



# eLearning Courses

Knowledge | Skill | Competence

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# Effective training, efficiently delivered

With our easy-to-use video based eLearning platform and extensive library of accredited courses, it's simple to get your workplace Health and Safety and HR Compliance training sorted.

## Helping you comply

We provide an all-inclusive consultative service wrapped around our product to help you and your organisation stay compliant with current workplace regulations. With our online courses only taking an average of 30 minutes to complete, you don't need to worry about wasting valuable working hours either.

## Flexible learning

Our training is designed to fit around your learners' work day commitments and the devices they use. Learners can start, pause, and resume courses at any time – we even send them reminder emails when they have training due. Our rich video based courses are also supplemented by additional resources so your most engaged learners can go beyond the basics.

All courses are CPD approved and are authorised by governing bodies.

## Pricing

### One credit

£30 per credit

### 10 credit bundle

£25 per credit

### 20 credits

£20 per credit

A singular credit is for one course per person.  
Prices are subject to VAT.






# Health & Safety Courses

## Abrasive Wheel Safety Training

This Abrasive Wheel Safety Training provides the knowledge you need to keep yourself and others safe during the handling, operation, and maintenance of Abrasive Wheels. It provides an in-depth look at the dangers they pose and how to spot them; the legal responsibilities of both employers and employees; how to store and regularly inspect the safety of any wheels you use; as well as considering the different kinds of wheels available and which ones are most suited to specific jobs.

 **Duration: 40 minutes**

If used incorrectly, abrasive wheels can be incredibly dangerous – in fact, over half of all recorded injuries are due to unsafe systems of work or errors made by the operator. Whether a result of broken wheels, flying particles, or serious friction burns, accidents can be severe, resulting in hospitalisation and all too often, even blindness.

This Abrasive Wheel Safety course is comprehensive yet concise, it can be completed in just 40 minutes. It concentrates on safety and highlights safe working practices designed for anyone who owns, operates, handles, moves, stores, or is responsible for people who operate abrasive wheels.

It does not replace practical training in how to use abrasive wheels. Instead, it should be used alongside practical training to increase workplace safety, awareness of legal responsibilities, and reduce the chance of an injury occurring at your workplace.

## Accident Reporting Training

Good accident reporting can help to increase safety at work and this programme is an essential guide, explaining what should be reported and why. Work towards compliance with RIDDOR 2013 with our Accident Reporting Training.

 **Duration: 15 minutes**

This Accident Reporting Training programme is designed for everyone to use. It explains what accident reporting is, why it's important and what could be included in a report.

It ensures that everyone in your workplace knows how to complete a clear and concise accident report if they're involved in an accident or incident at work.

It explains how good accident reporting can increase safety at work and it includes a downloadable Accident Report Form which can be used in your workplace for reporting accidents and incidents.

The course is split into three main sections to make it easier to digest and takes roughly between 15 and 20 minutes to complete for your convenience; whilst still covering the essentials of accident reporting.

Prevention is always better than cure. Take a look at our [Risk Assessment Training](#), it could prevent a number of accidents from happening in your workplace.

This eLearning course only provides awareness education. Face-to-face training would be needed in addition in order to complete the all-round skills and knowledge to be able to carry this forward practically in your organisation.





## Asbestos Awareness Training

This Asbestos Awareness Training course is for anyone who works with, or might potentially come into contact with asbestos at work. It looks at what asbestos is, where it might be found, and what it's used for; it considers some of the major diseases associated with working with asbestos and the effects they have on the human body; and it covers what you should do if you are ever accidentally exposed.

 **Duration: 30 minutes**

Employers have a legal responsibility to ensure that their staff know where asbestos and related materials are likely to be found, how to avoid risk of exposure, and to provide the necessary protective equipment to keep them safe. This high-quality Asbestos Awareness Training course teaches you all you need to know about basic asbestos awareness in a concise online format.


Asbestos is the name given to a group of natural minerals which have been used for centuries. Valued for its durability and heat resistance, asbestos was often used as insulation in buildings, as flooring and roofing, and sprayed onto ceilings and walls. However, when broken down into tiny fibres and breathed in, it can lead to a host of life-threatening diseases – including asbestosis, pleural thickening, mesothelioma and lung cancer.

In 1999, Asbestos was fully banned from use in the UK. However, despite this, it's still responsible for over 1,800 deaths every year. Many buildings constructed before the year 2000 may still have asbestos in them, meaning that it's absolutely crucial that anyone who might be exposed – such as carpenters, plumbers, electricians, painters, and builders – must have Asbestos Awareness training.

This Asbestos Awareness Training provides you with everything you need to know about the basics of asbestos safety awareness, and it does so in a concise, easily understood, and engaging format. However, please note – only HSE licensed contractors can test for and remove asbestos!

## Banksman Essentials Training

This Banksman Essentials Training course aims to help reduce the risk of accidents occurring when carrying out large vehicle manoeuvres. The course provides demonstrations of the signals that are used by banksman (or traffic marshal) throughout the UK and Europe and helps your organisation work towards legislative compliance.

 **Duration: 20 minutes**

A vehicle banksman is a person who is in charge of directing the movements of large vehicles on a site by using a system of hand signals or a radio link, in order to reduce the risk of these accidents occurring. A banksman makes sure that any manoeuvres made during loading and unloading will not put the driver, or anyone else, in danger.

Most of these accidents can be avoided by taking simple precautions, which are explained in detail throughout this training course.

Designed for everybody involved in manoeuvring, loading and unloading vehicles, this course teaches the user how to safely guide large goods vehicles, both rigid and articulated, using the HSE's approved code of signals.

This online course does not replace the practical training you need, nor does it mean you'll be classed as 'competent' by your employer but it does offer two important things. First, it provides you with vital tools and information if someone is new to banksman operations; and secondly, it acts as a refresher for anyone with existing experience who needs a reminder of the essentials.

You may also be interested in our [LOLER Training](#) and [Driver Awareness Training](#).






# Health & Safety Courses

## Basic Life Support in Care Training

This Basic Life Support in Care Training course focuses on Standard 12 of the Care Certificate and educates users on the basic administration of basic life support. This awareness training should be accompanied by practical training within the workplace. This course is CPD accredited.

 **Duration: 30 minutes**

This course provides learners basic knowledge surrounding life support but, practical training will need to be completed to physically administer the care too.

It is broken down into three basic elements: initial assessment (primary survey), airway maintenance and CPR. The primary survey can be remembered through the acronym DRSABCD (Dr's ABCD).

- D** Danger – check it is safe to approach the casualty
- R** Response – is the casualty alert and talking?
- S** Shout for help
- A** Airways – open their airway if unresponsive
- B** Breathing – look to see if they are breathing normally
- C** CPR/circulation – if not breathing, commence CPR, if breathing check for bleeding and put in the recovery position
- D** If CPR is needed a defibrillator should be used alongside it if possible

This course also includes information about CPR, the respiratory system obstructed airways (adults and children), and record-keeping.

This course works alongside other awareness courses that make up the Care Certificate Standards.

## CDM Regulations Training

Our CDM Regulations Training covers everything you need to know about planning, managing and maintaining everyone's safety throughout a construction project. This course will help guide you towards compliance with current legislation.

 **Duration: 30 minutes**

The construction industry is arguably one of the most dangerous sectors to work for. To put that statement into context, consider the fact that construction accounts for about 5% of the total UK workforce, yet it's responsible for 31% of all workplace fatalities. On top of this, there are also 64,000 non-fatal injuries requiring medical treatment and 81,000 cases of work-related ill health every year – at a cost of £1 billion in lost working days.

It's for this reason that the Construction (Design and Management) Regulations were first introduced. Construction projects often involve the use of dangerous equipment, materials, vehicles and locations; they often involve working at height, near or over large drops or open bodies of water; or on incomplete structures which may topple or collapse – so when you combine this with the fact that work sites also tend to be filled with many different people all working on separate tasks, it's easy to see where accidents can happen.

The CDM Regulations help make the chaos of a construction project controllable – from start to finish and beyond. By creating roles and responsibilities for key duty holders throughout a construction project, they ensure that Health and Safety protocols are effectively managed by the right people, and that they are communicated to and followed by everyone.

This CDM Training course breaks the regulations down into three simple sections; the roles and responsibilities of everyone involved; what needs to be planned for at each stage of a construction project; and what needs to be considered in order to keep a construction site safe.

We offer a range of construction specific courses including [LOLER](#), [PUWER](#), [Working at Height](#) and [Ladder Safety Training](#).



## Confined Space Training – Working in Confined Spaces

This Confined Space Training is ideal for those whose job involves working in poorly ventilated, confined spaces. Whether you work there all the time or only on some occasions, this Confined Space Training will equip you with the knowledge you need to spot hazards, properly follow safety instructions, and keep yourself and others safe whilst working in confined spaces.



**Duration: 35 minutes**

Anywhere which is entirely, or at least substantially, enclosed, and where a person might be at risk of injury from conditions within that space – from hazardous substances or lack of oxygen, for example – is considered a confined space.

Every year, around 15 workers in the UK lose their lives whilst working in confined spaces; they can be incredibly dangerous places to work and so it's absolutely vital that there are emergency procedures in place and that you know how to follow them.

During this Confined Space Training course you'll learn what confined spaces are and what makes them dangerous, what legal responsibilities both you and your employer have, how to conduct a proper risk

assessment and understand emergency procedures, and what you can do to make working in confined spaces safer for everyone.

This course is particularly important for workers in the construction industry, installation/maintenance, manufacturing, facilities management, and anyone carrying out repair work or using dangerous substances in poorly ventilated areas.

You may also be interested in our [Working at Height Training](#).

This course is intended to be used as a way to help raise awareness about safety whilst working in confined spaces and does not replace the necessary practical training needed before being able to carry out work of this nature.

## COSHH Training

This online COSHH Training course covers all the information necessary to keep your staff safe from substances that could be potentially harmful to their health. It covers all aspects of chemical and hazardous substance safety in the workplace and is essential training across a range of industries.



**Duration: 25 minutes**

The HSE state that all employers must provide information, training and instruction to all staff who work with hazardous substances. This also includes cleaning staff and maintenance staff.

It is estimated that hazardous substances account for around 650,000 deaths every year, making it one of the biggest contributors to occupational deaths worldwide. By providing effective COSHH training, employers can help to ensure that everyone in the workplace is competent to carry out their work safely. Our COSHH course identifies hazardous substances, how they can be harmful, everyday storage, COSHH Risk Assessments and what they are used for.

All levels of staff and management should be able to recognise the potential hazards posed by their work, be able to take action to reduce or eliminate the risks and understand the role of personal protection in ensuring good occupational health.

Equip your staff with the knowledge needed to safely store hazardous chemicals and how to respond if they are exposed to hazardous chemicals; as well as giving them a solid understanding of the hazard symbols and the 'six simple steps'.

Working with Asbestos? Or think you could potentially disturb it? Please see our [Asbestos Awareness Training course](#).



# Health & Safety Courses

## DSEAR Training

This short online DSEAR Training course is designed for the use of anybody who works in the premises of where dangerous substances are used, stored, or manufactured.



Duration: 15 minutes

This course provides a fundamental understanding of DSEAR, employers responsibilities, and employee responsibilities.

## Electrical Safety Training

This Electrical Safety Training course is for everyone because everyone uses electricity and electrical appliances on a daily basis. It offers practical advice and guidance for safety when working around electricity. Work towards legal compliance to current legislation with our approved Electrical Safety Training.



Duration: 30 minutes

This Electrical Awareness Training is designed to help you understand why electrical safety is so important and explains what you can do to keep yourself and others safe around electrical and electronic equipment. Electrical safety isn't only an issue for electricians or people whose job is specifically to do with electricity; it's important no matter what job you do or what industry you work in. Electrical safety helps prevent you and other people from being injured or even killed by electrical hazards. Each year there are about 30 fatal electrical accidents in the UK, with roughly 1,000 workplace injuries involving electricity.

It is, therefore, more important than ever that staff are given Electrical Safety Training and when our course can be completed online in just 30 minutes, why take any risks?

This Electrical Safety Training course looks at the laws surrounding electricity at work such as the Electricity at Work Regulations 1989, as well as covering best practice for safe use of electrical appliances and what to do in emergency situations. Did you know? An electric shock can cost a company up to £15,000!

This eLearning course only provides awareness education. Face-to-face training would be needed in addition in order to complete the all-round skills and knowledge to be able to carry this forward practically in your organisation.

## Eye Protection Training

This Eye Protection Training course is your go-to course for identifying hazards and the risk they pose to your eyes, using the correct Personal Protective Equipment (PPE), first aid advice, and how to manage risks. Learn how to keep your eyesight safe with our online training course.



Duration: 30 minutes

Eye injuries are probably more common than you think. In fact, over 2,000 people per day sustain injuries to their eyes! Whether that's through strain or from working without the correct PPE, it can always be prevented.

As your eyes are so delicate and cannot be easily fixed, it is essential that you know how to treat them in the healthiest way possible. This Eye Protection Training course was designed to tackle the risks of damage to the eyes, and reduce the chances of any vision-altering accidents.

Eye injuries are one of the most common non-fatal injuries in the workplace and as many as 90% of them could have been prevented by wearing the right eye protection. Learn how to keep your eyesight safe with our online Eye Protection Training course.

This course can be used in conjunction with a number of our construction and manufacturing courses, such as [PPE Training](#), [Abrasive Wheel Safety Training](#) and many others.



## Fire Awareness Training

Whatever environment you operate in, all staff legally require Fire Awareness Training. Get the basics covered, keep your workplace safe and work towards compliance with current legislation with this best-selling online training course.

 **Duration: 30 minutes**

Every member of staff legally requires some kind of Fire Awareness Training. This online eLearning programme is an effective and hassle-free way to ensure that you follow current legislation – as well as providing an easily accessible record of staff training. It's suitable for any workplace, in any industry sector and provides an engaging way for your staff to complete their Fire Safety Training.


