regulation and safe responses.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides an understanding of de-escalation techniques that reduce conflict, protect safety, preserve dignity and support pupils to return to learning.

The course focuses on prevention, early intervention, calm communication, regulation, safe responses, restorative follow-up and consistent use of school procedures.

WHAT THE COURSE COVERS

01 Understanding De-escalation and Regulation

02 Preventing Escalation Before It Starts

03 Communicating Calmly in the Moment

04 Responding to Common Escalation Situations

05 Adapting De-escalation for SEND, Trauma and Safeguarding

06 Managing Safety, Policy and Serious Incidents

07 Repairing, Reintegrating and Preventing Recurrence

08 Applying De-escalation in Daily Practice

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



SAFEGUARDING AUDIT & OFSTED READINESS

A practical introduction to Safeguarding Audit and Ofsted Readiness, covering assurance, safeguarding records, leadership oversight and inspection preparation.



ONLINE

Self-paced learning



APPROX. 60 MIN

Typical duration



ASSESSMENT

20 questions with a 80% pass mark



CERTIFICATE

On successful completion

ABOUT THIS COURSE

This course provides an understanding of safeguarding audit and Ofsted readiness as part of effective safeguarding practice.

This course is particularly relevant for DSLs and deputy DSLs, senior leaders, governors, trustees, trust safeguarding leads, and staff involved in safeguarding assurance, audit or inspection preparation.

WHAT THE COURSE COVERS

01 Building a Strong Safeguarding Assurance Mindset

02 Leadership, Governance and Safeguarding Accountability

03 Policies, Procedures, Induction and Staff Confidence

04 Safeguarding Records, Case Files and Chronologies

05 Safer Recruitment, SCR and Concerns About Adults

06 Pupil Voice, Wider Evidence and Safeguarding Themes

07 Inspection Conversations and Evidence Assurance

08 Maintaining an Ongoing Audit and Improvement Cycle

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment



ATTENDANCE, PERSISTENT ABSENCE & SAFEGUARDING RESPONSIBILITIES

A practical introduction to Attendance, Persistent Absence and Safeguarding Responsibilities, covering early identification, safeguarding concerns, family engagement and escalation.

**ONLINE**

Self-paced learning

**APPROX. 60 MIN**

Typical duration

**ASSESSMENT**

20 questions with a 80% pass mark

**CERTIFICATE**

On successful completion

ABOUT THIS COURSE

This course provides an understanding of attendance as a whole-school safeguarding, wellbeing and educational responsibility.

It explains why absence matters, how attendance concerns may link to wider need or risk, and how staff can support early identification, accurate recording and effective escalation.

WHAT THE COURSE COVERS

- 01** Attendance, Belonging and Whole-School Responsibility
- 02** Spotting Patterns and Acting Early
- 03** Viewing Attendance Through a Safeguarding Lens
- 04** Working With Pupils and Families to Understand Barriers
- 05** Building a Whole-School Attendance Culture
- 06** Legal, Ethical and Professional Responsibilities
- 07** Supporting Return, Reintegration and Long-Term Attendance
- 08** Applying Attendance and Safeguarding Responsibilities

KEY FEATURES



Practical examples



Realistic scenarios



Knowledge checks



Final assessment

Ready to launch learning that works?

High Impact elearning courses that
build capability, drive performance
and create lasting results.