Keep your workplace safe and learn about the risks that fire poses to Health and Safety. You'll learn about the nature of fire and what it takes for a fire to start and how it can easily travel through a building. This course will also introduce you to fire signage, allow you to participate in interactive fire extinguisher training, and gain an informed overview of evacuation procedures. You'll also learn how to react in the case of an emergency and learn which procedures should already be in place at your place of work.

With thousands of companies across the UK and Europe already using our Fire Awareness Training, this is one of our best-selling courses and is crucial for any workplace.

This Fire Awareness course can be used in conjunction with our **Fire Marshal/Warden Training** – every organisation should have at least one 'responsible person'.

## Fire Awareness Training in Care

Fire Awareness Training for anybody working in the care sector. Crucial Health and Safety information regarding risk assessment, fire signage and emergency procedures. Ideal for hospitals and care homes. Fire training is a legal requirement, whatever sector you work in. This course has been produced specifically for people working in the Care sector, and is suitable for all levels of personnel within hospitals, care homes and other environments.

 **Duration: 45 minutes**

This online Fire Awareness Training in Care course covers a variety of topics, including an introduction to fire hazards; a guide to common fire signage; and what to do in the event of an emergency. Due to the nature of staff responsibility within Healthcare, this Fire Training looks at the correct way to plan and implement an evacuation, as well as perform adequate risk assessments.








# Health & Safety Courses

## Fire Awareness Training in Construction

Fire Awareness for Construction is a course specifically aimed at educating those in the construction sector about the risks posed by fire to Health and Safety. This training course is an essential guide, covering fire prevention, use of fire extinguishers, recognition of fire signs and emergency procedure and safe evacuation.

 **Duration: 55 minutes**

Fire Awareness training is a legal requirement for every workplace, and under the Construction Design and Management Regulations (CDM), and the Health and Safety at Work Act 1974, you are obliged to ensure this training is undertaken by all staff.

This training programme has been written for people who work in the construction industry, as it includes information which is particularly relevant when working on building sites.

This online eLearning programme is an effective and hassle-free way to ensure that you comply with current legislation – as well as providing an easily accessible record of who has completed the training. This Fire Awareness course will introduce you to fire signage, explain how different extinguishers are needed for different types of fires and show you how to use them. It also looks at safe evacuation and what you should do in emergency situations.

This Fire Awareness Training in Construction also covers parts of The Regulatory Reform (Fire Safety) Order 2005. Planning on becoming a fire warden? We also offer [Fire Marshal/Warden Training](#).

## Fire Awareness Training in Education

This Fire Awareness Training course is for people who work in education, as it includes specific fire safety information which is particularly relevant to educational settings.

 **Duration: 60 minutes**

Keep your school safe and learn about the risks that fire poses. Designed specifically for those working in the Education sector, this course is an essential part of your training programme.


Every member of staff in every organisation legally requires Fire Awareness Training. This online eLearning programme is an effective and hassle-free way to ensure that you comply with current legislation – as well as providing an easily accessible record of staff training.

This course will introduce you to fire signage, explain how different extinguishers are needed for different types of fires and show you how to use them. It also looks at safe evacuation and what you should do in emergency situations.

This Fire Awareness Training in Education eLearning course only provides awareness education. Face-to-face training would be needed in addition in order to complete all-round skills and knowledge to be able to carry this forward practically in your organisation.

## Fire Extinguisher Training

Fire Extinguishers should only be used when it's safe to tackle a fire, the rule to follow is one fire one extinguisher – if it looks like it'll take more than one extinguisher to put out the fire, it's too big to tackle and the workplace should be evacuated.


 **Duration: 10 minutes**

This course will educate learners on the different classes of fires, the type of extinguisher you should use for each fire and the technique to use for all of them, including fire blankets.

## Fire Marshal/Warden Training

A complete in-depth Fire Marshal/Warden Training course that will equip you with all the knowledge you need to become a fully trained Fire Warden or Fire Marshal. This training will help you work towards compliance with the Fire Safety Order 2005 and other current legislation.

A comprehensive, in-depth Fire Warden Training course can equip you with the knowledge needed to become a fully trained Warden or Marshal. This programme provides complete knowledge, which coupled with the correct experience, leads to competence in this role.

 **Duration: 40 minutes**

Assigning Fire Warden duties to a responsible person within your company is a key component of ensuring that your workplace maintains great Health and Safety standards. Aside from that, it also demonstrates a clear commitment to implementing sound emergency fire procedures.

This Fire Warden Training course covers your duties under the latest fire legislation, as well as looking at fire prevention measures, the correct use of fire extinguishers, and how to organise a safe evacuation. Having delivered this programme more than 100,000 times, this is one of our most popular courses and is crucial for any workplace's safety.

This training course is broken down into five sections: the nature of fire and how it occurs, fire signs (and what they mean), your proactive duties as a fire warden, your reactive duties and what fire extinguishers to use and when.

This eLearning course only provides awareness education. Face-to-face training would be needed in addition in order to complete all-round skills and knowledge to be able to carry this forward practically in your organisation.

This course can be used in conjunction with our [Fire Awareness Training](#).

## Fire Marshal/Warden Training in Care

A comprehensive online course with everything needed to become a trained Fire Warden or Fire Marshal. Content aimed specifically at professionals in the Care industry.

 **Duration: 75 minutes**

This course contains everything you need to know to become a fully qualified Fire Marshal. This programme is designed to suit the working environment of those within the care sector.

Fire Warden Training in Care is designed to help you understand your legal duties when it comes to performing risk assessments, coordinating fire evacuations and managing emergency procedures. It is suitable for anyone wishing to undertake Fire Marshal responsibilities within a hospital or care home environment, and will help ensure your workplace is safe.

Evacuation in a fire emergency and preventing fires within the care industry is an incredibly important role. There will usually be a lot of people to evacuate within a care home and sometimes many of them are not mobile. Therefore, precautions have to be put in place for this.

This training will be broken down into five sections: an introduction into what a fire warden's responsibilities are, what preventative measures can be taken, what to do in an evacuation, the different fire extinguishers and a look into the relevant legislation.

This programme also takes a look at basic fire extinguisher use; effective fire prevention measures; and current legislation. Get started today with a free trial!

This course can be used in conjunction with our [Fire Awareness Training in Care](#).






# Health & Safety Courses

## Fire Warden Training in Construction

This course is specifically aimed at the Construction industry and provides comprehensive information needed to become a qualified Fire Warden or Fire Marshal. It includes full details on the duties of a Fire Warden or Marshal, use of fire extinguishers and how to complete effective fire drills and evacuation.

 **Duration: 100 minutes**


A complete in-depth Fire Warden eLearning course aimed specifically at those working in the Construction industry. This course provides everything you need to be able to demonstrate competence in the role of Fire Warden or Fire Marshal.

Assigning Fire Warden duties to a responsible person on site is a key part of ensuring good Health and Safety, and demonstrates a commitment to implementing sound emergency fire procedures.

This Fire Warden Training in Construction course covers your duties under fire legislation, as well as looking at fire prevention measures, the correct use of fire extinguishers, and how to organise a fire drill. Take a look at our [Fire Awareness in Construction course](#).

## Fire Warden Training in Education

This Fire Warden course covers your duties under fire legislation, as well as looking fire prevention measures, the correct use of fire extinguishers, and how to organise a fire evacuation in a school.

 **Duration: 100 minutes**

This Fire Warden Training in Education programme has been written for designated employees within schools, colleges and other educational institutes.

A complete in-depth Fire Warden eLearning course designed to equip you with the knowledge you need to become a fully trained Fire Warden or Fire Marshal in a school. This course provides everything you need to demonstrate competence in this designated role.

This course is broken down into five easy-to-follow sections: the background of fire and how it spreads, preventing fire and the need for emergency plans, fire evacuation procedures, the extinguishers (and classes of fire) and the relevant legislation.

Assigning Fire Warden duties to a responsible person in your school is a key part of ensuring good Health and Safety, and demonstrates a commitment to implementing sound emergency fire procedures.





## First Aid Appointed Person Training

This First Aid Appointed Person course is designed to educate a designated individual within an organisation about their responsibilities as a First Aid Appointed Person.



Duration: 20 minutes

For many smaller low-risk companies, the legal minimum for first aid provision is to have someone in their company who simply looks after first aid – this is the First Aid Appointed Person.

Over 600,000 non-fatal injuries happen in the workplace each year in the UK – it is therefore essential that there is at least one person available at all times to deal with any potential accidents and injuries.

Our First Aid Appointed Person Training programme explains exactly what the role of First Aid Appointed Person requires a member of staff to do, as well as introducing best practice in the event of an accident or injury at work.

It is intended that our programme is used alongside **First Aid Requirements and RIDDOR Training**. This programme will indicate the need for a First Aid Appointed Person, as well as explaining the benefits to your organisation. Free trial and online demo available.

This eLearning course only provides awareness education. Face-to-face training would be needed in addition in order to complete all-round skills and knowledge to be able to carry this forward practically in your organisation.

## First Aid Requirements and RIDDOR Training

This First Aid Requirements and RIDDOR Training course is designed to help you understand what first aid personnel your business requires. It also tells you what kind of accidents and injuries need to be reported, as well as how to go about this.



Duration: 15 minutes

This First Aid Requirements and RIDDOR course is designed to be used by both managers and employers to help decide what first aid personnel they require. It also explains what has to be reported to RIDDOR, who should do this and how.

First aid can save lives and prevent minor injuries from becoming major ones, so having people with the right training in the right places is essential for the safety of your staff. RIDDOR stands for Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 – these govern the reporting of accidents at work.

According to the HSE, in 2015/16, 621,000 workers sustained an injury at work, yet only 72,702 injuries and workplace accidents were reported

to RIDDOR. Not reporting an accident is a criminal offence and can cause major complications for businesses. Make sure you understand your responsibilities and know how to report to RIDDOR with our First Aid Requirements and RIDDOR Training.

This training programme is designed to be used in conjunction with our **First Aid Appointed Person Training**. This title is specifically for work environments with a relatively small number of employees, and where the risks are low.


This eLearning course only provides awareness education. Face-to-face training would be needed in addition in order to complete all-round skills and knowledge to be able to carry this forward practically in your organisation.



# Health & Safety Courses

## First Aid at Work Training – Refresher

This online First Aid at Work Training is an essential course for first aiders in the workplace and acts as a refresher for their practical first aid training, or as an introduction to first aid for anyone about to take a practical course. You never know when an accident might happen at work and having the knowledge necessary to deal with them effectively is crucial.

 **Duration: 80 minutes**

It's estimated that around 555,000 workplace injuries happen every single year in UK workplaces.

It's therefore essential that workplaces have the correct people in place to deal with potentially life-threatening situations and that other staff have a good understanding of how to react in an emergency.

This First Aid at Work Training is the perfect course for workplaces of all sizes, regardless of their industry. Using high-quality video examples, your staff will gain a solid understanding of:

- The need for a first aider to be able to record incidents, prevent cross-infection, understand their role and assess situations quickly to act safely and effectively
- How to administer first aid to those who are; unconscious, choking, burned, wounded and bleeding or someone suffering from shock
- How to administer first aid for minor injuries (cuts, grazes, bruises, minor burns, etc.)
- How to administer CPR and how to use an AED
- As well as how to administer first aid to a casualty with: injuries to bones, muscles, chest injuries, eye injuries, poisoning, anaphylaxis
- Be able to recognise signs of a heart attack, stroke, epileptic seizures, asthma attacks or diabetes and provide first aid

Please note that this online training course does not give you full competency in first aid. It provides general awareness but should not be used as a replacement for practical training.

## Food Allergy Awareness Training

This training is legally required by the EU Food Information for Consumers Regulation in order for allergen information to be made available to consumers. This course is for those producing, selling or handling food.

 **Duration: 30 minutes**

This Food Allergen Training programme has been written for people who work with food; whether it's food production, processing, packaging, distribution, food retail or catering.

Anyone who works with food needs to know about allergens and allergen labelling. They particularly need to be aware of the changes to the rules which were introduced in December 2014. In the UK it's estimated that two million people have an allergy to foods, and over the last 15 years hospital admissions for food allergies have increased by 500%.


As there is no cure for food allergies, they must be managed and the only way to do this is to avoid the foods which cause the allergy. It is therefore important that people with food allergies can easily find out which products contain the ingredients they are allergic to. In order to comply with the new EU FIC Regulations, everyone working in the food industry is required to understand how to make this information readily available to consumers should they need to know.

Our Food Allergy Awareness Training course is the perfect online course for anyone working with food – it's engaging, cost-effective and it only takes 35 minutes to complete!

See also [Food Safety and Hygiene Training – Level 1](#) and [Food Safety and Hygiene Training – Level 2](#).

## Food Safety and Hygiene Training – Level 1

It is absolutely essential that anyone who works where food is made, sold or served has a good understanding of food hygiene and knows how to handle consumables properly.

 **Duration: 45 minutes**


1 in 10 people fall ill each year due to contaminated food. This number would be drastically reduced if everyone working with food completed an approved food safety and hygiene training course – it is essential that anyone who works where food is made, prepared or sold has a good understanding of food hygiene, even if they do not handle food.

Comprehensive Health and Safety training is a legal requirement for those working with consumables: Food Safety and Hygiene Level 1 provides a good understanding of food hazards and food poisoning; covering contamination, personal hygiene and cleanliness in the food preparation area. It also looks at safe storage and waste disposal. Whether you operate in Catering, Hospitality or Retail, this programme explains the hazards associated with poor food hygiene, and what to do to keep food safe. Ensure best practice and work towards legal compliance in just 45 minutes.

Our course is broken down into 3 easy-to-follow sections: the hazards with handling food and food poisoning, personal hygiene and looking at cleanliness and cross-contamination when working with food. We have also developed a **Food Safety and Hygiene Level 2 course**.

## Food Safety and Hygiene Training – Level 2

Food Safety and Hygiene level 2 online training is a legal requirement for anybody who regularly handles food – whether during production, preparation or sale. This Level 2 Food Safety and Hygiene Training builds on and includes our Food Safety and Hygiene Level 1 training.

 **Duration: 60 minutes**

This online Food Safety and Hygiene training is an in-depth course which builds on a basic knowledge of food safety in the workplace – whether in Food Manufacture, Hospitality or Retail.

This programme is aimed at those who are consistently required to handle various types of food in the workplace. It covers all that you need to know about food hazards and food poisoning, with clear explanations of the various ways in which food can become contaminated; personal hygiene; cleanliness in the food preparation area; safe storage; cooking; and chilling.

Once you've completed this eLearning course, you will finish with a Level 2 Food Hygiene Certificate, proving that you understand how to handle food in the workplace. The course also looks at Food Safety Management Systems (including HACCP), record keeping and legal requirements for food premises.

This course is broken down into three sections: the hazards of food (and avoiding food poisoning), personal hygiene and the cleanliness and cross-contamination hazards with food.

This course also works in conjunction with our **Food Allergy Awareness Training programme**.







# Health & Safety Courses

## Food Safety and Hygiene Training – Level 3

This Food Safety and Hygiene Level 3 course covers all the basics and provides a printable certificate upon completion, which demonstrates an understanding of the topic. This course helps you ensure best practice and work towards legal compliance.

 **Duration: 180 minutes**

Comprehensive health and safety training is a legal requirement for those working with consumables: Food Safety and Hygiene Level 3 provides a good understanding of food hazards and food poisoning; covering contamination, personal hygiene, cleanliness in the food preparation area, and the storage and temperature of food. It also looks at waste disposal and food pests.


Whether you operate in catering, hospitality, or retail, this programme explains the hazards associated with poor food hygiene, and what to do to keep food safe.

Our course is broken down into 4 easy-to-follow sections: an introduction to food safety, personal hygiene, cleanliness and cross-contamination, the storage of food and time and temperature controls.

To build on this knowledge of food safety further, you may also be interested in our [HACCP – Level 2 Training](#).

## General Workshop Safety Training

This General Workshop Safety Training programme is for anyone who works in a workshop. It concentrates on general safety awareness, safe working habits and safe operating procedures.

 **Duration: 35 minutes**

This programme is for anyone who works in a workshop.

It's all about working safely, looking at why accidents happen and how they can be prevented.

General Workshop Safety Training is vital to ensuring that your staff follow best practices and remain safe in the workshop. No two workshops are the same, each with different hazards and machinery, this programme concentrates on general safety awareness, safe working habits and safe operating procedures.

In our General Workshop Safety Training programme, we consider specific hazards that may be found in a workshop, such as dangerous


equipment and hazardous substances. As not all hazards are relevant to everyone, these are optional – the information is provided as a pointer to further training that may be needed. For each type of hazard, it explains who needs to know about that particular type of hazard and what the dangers are.

If you work in a workshop you may also be interested in our [PPE Training](#) and/or our [Abrasive Wheel Safety Training](#).

This eLearning course only provides awareness education. Face-to-face training would be needed in addition in order to complete all-round skills and knowledge to be able to carry this forward practically in your organisation.

## HACCP Training – Level 2

All businesses that produce, handle, retail or distribute consumable products are legally required to implement HACCP as a food safety management system. Our level 2 HACCP Training course is CPD accredited and provides essential training for all employees in the food industry.

 **Duration: 35 minutes**

HACCP, or the Hazard Analysis and Critical Control Point System, has been devised to ensure that all businesses involved in the production and sale of food ensure that it is safe for people to consume.

By following the 12 steps to HACCP employers will work towards compliance with legislation requiring them to manage food safety hazards.

Food can become unsafe for a number of reasons so it's crucial to have an understanding of the many factors that can affect food from production to final consumption.

HACCP is an internationally recognised system and it is vital to have a plan in place for the training of all food staff. This HACCP Training course equips learners with the required knowledge to help work towards compliance.

## Hand Arm Vibration Awareness (HAVS) Training

Our Hand-Arm Vibration Awareness Training looks at what employers and employees can do to recognise and reduce exposure to vibration at work – whether in commercial or industrial environments. Minimise the risks associated with long periods of exposure to vibration with our approved and recognised course.

 **Duration: 20 minutes**

Regular exposure to vibration can adversely affect your hands and arms. This online training programme looks at the risks associated with vibration, as well as who's at risk and what can be done to reduce harmful exposure.

Exposure to vibration may not sound dangerous, but the effects can be severely disabling if you ignore the symptoms and carry on without being able to recognise when your exposure exceeds a safe level. This concise and effective training programme will help you to recognise the early warning signs so that something can be done before it's too late and damage becomes permanent.

There were around 635 reports of Vibration White Finger and 260 reports of Carpal Tunnel Syndrome in 2015, which are both contributors to HAVS. Understand your responsibilities as an employee or employer and avoid HAVS with our Hand/Arm Vibration Awareness Training.

This is core Health and Safety training for those involved in Construction and Manufacture or using heavy machinery.


People at risk of Hand Arm Vibration Syndrome may also be interested in our [Personal Protective Equipment Training](#) and/or our [General Workshop Safety Training](#).



# Health & Safety Courses

## Health and Safety Essentials Training

This basic Health and Safety Training programme covers the key areas of Health and Safety that you are legally required to train your staff in. It provides an easy-to-follow but comprehensive introduction to the major topics that will keep your workplace safe.

 **Duration: 40 minutes**

Everyone in your workplace is legally required to have Health and Safety training, and this course provides the perfect introduction to Health and Safety – whether as an induction tool, refresher, or for people changing roles within your organisation. This Health and Safety training gives a good grounding in general Health and Safety at work, helping employees recognise and avoid risks at work and explaining what to do to minimise illness and reduce workplace accidents.

It looks at responsibilities and legal requirements, hazards and risk, safety signs at work, personal protective equipment and workplace emergency procedures such as fire evacuation and calling the emergency services. Health and Safety Essentials briefly covers: fire awareness; slips, trips and falls; manual handling; basic DSE; basic COSHH; and electrical safety. Our courses can be completed in one go or it can be done in bite-size chunks – whatever suits you – the system remembers exactly where you stop, so you can resume where you left off.

Not quite what you were looking for? You may also be interested in [Health and Safety Training for Managers and Supervisors](#) and [Health and Safety Training for Homeworkers](#).

## Health and Safety in Care Training

Our Health and Safety in Care Training course works alongside and helps you understand Standard 13 of the Care Certificate. This Standard touches on the legislation, policies and responsibilities relating to Health and Safety in the Care sector, as well as looking at accidents and sudden illnesses.

 **Duration: 30 minutes**

Our Health and Safety in Care Training course educates users on the legislation surrounding Health and Safety so that both the carer and the people receiving the care are protected.

There are various pieces of legislation that are relevant to Health and Safety in Care. In this course, we will touch on:

- RIDDOR 2013
- The Management of Health and Safety at Work Regulations 1999
- The Regulatory Reform (Fire Safety) Order 2005
- The Control of Substances Hazardous to Health Regulations
- The Manual Handling Operations Regulations
- The Provision and Use of Work Equipment Regulations
- The Lifting Operations and Lifting Equipment Regulations

This training also touches upon how Health and Safety policies and procedures are agreed with the employer, who is responsible for Health and Safety at work and tasks that should be carried out after training. In this course, you will also cover accidents and sudden illnesses. Accidents and sudden illnesses can affect anyone at any time, but the very nature of the care industry means you may often be working with vulnerable people, sometimes with physical and mental disabilities, which can make the chances of an accident or sudden illness all the more likely.





## Health and Safety Training for Homeworkers

Everyone should have Health and Safety training, regardless of if they work in a fixed place of work or they work from home. This course is for people who work at home, some, or all of the time. It's to keep you safe while you're at work, when your workplace is your own home.

 **Duration: 50 minutes**

This Health and Safety Training for Homeworkers programme has been designed to provide a good grounding in general Health and Safety. It's for anyone who works at home, whether it's all of the time or some of the time.

It looks at important areas of safety, including (and much more):

- Avoiding slips, trips and falls
- Fire safety awareness
- Promoting good lifting technique
- Using electrical equipment safely
- Setting up an office area with comfort and good posture in mind to avoid problems such as bad backs


Other areas covered are home security, work confidentiality, first aid, personal safety and the importance of maintaining a good home-work balance.

Just over four million people in the UK class themselves as homeworkers, which amounts to around 14% of the total workforce. Our Health and Safety Training for Homeworkers makes sure that both employees and employers understand their responsibilities.

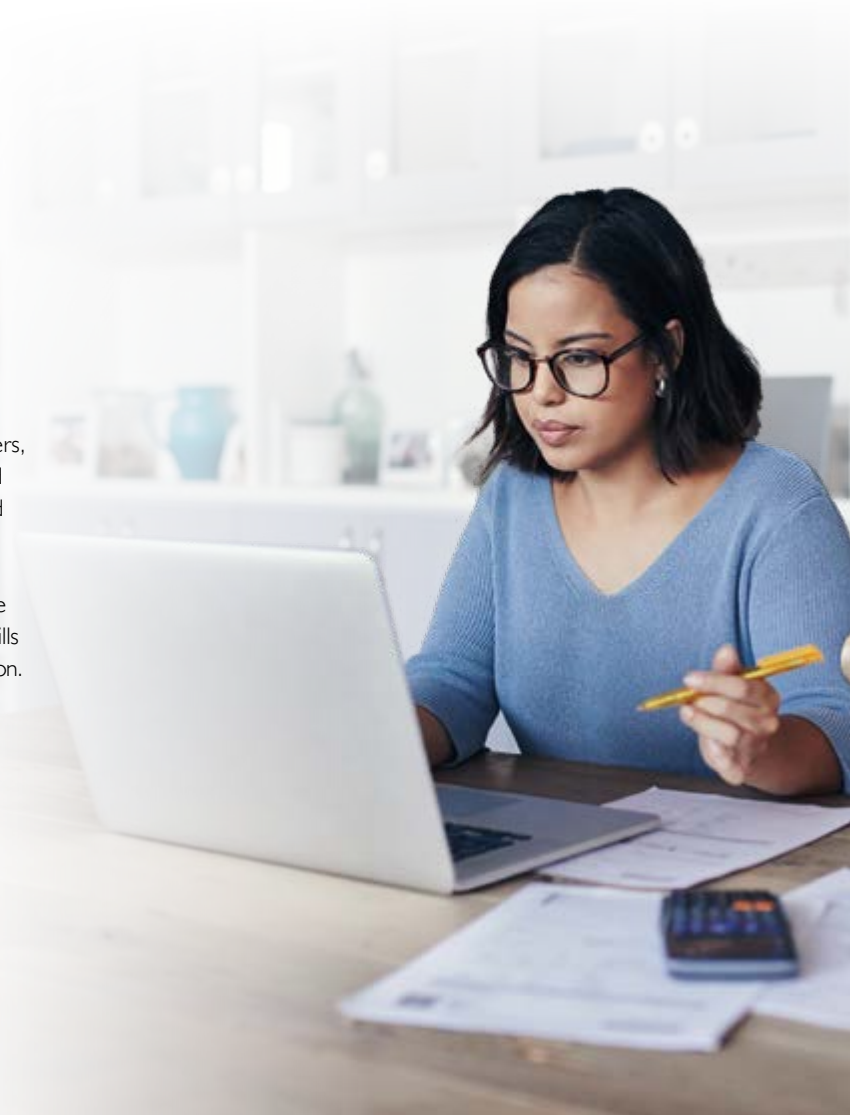
This eLearning course only provides awareness education. Face-to-face training would be needed in addition in order to complete all-round skills and knowledge to be able to carry this forward practically in your organisation.

## Health and Safety Training for Managers

It is an employers absolute duty to have a Health and Safety policy and to share it with staff. In this policy, an employer must ensure that all measures taken protect the health, safety, and welfare of the employee, so far as is reasonably practicable.

 **Duration: 40 minutes**

This online training course for managers teaches the user how to show commitment to Health and Safety law in the UK. The course aims to help the user understand how they can make a safer and healthier workplace, whilst reducing absenteeism.






# Health & Safety Courses

## Health and Safety Training for Managers and Supervisors

Our Health and Safety Training for Managers and Supervisors is an easy-to-follow, easy-to-understand guide for employers and managers who have a responsibility for Health and Safety. Leads through necessary steps and informs about different laws and legislation.

 **Duration: 40 minutes**

This Health and Safety training has been written for employers, managers and supervisors who have a responsibility for the Health and Safety of all personnel within their organisation.

The Health and Safety Training for Managers and Supervisors course is a concise and easy-to-follow guide, which leads Health and Safety managers through the necessary steps to Health and Safety at work and provides information on the different laws and legislation which apply to Health and Safety.

It is a core programme for people who may be new to Health and Safety and want to know what they have to do, but it's also excellent as a checklist for all Health and Safety managers, no matter how experienced.

Health and Safety within an organisation is not only about compliance – effective Health and Safety has many benefits, including safer, happier and healthier employees; a better company reputation; and a lower accident rate. It also helps reduce absences from work and helps to avoid serious accidents at work, so it's important to get it right.

Do you work from home as part of your job? You might be interested in our [Health and Safety Training for Homeworkers](#).

This eLearning course only provides awareness education. Face-to-face training would be needed in addition in order to complete all-round skills and knowledge to be able to carry this forward practically in your organisation.

## Infection Prevention and Control Training

This Infection Prevention and Control Training will help to stop infection spreading in the workplace. It's really important for general Health and Safety that everyone knows what to do to stay safe and keep themselves and those around them healthy.

 **Duration: 30 minutes**

Infection Prevention and Control is a course that will help staff and managers in all work environments understand what they can do to prevent the spread of infections within the workplace.


Once an infection contaminates even a single door handle in your workplace, it can spread around the building within as little as two to four hours: In most workplaces, exposure to infection is an incidental risk, and is one that's not tied to any particular working practice or task, which makes this training applicable to a variety of working environments.

This programme looks at the main infections we are exposed to on a day-to-day basis; what they are, how they are transmitted, who is likely to catch them and most importantly how to prevent the spread of infection. This kind of training is particularly useful to those working in the care industry where staff may be working with vulnerable people, and where infection prevention is a high priority.



## Infection Prevention and Control in Care Training

This Infection Prevention and Control in Care Training is based on Standard 15 of the Care Certificate. This online training course teaches staff about how infections occur and how they as a care worker can break the chain of infection.

 **Duration: 40 minutes**

Our Online Infection Prevention and Control in Care Training explains to those working in care exactly how the chain of infection works, how to break the chain to stop it spreading further and how important your own health and hygiene is when you work within the care sector.

This course will also touch upon hand hygiene, hand washing, disposing of waste, PPE and disposing of sharps.

The ONS (2015) found that more than one in five of the UK population is already over 60. The number of people over 60 is expected to increase from 14.9 million in 2014 to 18.5 million in 2025. With the increase in the ageing population, not just in the UK, but globally, those caring for this population need to ensure that they are fully aware and educated on how to prevent the spread of infection amongst those who might be more susceptible to it.


Standard 15 of the Care Certificate – Infection Prevention and Control in Care – requires staff to:

- Prevent the spread of infection at work

This course works alongside our 14 other awareness courses that make up the Care Certificate Standards.

## Ladder Safety Training

This Ladder Safety Training is your go-to course to help reduce the risk of ladder-related injuries and increase your knowledge and skills. It includes how to select, setup, and use a ladder correctly, as well as conduct pre-checks.

 **Duration: 25 minutes**

Falling from a height is incredibly common and incredibly dangerous, and at least a third of all fall injuries involve ladders. This makes them one of the largest causes of accidents and injuries – both in the workplace and at home; Ladder Safety training is therefore essential.

You don't need to be formally qualified to use a ladder, but you do have to be competent. This Ladder Safety course has been created to help strengthen the necessary skills and knowledge you need to use ladders safely.

There are various types of ladder and you need to make sure that you are picking up the right one for the situation. As well as the set up of a ladder, you'll also need to consider how you dismantle and carry them from location to location.

It's split into four short sections, with each one looking at the Ladder Safety Steps – Ladder Selection, Ladder Pre-Check, Ladder Setup and Ladder Use.

This Ladder Safety Training can be used in conjunction with our [Working at Height Training](#).





# Health & Safety Courses

## Legionella Awareness Training

Designed to highlight the risks of exposure to Legionella bacteria, this Legionella Awareness Training course looks at what to look out for and how to protect your organisation from harmful Legionnaires' disease.



**Duration: 25 minutes**

This Legionella Training programme increases awareness of the dangers of Legionella bacteria and highlights the importance of regular maintenance and monitoring of systems where they may be found.

Designed to help everyone understand the risks of exposure to Legionella bacteria, this course is particularly useful for those who are responsible for protecting an organisation from this kind of bacterial contamination; particularly people who manage, control or monitor the risk of exposure (as well as those responsible for record keeping).

The course looks at what Legionella bacteria are and where they can be found, as well as how Legionella spreads and how these bacteria can affect health – concentrating particularly on Legionnaires' disease and the symptoms to look out for.

Although Legionnaire's disease is usually easily treated with antibiotics, it can lead to long term health problems and even death. Between 2011 and 2013, 84 people in the UK died from harmful Legionella bacteria. Make sure you and your staff know what to look out for and learn how to protect your organisation from Legionella bacteria with our online Legionella Awareness Training course.

## LOLER Training

This LOLER Training course (Lifting Operations and Lifting Equipment Regulations 1998) aims to reduce the chances of any accidents or incidents occurring during any lifting operations in the workplace. The course covers the regulations thoroughly to give you an understanding of how to work towards compliance.



**Duration: 35 minutes**

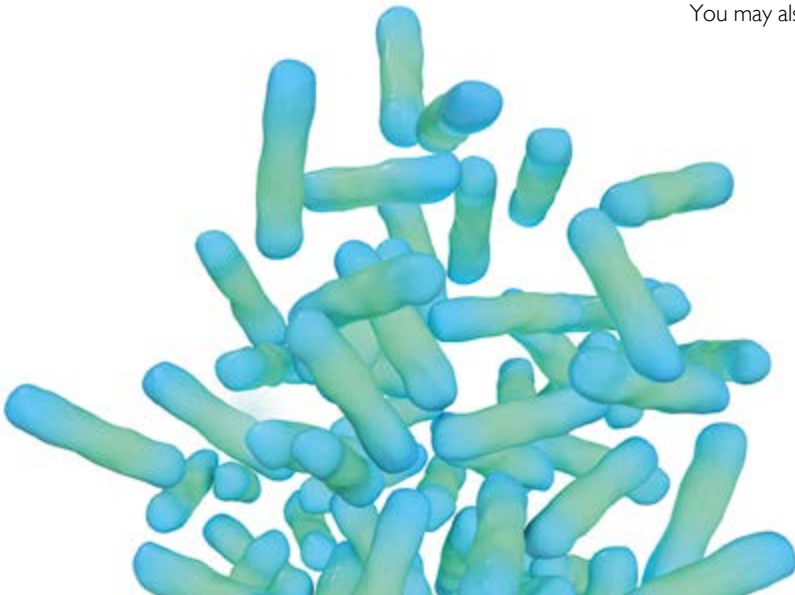
The Lifting Operations and Lifting Equipment Regulations 1998 provide guidelines to show you how lifting operations should take place in the safest possible way. These lifting operations require adequate planning, safe systems of work, constant supervision and thorough examination.

In the UK alone, there have been 61 recorded accidents involving tower cranes, resulting in 25 injuries and nine deaths. The aim of this LOLER Training is to reduce the chances of these figures growing any larger. The LOLER guidelines provide safe methods of work, and we explain in detail how you implement these guidelines into everyday work.

Our LOLER Training course will take you through the fundamental requirements needed in order to work towards compliance with the Lifting Operations and Lifting Equipment Regulations 1998. To assure you of its quality, our course is IOSH approved and will provide you with a personal certificate upon completion.

Our simple and easy-to-follow course is broken down into five sections: defining what exactly LOLER is, choosing what equipment is suitable, where your equipment is set up, planning an operation and the maintenance of the equipment

You may also be interested in our [\*\*PUWER Training\*\*](#).





## Lone Working In the Workplace – Lone Worker Training

Our Lone Worker Training is an essential eLearning course that helps lone workers within a workplace to increase their safety every day; by planning ahead, recognising aggression and learning how to use diffusion tactics.



Duration: 25 minutes

This Health and Safety training programme has been designed to help increase personal safety during a working day – specifically, those working alone or away from colleagues.

It also applies to those whose job requires them to receive visitors, members of the public, customers or patients – in fact, anyone they may not know. Although personal safety at work is something that concerns everyone, lone workers are more vulnerable and at greater risk of violence and aggression.

This course will introduce the topic of personal safety; looking at increasing observation and awareness of other people's behaviour and making sure you have strategies to avoid threatening situations. Although it's hard to believe, around 46% of workers in the UK

consider themselves to be 'lone workers' and they come from various industries, such as housing, social and health, homeworkers, transport and logistics, construction, retail and out of hours work.

Lone working is completely legal, however, employers have a legal obligation to consider risks to Health and Safety. We believe our Lone Working in the Workplace Training to be the perfect solution.

If your job requires you to work away from a fixed workplace, our [Lone Working Out the Workplace Training](#) may be more useful to you.

This eLearning course only provides awareness education. Face-to-face training would be needed in addition in order to complete all-round skills and knowledge to be able to carry this forward practically in your organisation.

## Lone Working Out the Workplace – Lone Worker Training

This Lone Workers Training is a concise Health and Safety course that helps professionals increase their everyday safety when working alone or away from a fixed workplace. The course covers planning, defusion tactics and Buddy Systems.



Duration: 35 minutes

This Health and Safety programme has been designed to help increase personal safety during a working day. It has particularly been designed for people who work alone, away from a fixed workplace and away from co-workers.

Although personal safety at work is something that concerns everyone, lone workers are more vulnerable and at greater risk of violence and aggression.

This course will give you a good grounding in appropriate measures to ensure your personal safety: It looks at increasing observation and

awareness of both your surroundings and the behaviour of those around you; building preparation into your daily routine and providing strategies to avoid threatening situations. Lone Working Out the Workplace Training also looks at what to do if things go wrong and covers how to effectively use buddy and tracing systems.

If you are a lone worker but work alone in a fixed place at work, you might find our [Lone Working In the Workplace Training](#) more relevant. This eLearning course only provides awareness education. Face-to-face training would be needed in addition in order to complete all-round skills and knowledge to be able to carry this forward practically in your organisation.



# Health & Safety Courses

## Manual Handling Training

This Manual Handling Training course teaches you all you need to know about safe moving and handling. Being competent in safe carrying and lifting techniques for the workplace is a legal requirement, and this online Manual Handling course provides everything you need to know. It includes lifting techniques, 'LITE' and 'TILE' and explains the importance of safe manual handling. Correct manual handling is so important to your everyday health, especially if you're regularly lifting.



Duration: 35 minutes

Incorrect manual handling is responsible for more than a third of all workplace injuries that are reported to authorities each year. If manual handling is not carried out properly it can have significant consequences on your health (musculoskeletal disorders), particularly if you carry out manual handling operations regularly.

Maintaining a healthy back is also vital in enabling you to meet the demands of your everyday responsibilities – at work, at home, and during your leisure time. This training equips you with all the tools you need to protect your back whilst conducting a wide variety of manual handling tasks. This course looks at safe moving and handling, the 'LITE' technique (Load. Individual. Task. Environment.), and explains why safe workplace lifting is so important to your everyday health.

Effective Manual Handling Training can help in ensuring best practice and reduces the likelihood of injuries as a direct result of manual handling.

Every employee in every company that regularly carries out manual handling should have effective Manual Handling Training and it doesn't have to be boring, time-consuming or expensive! Just ask us for a free no-obligation trial today!

Not quite what you were looking for? Look at our [Manual Handling Including Tyres](#) or [Moving and Handling People](#)?

## Manual Handling Including Tyres Training

This online Manual Handling Including Tyres training teaches you all you need to know about moving and handling safety and includes a specialised section with specific techniques for moving and lifting tyres.



Duration: 40 minutes

Being competent in safe manual handling is a legal requirement for your workplace, and this course provides everything you need to know – specifically addressing the task of moving and lifting tyres.

This Manual Handling course introduces the importance of safe manual handling in the workplace; essentially, this means the task of moving, lifting and transporting potentially heavy objects. It covers safe techniques for moving and lifting (including LITE), as well as looking at the anatomy of your back – helping you understand why it is so important to adopt best practice for lifting heavy or awkwardly shaped objects.

An estimated 909,000 working days are lost every year due to poor manual handling techniques. Poor manual handling also contributes to around 24% of injuries reported to RIDDOR. Ensure best practices and understand responsibilities for both employees and employers with our online course – it only takes 40 minutes to complete!

This course is an extended version of our best-selling [Manual Handling Training](#) programme, and is particularly suited to those working around tyres; whether it's mechanics, tyre manufacturers or fleet managers.

## Moving and Handling People Training

This online Moving and Handling Training explains the process of moving someone safely and gives step-by-step guidance, showing the most common lifts and moves. This training is ideal for those working in the care sector, where moving and handling people are regular occurrences.

 **Duration: 50 minutes**

This Moving and Handling People course is designed to help you identify and understand the risks of moving patients or elderly residents, as well as teaching you the best ways to move people safely.


Poor moving and handling technique accounts for around 7000 injuries reported within the health services and social care each year, so having the correct training is critical to ensure nurses, carers and staff exercise best practice and carry out their work safely.

This programme will help you to recognise where lifting and moving could be hazardous and shows you the correct steps to lift and move safely. It looks at the person you are helping and what you can do to make sure you've thought of everything before you lift or move them. This kind of Health and Safety training for moving people ultimately aims to reduce the chance of injury when moving people in your care.

Understand your responsibilities and avoid causing unnecessary injuries with our Moving and Handling People Training – get instant access today. Not quite what you were looking for? Look at our [Manual Handling Training](#)?

## Noise Awareness Training

This online Noise Awareness Training course looks at what can be done to recognise and reduce exposure to noise at work. Particularly suitable for those working in Construction or Industrial environments, as well as Hospitality and Leisure professionals.

 **Duration: 25 minutes**

Regular exposure to loud noise can affect your hearing. This noise awareness training programme looks at who's at risk, what those risks are, and how to reduce them.

More than 11 million people in the UK suffer with forms of hearing loss and over 900,000 people are profoundly or severely deaf.

This online course looks at how your ears work to illustrate how delicate they are, how easily they can be damaged, and why noise-damaged hearing loss is permanent. It covers safe noise exposure levels and looks at what can be done to reduce exposure to regular loud noise or to sudden extreme noise.

This training programme will help you to recognise the early warning signs of hearing loss, so that something can be done before it's too late. High-risk environments for noise exposure include construction sites, factories or industrial production lines, and some hospitality venues (nightclubs, live music etc.).

This simple and easy-to-understand course is broken down into three sections: the details of the ear itself and how it works, noise and the responsibilities of employers and the hearing protection you may require.

Due to abrasive wheels emitting high levels of noise, this noise awareness course works perfectly alongside our [Abrasive Wheel Safety course](#).





# Health & Safety Courses

## Paediatric First Aid Refresher Training

This online Paediatric First Aid Refresher Training is suitable for anyone working with children, infants or babies. It's a refresher or introductory course for those with a practical first aid qualification and has been designed to work in conjunction with either our First Aid at Work Refresher or Emergency First Aid at Work Refresher programmes.



Duration: 20 minutes

There are some distinct differences that first aiders need to know about when performing first aid on babies or children that differ from the techniques used on adults – for example, if a child is choking or needs CPR.

This training provides visual demonstrations showing how to perform the primary survey steps D-R-A-B on children/babies as a recap for first aiders.

This training should be taken in addition to either our First Aid at Work Refresher OR our Emergency First Aid at Work Refresher programmes as a full recap for first aiders on what is required of them.

This course looks at DRAB, the recovery position for a child, giving CPR and using an AED on a child or baby and what to do if a baby is choking.





## PPE Training – Personal Protective Equipment

This Personal Protective Equipment Training programme is for people whose job requires them to wear PPE of any type. It highlights the importance of wearing the PPE which has been provided, wearing it correctly and looking after it properly.

 Duration: 35 minutes

This training aims to highlight the importance of using Personal Protective Equipment, as well as what you can do to ensure your PPE continues to provide the protection you need.

Every year there are thousands of PPE-related injury accidents in the workplace; around half of these happen because either no PPE is provided when it should be, or because the equipment supplied is not used or maintained correctly. These accidents are easily preventable if those using PPE understand its importance, and how to correctly maintain it.

This PPE course explains the different kinds of hazards that PPE protects you from, as well covering the different types of Personal Protective Equipment and the laws in place that relate to the provision and use of

PPE at work. It also looks into responsibilities, just because you are wearing your PPE, it doesn't mean you are 100% safe.

Our PPE training is designed to improve the occupational Health and Safety of workers in high-risk environments. Make sure you understand everything there is to know about PPE and understand your responsibilities with our online Personal Protective Equipment Training.

This eLearning course only provides awareness education. Face-to-face training would be needed in addition in order to complete all-round skills and knowledge to be able to carry this forward practically in your organisation.






# Health & Safety Courses

## PUWER Training

This PUWER Training course will take you through what you need to know when it comes to staying safe with the use of work equipment. The course will provide strong guidance towards compliance with current legislation. The course is suitable for anybody who works in manufacturing or construction.

 **Duration: 30 minutes**

PUWER stands for The Provision and Use of Work Equipment Regulations. It provides needed guidelines to demonstrate how you can stay safe when using equipment at work. The regulations place duties on people and companies who own, operate or have any sort of control over work equipment. PUWER also places responsibilities on businesses and organisations whose employees use work equipment.

Our CPD Accredited Online PUWER Training aims to educate you on when equipment is suitable for use, safe to use, inspected properly and accompanied by suitable Health and Safety measures. This course is perfect for working towards compliance with current legislation.

You will find that some types of work equipment are subject to other legislation, such as LOLER (Lifting Operations and Lifting Equipment Regulations). You may, therefore, find our [LOLER Training](#) useful.

## Risk Assessment Training

A key Health and Safety course that teaches you both what Risk Assessments are, as well as how and when to perform them. Understand the benefits of comprehensive risk assessments, and comply with basic legislation.

 **Duration: 35 minutes**

This online Risk Assessment Training is designed to help businesses comply with Health and Safety regulations, as well as learn to and carry out structured risk assessments in the workplace.

Whatever sector your organisation operates in, risk assessments are a crucial part of ensuring employees are safe from harm and that workplace risks are anticipated and reduced as much as is reasonably possible.

By law, every employer must undertake this kind of assessment for Health and Safety risks within their working environment. This course gives a clear, structured overview of what a risk assessment is, as well as explaining each stage of how to perform one in a clear, step-by-step manner.

As well as helping with legal compliance, this course will show you how to assign ratings to workplace risks, as well as put appropriate control measures in place. Minimise the risks to your business and your employees today by getting instant access to our risk assessment training.

Our course is broken down into four sections; why you should assess the risks, when you should assess the risks, the five steps of risk assessment and the risk assessment tool you could use to carry out your assessment. We also offer an [Accident Reporting Training course](#) which complements this course perfectly.



## Sharps Training

This Sharps Training focuses on the dangers associated with sharps, the potential health risks and the handling and disposal of sharps objects. It also looks at The Health and Safety (Sharp Instruments in Healthcare) Regulations 2013 and covers what PPE equipment is available.

 **Duration: 20 minutes**

“Sharps” waste is a form of hazardous waste which includes any objects that are used to puncture the skin. These materials must be handled with care and safety.

Annually, there are 16 billion injections administered both in and out of hospitals around the world. However, there are a large number of needles and syringes that are not correctly disposed of and these could cause harm to others.


The NHS (Southampton) Sharps Safety Policy defines it as needles, sharp-edged instruments, broken glassware, razors, scissors, bones and teeth.

Hence, sharps is not just exclusive to needles as many think. Anything attached to needles and blades is also considered as sharps waste and therefore, needs to be disposed of properly.

There are dangers associated with sharps materials as blood-borne diseases and infections can be passed through them. Some of the diseases connected with sharps materials are Hepatitis B, C and HIV, but are not exclusive to these three. This risk is, logically, higher to those working within the healthcare industry, however, there are risks to people using needles and blades at home and work. The general public can be put at risk too from improper needle disposal from drug use.

## Slips, Trips and Falls Prevention Training

This Slips, Trips and Falls programme is designed to ensure all staff understand why slips, trips and falls happen and what they can do to reduce this risk and avoid workplace accidents.

 **Duration: 30 minutes**

This Slips, Trips and Falls Prevention Training course is designed to give you all the information you need to effectively recognise and control the risks from slip, trip and fall hazards in your workplace.

This particular fall prevention programme is for everyone – employers, safety representatives and employees – because after all, anyone can have a workplace accident.

Slips, Trips and Fall Prevention Training focuses attention on awareness, prevention and personal responsibility; as well as providing a clear step-by-step outline of how to identify and endeavour to minimise this kind of risk in a variety of work environments.

This course also looks at how to perform a comprehensive risk assessment for slips, trips and falls, and at the steps involved in putting appropriate measures in place to help prevent this kind of accident occurring.

Slips, trips and falls can cause serious injury and can even lead to death. It is believed that around 15% of workplace deaths are due to slips, trips and falls – learn your responsibilities, preventative measures and make your workplace a safer one with this 30-minute eLearning course.

This course can be used in conjunction with our [Spill Kit Training](#).





# Health & Safety Courses

## Spill Kit Training: Bodily Fluids

This Spill Kit for Bodily Fluids Training course aims to teach you best practices when handling spillages of bodily fluids. It covers the best way to prevent spillages and how to use the equipment safely. We also look at the potential risks associated with these hazardous spills.



Duration: 15 minutes

Spillage of bodily fluids can pose a large risk to both people and the environment. A spill kit is comprised of various absorbent tools that should be used when there is a leak or spillage of a bodily fluid. They are designed to stop the spillage from spreading further and help start a clean-up process.

Spill kits must only be used in emergencies. Most are comprised of the same base products, which are PPE, materials to stop leakages, waste bags and materials to seal drains. Some workplaces may have multiple sizes and multiple purpose spill kits. When you encounter a spill, the first and most important thing is to protect yourself first. Our Spill Kit Training for Bodily Fluids course looks at what a spill kit comprises of, when it's needed and the procedure to follow when you encounter a spill.

## Spill Kit Training: Chemicals and Oils

This Spill Kit for Chemicals and Oils Training course aims to teach you best practices when handling spillages of hazardous liquids, how to prevent spillages and how to use the equipment safely. We also look at the potential risks associated with these hazardous spills.



Duration: 20 minutes

Spills of significant size can pose a large risk to people and the environment. A spill kit contains various absorbent items that can be used when there is a leak or spillage of a hazardous liquid. They are designed to stop the spillage from spreading further and help start a clean-up process.

There are various sized spill kits that you can buy for your workplace but generally speaking, there are three variations of spill kits: a general purpose spill kit, oil and/or fuel spillage kits and chemical spills.

Spill kits should only be opened in emergencies. Most contain the same base products, PPE (Personal Protective Equipment), materials to stop leakages, waste bags and materials to seal drains. Some workplaces may have multiple sizes and multiple purpose spill kits.


When you encounter a spill, the first and most important thing is to protect yourself first. This Spill Kit Training course looks at what a spill kit contains, when you need to use it and what procedure to follow when you encounter a spill.





## Working at Height Training

Whether you work at height as part of your job or supervise those who do, this Working at Height Training is essential. It covers the basic principles of Health and Safety, the legal obligations of both employers and employees, and it provides best practice guidance designed to keep everyone safe.

 **Duration: 45 minutes**

In the UK, falls from height account for over a quarter of all workplace fatalities, making it the leading cause of death at work. Add to this 43,000 non-fatal accidental injuries and you begin to get an idea of just how dangerous working at height can be.

However, despite being both common and dangerous, falls from height are also completely avoidable. All it takes is a little extra care, planning, and attention to detail and falls from height can be almost entirely prevented; whilst the effects of those that do still occur can be dramatically reduced.

At its core, this Working at Height Training programme takes the requirements of the Working at Height Regulations 2005 and the

best practice suggestions of the accompanying HSE guidance document and creates a course which is simple and concise yet comprehensive, ensuring that everyone understands their responsibilities and how to stay safe.

The course breaks the topic of working at height down into three easy-to-follow sections; the legal responsibilities of both employers and employees; the dangers associated with work at height and how to stay safe; and an in-depth look at the kinds of equipment which might be used, their benefits, and the risks they pose.

Working in confined spaces? You may also be interested in our [Working in Confined Spaces Training course](#), as well as our [Ladder Safety Training](#).






# General Courses

## Administering Medication in Care Training

This Medication Administration Training in Care course is specifically targeted at care workers who look after residents in a care home. It provides an overview of how to manage residents' medical needs; the legal responsibilities involved; and how to deliver, store, and dispose of medication and effectively manage doses.

 **Duration: 30 minutes**

This online Medication Administration in Care course provides essential training to care assistants and general care staff working in both nursing and non-nursing care homes. Participants will learn how to administer and manage medication that aligns with legal requirements to perform the administration safely.

Course participants will understand the needs of an individual before the administration of medication through the online course and will learn the importance of Medicines Administration Record [MAR] sheets. Alongside this, recognising the side effects should a patient have a reaction to some of the medication provided.

By following the guidelines set by The Department of Health, we ensure participants are given the best training possible.

It's the responsibility of Care Home Managers to ensure that their staff are suitably trained – what's considered "suitable training" is at their discretion. This Administering Medication in Care Homes Training course acts as a refresher – or a reminder of the essentials – to be used alongside practical training.

Understanding the needs of patients, safe handling of medications, preparation and recording are all key parts of the Medication Administration in Care Training.

## Administering Medication in Education Training

This Medication Administration Training for schools course is specifically targeted at adults working in the education sector. It provides an overview of how to care for a child with medical needs; the legal responsibilities involved; and how to deliver, store, and dispose of medication and effectively manage dosing by various Health and Safety rules. It's the perfect online course to support practical training.

 **Duration: 40 minutes**

This training is specifically targeted at adults working within the education sector. It provides an overview of how to care for a child as well as their medical needs. As well as this, the legal responsibility that each adult has for a child. Efficiently trained staff will reduce the risk of harm to both students and staff.

By following the guidelines set by The Department for Education and Skills and The Department of Health, we ensure participants are given

the best training. This course will provide a sound knowledge of medication use and touch upon specialist treatments for specific illnesses in children.

It's a great introduction to medication administration in schools or a handy refresher. However, in order to administer medication to children in schools you need formal training from an NHS practitioner, this course is not a substitute for this training.

## Anaphylaxis and Allergy Training for Schools and Carers

This Anaphylaxis and Allergy Training course is for anyone who cares for children, especially those working in the education sector. It offers practical guidance on allergy management and explains how to offer comprehensive support to children with allergies.



Duration: 40 minutes

Children with allergies must avoid their allergens continuously. It's the only way to guarantee their safety and well-being.

This Anaphylaxis and Allergy Training course has been written for people who care for children with allergies. It explains how allergies are triggered, what to look out for with allergic reactions, and how to monitor and treat children with allergies.

It covers allergens, preventative measures, what to do in emergencies and cases of anaphylaxis, and it discusses both the practical and emotional support a child may need on a daily basis.

It's estimated that 50% of children in the UK now have an allergic condition of some sort and whilst some can be much less dangerous than others, all must be taken seriously, especially in schools. Between 6 and 8% of children in the UK also have a proven food allergy, meaning the chances of these children having an anaphylactic shock is very high. Due to the high number of children now having allergic conditions, allergy and anaphylactic shock training are becoming essential for those working in childcare.

Our other courses tailored to those working in schools or childcare include [Children with Diabetes](#), [Children with Epilepsy](#) and [Children with Asthma](#).

## Anger Management Training

This Anger Management Training course aims to educate staff on how to effectively manage their anger, ultimately improving their well-being and relationships as a result.



Duration: 10 minutes

This online course can be completed in as little as 10 minutes and provides the user with a printable certificate upon completion.





# General Courses

## Anti-Bribery Training

This Anti-Bribery Training programme has been designed to be used by anyone who could be exposed to bribery and/or corruption. It explains what bribery is and helps to increase understanding of situations where gifts and hospitality shouldn't be offered or accepted.



Duration: 25 minutes

Bribery is something that happens more often than you may think! In the UK, up to 1 in 4 organisations come under pressure to accept bribes or make illegal payments every year; or lose business to competitors as a result of bribes.

This Anti-Bribery course aims to raise awareness. It explains the four offences that can be committed under The Bribery Act. And it looks at the fine line between gifts and bribes – when is it acceptable to give a gift or hospitality? And when might they be seen as a bribe? It also explains what you should look out for – the signs that suggest that bribery might

be taking place. It looks at what you should do if you've been given, offered or promised a gift or hospitality and think it might be a bribe, or if you suspect someone else is involved in bribery.

The training course uses a clear, easy-to-understand style, supported by excellent graphics and animation. Scenario-style questions are used throughout the programme as examples to test understanding.

This Anti-Bribery Training also works well alongside our [Anti-Money Laundering](#) and [GDPR Essentials](#) titles.

## Anti-Money Laundering (AML) Training

This Anti-Money Laundering Training course aims to increase awareness about money laundering and the laws, regulations and employee responsibilities surrounding it. It particularly concentrates on due diligence and the duty to report suspicious activity.



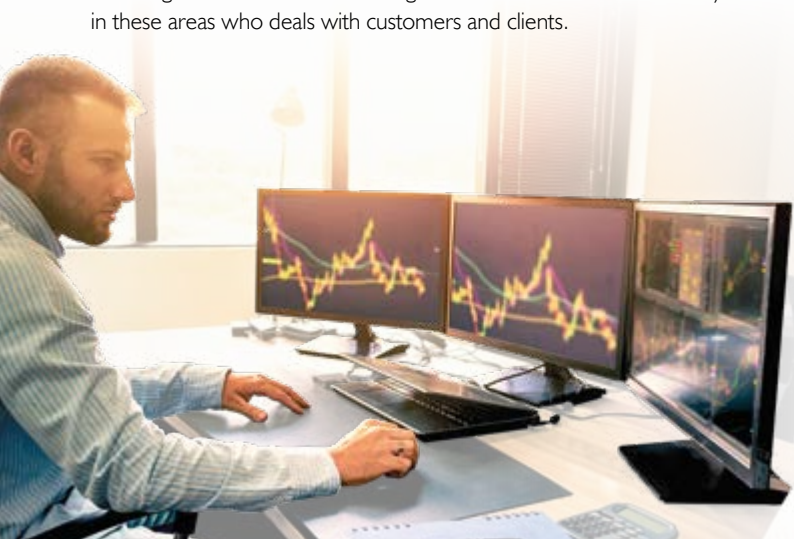
Duration: 30 minutes

It's estimated that over £40 billion is laundered through the UK every year. That's over £100 million every working day! This Anti-Money Laundering Training course is for everyone who works in the financial services sector or anywhere large amounts of money, property or goods are bought, leased, sold or exchanged. It's an essential course for anyone in these areas who deals with customers and clients.

Designed to raise awareness, it explains what money laundering is and how crucial it is for employees to be on the lookout for anything that doesn't look or feel right when dealing with customer transactions.

Upon completion of the course, you'll be able to explain the ins and outs of money laundering and its impacts on financial sectors. You will understand the various laws in relation to laundering crimes and you'll learn about customer verification methods, as well as how to spot suspicious activity.


This Anti-Money Laundering course can be used in conjunction with our [Anti-Bribery course](#).





## Anti-Tax Evasion Training

This Anti-Tax Evasion Training course guides users through the Criminal Finances Act and how they can ensure they work in compliance with it.

 Duration: 30 minutes

Users are given an understanding of their responsibilities under the Act, as well as their employers, what to do if they suspect tax evasion, and how to properly report it.

## Assessing Mental Capacity Training

This Assessing Mental Capacity Training course guides you through the process of assessing a person's mental capacity to make decisions for themselves. It looks at the Mental Capacity Act 2005 and the five key principles involved in assessing mental capacity. It also looks at capacity assessment examples and how to deal with disagreements and complaints.

 Duration: 40 minutes


The course looks at the Mental Capacity Act and the five key principles involved in assessing mental capacity. It explains how to help someone make decisions for themselves. It also takes you through the two-stage test involved in making a capacity assessment if you should need to do so. It looks at who may need help, how to help and the extra support you may need to do this.

A key part of this training is to emphasise the importance of keeping the person at the centre of the decision-making process and acting sensitively.

If you work in the care sector, you may also be interested in our [Deprivation of Liberty Safeguards \(DoLS\) Training course](#).

## Asthma Training for Schools and Carers

This Asthma Training course offers practical support for anyone who cares for children with asthma, it's particularly useful for school staff. It offers comprehensive guidance on how to monitor and manage a child's asthma while they're at school.

 Duration: 50 minutes

Controlling a child's asthma on a daily basis is crucial for their health and well-being.

According to Asthma UK, over 1.1 million children in the UK are being treated for asthma. That's 1 in 11 children, meaning that the average primary school class could contain three asthmatic children. With that said, there has never been a better time for people working with children to undergo training that is required to prevent asthma attacks from happening, be it in schools or elsewhere.

This online Asthma Training for Schools and Carers course has been written for people who care for children with asthma, particularly those who work in schools.

It covers the responsibilities of school staff and management. It looks at asthma triggers and symptoms, medication, school trips, exams, emotional support, and what to do in an emergency such as an asthma attack.

You may also require, or be interested the following courses that we have developed for schools and those working with children:

[Children with Epilepsy Training](#), [Diabetes Training for Schools](#) and [Children with Allergies / Anaphylaxis Training](#).






# General Courses

## Bomb Threats and Suspicious Packages Training

This Bomb Threats and Suspicious Packages Training course is for all employees. It explains how important it is to remain alerted to the possibility of terrorism in the workplace. It explains what to do if a bomb threat is received or if a suspicious package is found.

 **Duration: 20 minutes**

This training course provides guidance to all employees on general day-to-day good practice regarding security...

...putting a strong emphasis on vigilance.

We look at search and evacuation procedures and use a step-by-step guide to explain how to deal with a bomb threat.

We look at suspicious packages, and the tell-tale signs that packages received in the post may have dangerous contents.

Make your staff more vigilant, equip them with the knowledge needed to deal with a bomb threat or suspicious package and potentially save lives with our Bomb Threats and Suspicious Packages Training course. It only takes 20 minutes for each person to complete the course!

## Business Compliance Essentials Training

This Business Compliance Essentials Training course covers the key parts of business compliance and relevant legislation. It provides a comprehensive yet easy-to-follow introduction to the essential areas you need knowledge of to help your organisation stay safe and compliant; including information on Data Protection, Cyber Security, Fraud Prevention, Modern Slavery and much more.

 **Duration: 45 minutes**

Every employee in an organisation should have a solid understanding of business compliance – our course provides the basic foundations of how to work towards compliance with topics including Data Protection (GDPR), Fraud, Money-Laundering and others.


It's the perfect course for new starters or if you're looking to bring staff up to speed with important compliance topics quickly and cost-effectively. This training course offers general guidance that will help employees at all levels to understand their responsibilities under current legislation.

If you are looking to offer your staff more in-depth training on particular subjects, each subject within this course is also available as a full, separate course.



## Communications in Care Training

Our Communication in Care Training course works alongside Standard 6 of the Care Certificate and provides information about why it is important for care workers to understand the importance of effective communication in a care setting.

 **Duration: 30 minutes**

Ensuring effective communication is a fundamental component of providing high-quality care services.

As a care worker, you will need to be aware of a range of different ways communication can take place. Individuals communicate through a range of different methods and these can be either verbal or non-verbal.


Examples of types of communication are:

- Volume
- Tone
- Photos
- Body language
- Facial expressions

Our Communication in Care course teaches carers how to effectively communicate with patients and colleagues in a care setting. It looks at speaking with confidence and conviction, listening to difficult people, identifying your preferred listening style and much more.

## Communication Skills Training

This Communication Skills Training provides staff with the tools they need to overcome potential barriers to effective communication. They will learn more about what communication is, how everyone communicates and the importance of communication in the workplace.

 **Duration: 10 minutes**

This online course can be completed in as little as 10 minutes and provides the user with a printable certificate upon completion.

## Competition Law Training


This audio training course is designed to introduce users to Competition Law, why it is important, and how everyone benefits from it.

 **Duration: 20 minutes**

The course can be completed in just 20 minutes and is the perfect way to equip staff with the knowledge they need to know about Competition Law.

## Confidence Building Training

This online training course on Confidence Building will help staff to understand the positive effects confidence can have at work and will give them tools to improve their own confidence.

 **Duration: 10 minutes**

This online course can be completed in as little as 10 minutes and provides the user with a printable certificate upon completion.





# General Courses

## Consumer Rights Training for Retailers – Digital Content

This Consumer Rights for Retailers Training course offers practical guidance for people who sell digital content. It explains consumer law, customer rights, and the legal standards required. It will help you work towards compliance with the Consumer Rights Act 2015.



**Duration: 35 minutes**

Online resources provide a lot of information for consumers. This includes their rights as customers and the procedures they can follow if they're unsatisfied with digital content they have purchased.

This course has been written for the retailer. It's been created for anyone who sells any type of digital content to the public.

It clearly states a customer's rights in the eyes of the law, and it provides practical guidance on how to deal with customer complaints. It also explains how retailers can make sure their digital content meets legal standards.

Anyone that sells digital content should have a thorough understanding of consumer rights. Our consumer rights for retailers course looks into The Consumer Rights Act 2015 in detail, as well as looking into terms and conditions and how to deal with customer disputes effectively.

Selling goods or services? Take a look at our [Consumer Rights Training for Goods](#) and [Consumer Rights Training for Services](#).

## Consumer Rights Training for Retailers – Goods

This Consumer Rights for Retailers Training course is a practical guide to consumer law and legal standards for people who sell products. It explains what customers' rights are from the perspective of the retailer and can be used in conjunction with our other Consumer Rights Training titles.



**Duration: 35 minutes**

There is a lot of information on the internet for consumers, explaining their rights and telling them what to do to complain about goods or products they buy, but rather less to help retailers.

This course has been written from the perspective of the retailer. It's for anyone who sells goods or products to the public.

It's a practical guide to consumer law. It's all about making sure products meet legal standards and knowing what customers' rights are – in order to stay within the law when dealing with a complaint.


The Consumer Rights Training for Retailers selling goods looks at The Consumer Rights Act 2015 in-depth, terms and conditions between the seller and the customer and how to effectively deal with customer disputes, including the Alternative Dispute Resolution.

We also offer consumer rights training for those selling services and for those selling digital content.



## Consumer Rights Training for Retailers – Services

This training course – Consumer Rights for Retailers – is an essential guide to consumer law for people who provide services. It explains customers' rights regarding the services you provide and the legal standards you must meet.

 Duration: 30 minutes

This course has been written for people who provide services to customers. It explains customer rights from the perspective of the retailer – the person selling the service.

Anyone who provides services to customers needs to understand the legal standards they need to meet and know what their customers' rights are if these standards are not met.

Not meeting consumer rights can result in hefty consequences for businesses. You can be fined by various Ombudsman and/or Regulators,

or have no choice but to give a customer a refund which could result in a loss of profits. You also run the risk of losing loyal customers to competitors if they have experienced poor customer service – poor customer service costs UK businesses more than £200 billion each year.

We also provide consumer rights training for retailers who are selling goods and digital content – [Consumer rights training for those selling goods](#) and [Consumer rights training for those selling digital content](#).

## Creative Thinking Training

This Creative Thinking Training course aims to help users understand why creative thinking is an important skill in the workplace, as well as helping them to understand how they can practice their creative thinking.

 Duration: 15 minutes

This course can be completed in just 15 minutes and it provides the user with a printable certificate upon completion.

## Critical Thinking Training

This online Critical Thinking Training course can be used by all levels of employees and helps the user to better analyse and solve problems using basic logical methods.

 Duration: 15 minutes

Users can complete the course in just 15 minutes and they will receive a printable certificate upon completion.





# General Courses

## Customer Service Training

This Customer Service Training course will help you to provide excellent customer service and improve interpersonal skills. Someone working in customer services will often be one of the first voices that someone hears when contacting an organisation and therefore, they have a huge impact on the first impression that someone has of an organisation; providing good customer service is, therefore, essential.



**Duration: 35 minutes**

Did you know that on average, a happy customer will tell up to nine people about their experience with an organisation, whereas unhappy customers have been found to tell up to 16 people about a bad experience?

Customer service training is, therefore, essential for anyone working in a customer-centric role, who frequently deals with customers. In order for many businesses to thrive, they need to ensure that the customer has the best possible experience with them.

Working in a customer service role can mean individuals are faced with challenging problems that have to be dealt with on the spot. This training course aims to supply participants with the skills required to deal with challenging customers, provide exceptional customer service and retain

customers. It also helps develop skills to appropriately deal with a range of possible situations and handle enquiries effectively while adding value to the customer's experience.

By completing our Customer Service Training course, participants will be able to improve their service skills, regardless of whether their interaction is over the phone, via the computer or face-to-face, these skills will supply you with everything you need to provide the best experience for your customer.

Providing excellent customer service will result in more positive reviews, returning customers and bigger, more frequent sales.

## Cyber Security Awareness Training

This Cyber Security Awareness Training has been designed for everyone to use. It includes some straightforward practical steps that will help to protect computers, networks, programmes and data from unauthorised access.



**Duration: 35 minutes**

Cyber security is a vital part of an organisation's information security measures. Cyber-crime costs UK businesses a lot of money (almost £30 billion per year to be more precise) and causes massive disruption. In fact, each year around half of all UK businesses has at least one security breach. We are all responsible for keeping information safe when using computers and similar devices, so this Cyber Security Awareness Training has been

designed for everyone to use. It includes some straightforward practical steps that will help to protect computers, networks, programmes and data from unauthorised access, helping to safeguard the systems and information we use.

We believe in practising what we preach. That's why we are Cyber Essentials Certified!

## Deprivation of Liberty Safeguards (DoLS) Training

This online DoLS Training explains what needs to be done before a deprivation of liberty can be authorised. It has been designed to be used by anyone who cares for someone who may lack the mental capacity to make decisions for themselves.



Duration: 30 minutes

Depriving someone of their liberty is a major step to take, and this training guides you through the correct process.

The Deprivation of Liberty Safeguards were introduced to help protect a person's rights, as well as protecting them from harm and ensuring any necessary action is taken in a safe, correct and sensitive way.

2015-2016 saw the most DoLS applications ever received by councils up and down the UK since the DoLS were introduced in 2009. 195,840 applications were reported by councils, that means that for every 100,000 adults in the UK, 454 DoLS applications were reported.

This training explains what these safeguards are and the six assessments which must be done before a deprivation of liberty can be authorised. It looks at the differences between restraint, restriction and deprivation and explains why it's so important to have policies in place, follow procedures and keep records. It tells you which forms are required at each point and includes a step-by-step guide to the urgent authorisation procedure.

Caring for someone who you think may lack the capacity to make decisions for themselves? You may also find our [Assessing Mental Capacity Training](#) and our [Safeguarding Vulnerable Adults Training](#) helpful.

## Diabetes Training for Schools and Carers

This Diabetes Training course is for anyone who cares for children with diabetes, especially people who work in schools. It explains how to monitor, treat and care for children with diabetes in all aspects of their school life.



Duration: 40 minutes

Children with diabetes must manage their condition every day. It's vital for their short and long-term health.

Around 35,000 children and young people (under the age of 19) have diabetes in the UK alone, with 96% of children having type 1 diabetes, 2% having type 2 diabetes and the other 2% having rare forms of diabetes or a diagnosis that is not yet defined.

Diabetes is the fastest growing health threat in the UK, since 1996 the amount of people being diagnosed with diabetes has doubled. It is, therefore, becoming essential for people that work in childcare and in schools to receive training on how to support children with diabetes and avoid the risks that come with it.

Our Diabetes Training for Schools and Carers has been written for people who care for children with diabetes. It explains how diabetes works, and what needs to be done to keep a child with diabetes happy, healthy and safe at school.

It covers medication, how to control glucose levels, what to do in an emergency, and how to provide a child with emotional and practical support on a daily basis.

If you work with children you may also be interested in [Children with Asthma Training](#), [Children with Allergies Training](#) and [Children with Epilepsy Training](#).



This Driver Awareness Training course is for anyone who drives as part of their job. It looks at legal requirements and responsibilities involved in being a safe driver. It also covers what to do if you breakdown or have an accident.



This Driver Awareness Training programme aims to highlight some of the daily risks when driving. It's about promoting an awareness of what's going on around you, where the other drivers and road users are, what

It's perfect those driving as part of a commercial fleet or for those who regularly go 'off-site' as part of their job. However, it doesn't have to be used in conjunction with work; It also acts as the perfect refresher for anyone that drives regularly, be it on business or not.





## Drug and Alcohol Awareness Training

This Drug and Alcohol Awareness Training has been designed to equip employers, managers, and employees with the knowledge to recognise the signs and symptoms of substance abuse; to understand the effects addiction has on both physical and mental health; and to make clear the impact substance abuse has on a workplace and their legal responsibilities regarding it.



Duration: 25 minutes

Every year thousands of lives are ruined by alcohol and drug abuse. Private life suffers, health suffers and jobs suffer.

In the UK, thousands of people seek treatment every year for drug and alcohol abuse. Substance dependency is a serious problem which damages the health of individual users, affects their relationships with family and friends, can be dangerous to their colleagues, and even has wider knock-on effects which impact taxpayers and society as a whole.

It results in as many as 17 million lost working days every year, costs £6 billion in productivity, and treatment for alcohol and drug-related health issues and injuries puts a huge strain on an already overstretched NHS.

Just one person in the workplace affected by drugs or alcohol can put everyone at risk; this course aims to raise awareness of substance abuse so that it can be dealt with before it becomes a problem at work.

This Drug and Alcohol Awareness course is intended to raise awareness about substance abuse and the effects it has on users and the workplace, it doesn't replace face-to-face training which is needed in addition to complete the all-round skills and knowledge to be able to carry this forward practically within your organisation.

## DSE Training (Display Screen Equipment)

DSE Training is a legal requirement for anyone who regularly uses display screen equipment. Our DSE Training helps you work towards compliance with The Health and Safety (Display Screen Equipment) Regulations 1992 and helps DSE users avoid RSI, headaches, eye-strain and back problems; all of which are proven to contribute to absenteeism.



Duration: 25 minutes

Anyone who regularly uses a computer legally requires DSE Training, this is also commonly referred to as 'Computer Health and Safety Training' or 'VDU (Visual Display Unit) Training'. DSE also refers to laptops, tablets, TV screens and even smart phones.

It's no wonder this type of training is a legal requirement when you consider the HSE reported that in 2017/18, 469,000 workers suffered from work-related musculoskeletal disorders. Taking just 25 minutes to complete, our DSE training course will show you how to carry out a DSE risk assessment (DSE Risk Assessment included for free), as well as how to better arrange your existing workplace equipment to minimise

common negative symptoms associated with extended periods of time spent at a computer (such as eye strain, backache, etc.).


Whatever the type or size of your company, all your employees who sit at a computer for any part of their working day should have Display Screen Equipment Training. This programme has been designed to increase safety and awareness and to aid compliance with workplace regulations. This training programme ensures that your employees understand how best to take care of their health by ensuring that their immediate working environment is the best it can be.



# General Courses

## Duty of Care Awareness Training

This Duty of Care Awareness Training focuses on Standard 3 of the Care Certificate. This course ensures that employees know what duty of care they have to those receiving care and support in the workplace. Our Duty of Care Awareness Training explains the need to promote well-being and make sure that people in care are kept safe from harm, abuse and injury.

 **Duration: 30 minutes**

The duty of care is a legal requirement and comes with the job role for any care worker. It is part of the code of conduct for healthcare support workers and adult social care workers in England and applies as soon as someone receives treatment or care. Employees also have a duty of care to other workers.

Standard 3 of the Care Certificate – Duty of Care – requires staff to:

- Understand how a duty of care contributes to a safe practice
- Understand what support is available to address issues regarding the duty of care
- Deal with comments or complaints
- Deal with incidents, near misses or errors
- How to deal with difficult situations and confrontations

## Effective Meetings Training


This online Effective Meetings Training course helps users understand meeting etiquette and offers advice on how to improve their participation in all types of meetings.

 **Duration: 10 minutes**

The course can be completed in just 10 minutes and will help users understand how they can contribute to a meeting in order to make it effective.

## Effective Remote Working Training

This Effective Remote Working Training course is aimed at employees who regularly work remotely or work from home. It will provide tools to ensure high levels of productivity and job satisfaction can be maintained, as well as covering the importance of communication for those based remotely.

 **Duration: 30 minutes**

This Effective Remote Working training course covers guidance and tips on how to manage time effectively, set boundaries and identify your most productive times of the day.

It provides an overview of the importance of creating structure to your working day and creating a productive workspace. These include a basic understanding of DSE, manual handling and even employee mental health.


Being a remote worker doesn't mean you are detached from the office, as there are a range of communication methods that ensure you can be reached and be heard. The skills you will learn in this course will help you as a remote worker carry out your role safely and effectively at home or from any alternative locations from the office.

Happy and productive employees will achieve greater job satisfaction so providing the tools to work effectively from home is vital.

Take a look at our [Time Management Training](#) and [Mental Health Awareness Training](#) that works perfectly in conjunction with this course!

## Emotional Intelligence Training

This online Emotional Intelligence Training course has been designed to give staff an understanding of what it means to be emotionally intelligent and why it is important in the workplace.

 **Duration: 10 minutes**

The course can be completed in just 10 minutes and provides a printable certificate upon completion.

## Environmental Awareness Training

This Environmental Awareness Training course is for everyone. It looks at the problems faced by our environment and addresses our responsibilities in the workplace to help reduce negative environmental impact. Show commitment to The Environmental Protection Act 1990 and the Environment Act 1995 with our great environmental training.



**Duration: 45 minutes**

This online, CPD accredited and IOSH approved training course is designed to introduce staff and management at all levels to the issue of environmental responsibility, as well as looking at what can be done to reduce negative environmental impact from our day-to-day activities.

We all know that our environment is under threat and that changes must be made to protect it. In this Environmental Awareness Training programme, we make it clear that it's not just big companies that have a responsibility to make changes – or indeed companies that deal with hazardous materials or waste disposal – it's something that concerns absolutely all of us.

This programme looks at the problems our environment is facing. It looks at our responsibilities and wider environmental awareness, as well as covering the various legislation that relates to environmental responsibility for organisations of all types and sizes.

Equip your staff with the knowledge needed to make your business more environmentally friendly, with our Environmental Awareness Training course!





# General Courses

## Epilepsy Training for Schools and Carers

This Epilepsy Training for Schools and Carers course has been written for anyone who cares for children with epilepsy, particularly people who work in schools. It explains the different types of epilepsy and what to do if a child is having a seizure.



Duration: 45 minutes

In the UK alone, around 64,000 children have epilepsy. That's about one in every 220 children. This means that on average, there could be one child with epilepsy in every primary school and five children with epilepsy in each secondary school.

This Epilepsy Training for Schools title provides the information you need to support a child at school with epilepsy, explaining the different types of seizures, the symptoms and most importantly, what to do to help a child who is having a seizure.

It also looks at the responsibilities, policies and procedures and the well-being of children with epilepsy. The course is split into five sections and includes a step-by-step guide of what to do and what not to do when a child is having a seizure, making it easier to digest and follow.

This Epilepsy Training programme is part of our series for schools about looking after children with health conditions. You might also require, or be interested in, our [Children with Allergies Training](#), [Children with Asthma Training](#) and/or our [Diabetes Training for Schools](#).





## Equality and Diversity in Care Training

This Equality and Diversity in Care Training course works alongside Standard 4 of the Care Certificate and promotes equality and respect for diversity by offering care workers knowledge and advice on understanding individuals needs with confidence.



Duration: 30 minutes

Everyone deserves an equal level of care quality and support to meet their individual needs, but some people could have a disadvantage due to their background and culture.

Care workers must be sensitive to people's needs and have the confidence to discuss individuals' differences to find out how they can best offer care and support.

Standard 4 of the Care Certificate requires carers to:

- Understand the importance of equality and inclusion
- Work in an inclusive way
- Access information, advice and support about diversity, equality and inclusion

Help ensure that your staff show compliance towards the Equality Act 2010 with our Equality and Diversity in Care Training course.

## FGM Awareness and Prevention Training

This FGM Awareness and Prevention Training course provides useful information about Female Genital Mutilation and will help you spot the signs of potential FGM, as well as teach you how to intervene should you suspect a child is going to be subjected to the procedure.



Duration: 20 minutes

FGM is illegal and classed as child abuse in the UK. It is often performed to young girls between the age of four and eight, to ensure it is before puberty. The aim of FGM is to inhibit women's sexual feelings.

FGM stands for Female Genital Mutilation. This is the operation woman face where their genitals are cut out, altered or damaged. This operation does not have a medical reason behind it, it is more often due to cultural or non-therapeutic beliefs. Other terms it falls under are 'female circumcision' or 'cutting' among others.

There are four different types of FGM that are explained in the course and they are often performed by people who are not medically trained (but may have conducted FGM many times before). But outside of the UK,

this may be different, qualified professionals may perform it. Another problem often associated with FGM is that antiseptics and anaesthetics are not often used and this can result in large amounts of pain and sometimes infection.

But the arguably biggest problem with FGM is that due to the age of the girls receiving the procedure, they may not actually consent to it and are forced into it. Additionally, there are not any health benefits for this procedure but they can cause problems for the recipient.


This course aims to equip you with the tools to know what to look for if you suspect a child is going to be subjected to FGM and what you can do to prevent it.



# General Courses

## Fluids and Nutrition in Care Training

Our Fluids and Nutrition in Care Training works alongside Standard 8 of the Care Certificate and provides information on the importance of a balanced and nutritious diet for the elderly in a care setting.

 **Duration: 25 minutes**

What we put into our body is vital to our health and well-being, this is a particular concern for those living in care. It is vital that those living in care get the proper nutrients and diet that they need as (in some cases) they are more susceptible to illness.

As well as knowing what fluids, foods and nutrition patients will need and how to handle food safety, employees in care will also know what signs and symptoms of poor nutrition and hydration to look out for.

Employees will learn the importance of good nutrition and hydration and why it is important for maintaining good health and well-being in care residents. Standard 8 of the Care Certificate – Fluids and Nutrition – ensures that staff:

- Understand principles of hydration, food safety and nutrition
- Help individuals to have access to fluids which sits in line with their care plan
- Help individuals to have access to food and nutrition in line with their care plan



## Fraud Awareness and Prevention Training

This Fraud Prevention and Awareness Training course covers what can be done to protect the workplace from fraud. Whether it is protecting an individual or the business as a whole, preventing fraudulent activity is vital for the ongoing success of any organisation.



Duration: 35 minutes

Fraud can make an individual or group feel unsafe or as if their privacy has been violated. Action Fraud reported in September 2017 that around 272,980 fraud offences (in the UK alone) had been carried out in the previous 12 months.

According to the Fraud Act 2006, there are three types of fraud;

- Fraud by false representation
- Fraud by failing to disclose information
- Fraud by abuse of position

Preventing fraud, while increasing awareness of the topic within your business, can prevent monetary losses (sometimes major ones) as well as prevent delicate and private information being shared and distributed.

This online training will provide you with knowledge on what the signs of fraudulent activity are, what to do if you encounter fraud and how to raise awareness of fraud. There may not be a strict set of rules to follow that will guarantee you or your business do not encounter fraud, but this course will equip you on how best to manage the situation and avoid being a victim of fraud.

## Freedom of Information Act Training

This Freedom of Information Act Training course is designed for those working for public authorities who have to deal with these types of requests. It covers their legal duties and how they can ensure they are working in compliance with them.



Duration: 25 minutes






# General Courses

## GDPR UK in Education Training

Our UK GDPR in Education Training is suitable for those who handle data within the education sector. This course gives an overview of the GDPR in the UK, focusing on its relevance to the education sector and the importance of protecting children's data. The perfect course for nursery, school and college staff.

 **Duration: 40 minutes**

This UK GDPR in Education Training is aimed at anyone working within the education sector and provides an in-depth look at the GDPR, with a specific focus on protecting children's data.


703 data breach incidents at UK academies and other schools were reported to the Information Commissioners Office (ICO) in 2016/17.

This course has been created for employees who are responsible for implementing or managing GDPR/Data Protection in their workplace. This training focuses on Children's data and will give staff an understanding of their responsibilities when it comes to data protection within an Educational institute.

Remember, if you rely on consent in order to carry out any processing activities, only children aged 13 and above can legally give consent. For anyone younger, you'll need parental consent.

## Handling Information in Care Training

This Handling Information in Care Training focuses on Standard 14 of the Care Certificate. This online training course emphasises how important confidentiality is to individuals who receive care. Breaching confidentiality can breach trust between you and a patient and more importantly, leave them susceptible to fraud and cybercrime.

 **Duration: 15 minutes**

Our Handling Information in Care Training focuses on Standard 14 of the Care Certificate. The information of an individual receiving care should only ever be shared when it is necessary. Information should not be shared with family/friends or third-parties without their permission.

This course will touch upon legislation surrounding personal data – the GDPR – how individuals have a right to confidentiality. As well as The Freedom of Information Act 2000, how to handle information in care, care plans and reporting concerns.

Standard 14 of the Care Certificate – Handling Information – requires staff to:

- Describe ways of working and legislation around recording/sharing/storing of information
- Explain why it is important to have secure systems for recording/sharing/storing information
- Show how to keep records up to date, complete, accurate and legible
- Explain how to report if they become aware ways of working have not been followed





## Managing Anxiety Training

This Managing Anxiety Training course provides an introduction to what anxiety is and how differently it can affect different people. It offers simple and memorable CBT ideas techniques for our learners to use in order to better approach, understand and manage worrisome/anxious thoughts on a daily basis – things of which are experienced by us all.



Duration: 25 minutes

In 2018/19, there were at least 602,000 workers who suffered from work-related stress, depression, or anxiety.

This Managing Anxiety Training course provides ideas and techniques to help people to manage their anxiety, this includes belly breathing techniques, strengthening your resilience and ABC forms that help people to highlight how they felt and behaved during an anxiety-provoking event.

CBT, or cognitive behavioural therapy, can play a key part in helping people better manage anxious thoughts.

Recognised by the NHS, here is how they describe the process:

“Cognitive behavioural therapy (CBT) is a talking therapy that can help you manage your problems by changing the way you think and behave. It's most commonly used to treat anxiety and depression, but can be useful for other mental and physical health problems.” NHS.

When users complete our course, we hope that they feel more confident in addressing uncomfortable or upsetting situations, so they can lessen the impact they have on them.

Those who complete this course may also be interested in our [Resilience Training](#) or [Stress Awareness Training](#).

## Medication Awareness Training for Care

This Medication Awareness Training course is specifically targeted at care workers who look after residents in a care home. It provides an overview of how to manage residents' medical needs; the legal responsibilities involved; and how to deliver, store, and dispose of medication and effectively manage doses.



Duration: 30 minutes

This online Medication Awareness Training for Care provides essential training to care assistants and general care staff working in both nursing and non-nursing care homes. Participants will learn how to administer and manage medication that aligns with legal requirements to perform the administration safely.

It's the responsibility of care home managers to ensure that their staff are suitably trained – what's considered “suitable training” is at their discretion. This course acts as a refresher – or a reminder of the essentials – to be used alongside practical training.

Course participants will understand the needs of an individual before the administration of medication through the online course and will learn the importance of Medicines Administration Record (MAR) sheets. Alongside this, recognising the side effects should a patient have a reaction to some of the medication provided.

By following the guidelines set by The Department of Health, we ensure participants are given the best training possible.


Understanding the needs of patients, safe handling of medications, preparation and recording are all key parts of this Medication Awareness Training for Care.



# General Courses

## Medication Awareness Training for Schools

This Medication Awareness Training for schools course is specifically targeted at adults working in the education sector. It provides an overview of how to care for a child with medical needs; the legal responsibilities involved; and how to deliver, store, and dispose of medication and effectively manage dosing by various Health and Safety rules. It's the perfect online course to support practical training.

 **Duration: 40 minutes**

This training provides an overview of how to care for a child as well as their medical needs. As well as this, the legal responsibility that each adult has for a child. Efficiently trained staff will reduce the risk of harm to both students and staff.

By following the guidelines set by The Department for Education and Skills and The Department of Health, we ensure participants are given the best training. This course will provide a sound knowledge of medication use and touch upon specialist treatments for specific illnesses in children. It's a great introduction to administering medication in schools or a handy refresher. However, in order to administer medication to children in schools you need formal training from an NHS practitioner, this course is not a substitute for this training.

## Mental Health Awareness Training

This Mental Health Awareness Training raises awareness of mental ill-health (particularly stress, depression and anxiety), provides tools and guidance for daily well-being-management, and aims to remove the stigma surrounding mental health.

 **Duration: 40 minutes**

Mental Health is a serious subject. Nearly two-thirds of people say that they have experienced a mental health problem and evidence suggests that poor mental health is responsible for almost 13% of all sickness absence days in the UK.

One of the biggest challenges with poor mental health is removing the stigma that surrounds it. Many don't hesitate to seek help for physical pain or problem, yet so many of us ignore emotional and mental health issues – or we feel too embarrassed, confused or scared to talk about them. This Mental Health Awareness Training discusses mental health the way you would a headache or the flu, and it encourages you to take care of yourself as you would a loved one.


This course raises awareness, it explains how to approach mental health and remove stigma; and it also provides simple tools, tips and ideas for day-to-day well-being-management (for yourself and others).

Happy staff equal healthier, more productive and more successful staff. Put simply, good mental health is a win-win for every employee and their organisation.



## Mental Health Awareness Training for Carers and Nurses

This Mental Health Awareness Training for Carers and Nurses aims to break the stigma surrounding mental ill-health in the care industry. It also contains extra resources and a well-being toolkit to manage day-to-day mental health.

 **Duration: 40 minutes**

The sad truth is that workers in the care sector have a suicide rate almost twice as high as the national average. Additionally, workers in this sector are vulnerable to a variety of mental health issues.

In fact, 84% of carers report that they feel stressed, 78% report suffering from anxiety, and 55% report that they have suffered from depression as a result of their work – care workers' mental well-being isn't always addressed or even considered by their employer.

Workers in the profession have some of the most emotionally challenging jobs imaginable. Caring for vulnerable people themselves, they often prioritise other's mental well-being over their own.

Our Mental Health Awareness Training for Carers and Nurses is broken down into four easy-to-follow and beautifully animated sections which aim to educate learners on the various types of mental health problems, the science behind our thinking, and where to go to for external help. The course is suitable for anybody working in the care sector, including doctors, nurses, carers, youth workers, social care workers, therapists, charity workers and volunteers.

## Mental Health Awareness Training for Education Professionals

This Mental Health Awareness Training for Education Professionals (including teachers and other school staff) aims to spread awareness of mental ill-health in primary and secondary schools, colleges and universities and aims to break the stigma surrounding ill-mental health. It also contains extra resources and a well-being toolkit to manage day-to-day mental health.

 **Duration: 40 minutes**

Sadly, 67% of teachers and other education professionals describe themselves as stressed. This statistic only worsens when you consider that 74% of education professionals consider they do not have enough guidance about mental health and well-being at work.

The education sector can be a particularly demanding industry, which can have a detrimental effect on employee well-being. In fact, almost 30% of teachers work more than 51 hours a week, on average.

Teachers and other education professionals are at breaking point and well-being needs to be pushed way up the agenda. Our Mental Health Awareness Training for Education is broken down into four easy-to-follow and beautifully animated sections which aim to educate learners on the various types of mental health problems, the science behind our thinking, and where to go to for external help. The course is suitable for anybody working in the education sector.





# General Courses

## Mental Health Awareness Training for Managers

This Mental Health Awareness Training for Managers is designed to make management teams aware of mental health issues and illnesses inside and outside the workplace. It provides well-being-management techniques and aims to reduce the stigma surrounding mental health at work.

 **Duration: 50 minutes**


Poor mental health is a very serious issue at work. It can have a huge impact on productivity and it can create a negative working environment. Management teams have a duty to recognise and acknowledge poor mental health and they must know how to deal with a variety of situations relating to the topic.

This Mental Health Awareness Training for Managers raises awareness of mental health and it explains different working practices that management can use to offer support to colleagues. It also provides simple and effective tools that can be used on a daily basis for management to enhance both their own and their employees' mental health.

It's not only a moral responsibility to take care of one another at work, it makes financial sense too. For every £1 that an organisation invests in improving the mental health of their staff, they see an average of a £4.20 return!

## Mental Health in Construction Training

This Mental Health in Construction Training programme aims to spread awareness of mental ill-health in the construction sector and break the stigma surrounding it. It also contains extra resources and a well-being toolkit to manage day-to-day mental health.

 **Duration: 40 minutes**

You may be wondering why we've created a Mental Health course specifically for the construction industry. Well, put simply, poor mental health in the construction industry accounts for over 200 suicides per year and this is simply not good enough. The sad and often unspoken truth of it is that construction workers are prone to stress, anxiety and depression for a number of different reasons and these factors are responsible for over 400,000 lost working days each year in the UK.

As a predominantly male industry, there is a 'macho culture' attached to construction sites and workplaces, and this often puts pressure on workers to 'suck it up' and get on with things, even if they are really struggling with a mental health issue.


Our Mental Health in Construction course is split into four easy-to-follow and engaging sections which aim to educate learners on the various types of mental health problems, the science behind our thinking and where to go to for external help. The course also puts a strong emphasis on breaking the stigma surrounding mental ill-health throughout.





## Mental Health, Dementia and Learning Disabilities in Care Training

Our Mental Health, Dementia and Learning Disabilities in Care course works in conjunction with Standard 9 of the Care Certificate and provides awareness training that teaches carers to be aware of mental health conditions, learning disabilities and dementia within a care setting. Standard 9 of the Care Certificate demonstrates that although your job role may not directly require you to work with these individuals, it is important to have an awareness of learning disabilities, dementia and ill-mental health while working in Care.

 **Duration: 35 minutes**

Nearly two-thirds of people say that they have experienced a mental health problem. These can include; depression, anxiety, psychosis. As well as these, both dementia and learning disabilities are more prominent in care settings and care workers will require awareness training so that they are able to identify symptoms and signs of these problems, so that they are able to treat the individual in the correct way, and with compassion. Standard 9 of the Care Certificate – Mental Health, Dementia and Learning Disabilities – ensures that staff:

- Understand the needs and experiences of people with mental health problems, learning disabilities or dementia
- Understand the need to promote positive mental health and well-being for individuals with mental health problems, learning disabilities or dementia
- Understand the need to change care delivery relating to someone who may have a mental health issue, dementia or learning disabilities
- Know the importance of early detection of dementia, mental health needs and learning disabilities
- Understand legal frameworks, policy and guidelines relating to mental health needs, learning disabilities and dementia
- Understand mental capacity

For more information take look at our Mental Health and Well-being courses available. Mental Health Awareness is an essential piece of training for all staff and is just as important as physical health.

## Mindfulness Training


Designed for any level of employee, this online Mindfulness Training course teaches the user how to understand mindfulness and put it into practice.

 **Duration: 10 minutes**

The course can be completed in just 10 minutes and will help users to understand how they can contribute to a meeting in order to make it effective.

## New and Expectant Mothers at Work Training

This comprehensive online New and Expectant Mothers Training programme provides both employers and employees with everything they need to know about returning to work post pregnancy and considerations for expectant mothers.

 **Duration: 50 minutes**

It's important that the workplace is safe for everyone but special consideration must be made for the safety of new and expectant mothers at work.

Every year around 350,000 women in the UK continue to work after becoming pregnant and around 250,000 return to work after having their baby.

This New and Expectant Mothers Training course has been designed to be used by employers, managers, expectant mothers and women returning to work after having a baby. It looks at the increased risks that pregnant women and new mothers may face and it looks at dealing with these risks in practical terms in the workplace. It also looks at the risk assessments that need to be carried out and looks further into maternity rights, leave, pay and maternity allowance – all things that need to be considered.


In 2016 the Citizens Advice Bureau reported that it had seen a 58% increase in maternity leave queries in just two years – help your staff be prepared to answer these types of queries with our New and Expectant Mothers at Work Training.



# General Courses

## Person Centred Care Training

Our Person Centred Care Training course works alongside Standard 5 of the Care Certificate and explains how to work with an individual to plan for their care and support effectively.

 **Duration: 30 minutes**

Person-centred values tell you how to work in a person-centred way. Generally, there are six recognised values for person-centred care and they are:

- Care
- Compassion
- Competence
- Communication
- Courage
- Commitment

Alternatively, the six Cs help you to understand that each individual has to be placed at the centre of their care and support plans. The plan must fit the individual, rather than the individual being made to fit an existing routine. This is also known as Person Centred Working.

Our course effectively explores the key principles and will enable carers to work in a 'person-centred' way. The course includes the legal and regulatory framework, the Care Act, tools to support person-centred approaches and risk enablement.

## Personal Development in Care Training

Our Personal Development in Care Training course works alongside Standard 2 of the Care Certificate and provides information about why it is important for care workers to set goals for themselves in order to develop their skills and make the most of their talent within a care setting.

 **Duration: 20 minutes**

Personal development is a professional process that begins at work with the clarification of your objectives and targets and is accomplished by achieving goals that you have set yourself in order to make the most of your potential.

Standard 2 of the Care Certificate states carers must:

- Agree on a personal development plan with their employer
- Develop their knowledge, skills and understanding


The easiest way to keep track of the development of an employee is through a Personal Development Plan (PDP) – an action plan that helps you organise, identify learning and development needs to help you accomplish day-to-day tasks more efficiently, and then tracks the progress.

Most PDPs cover a 12 month period – so it is best practice to assess your goals annually.



## Prevent Duty Training

Our Prevent Duty Training course aims to educate those working in Education on their duty in the Counter-Terrorism and Security Act 2015 and to prevent children from being drawn into terrorism and radicalisation. It will also equip staff with the right tools to deal with any direct threats of radicalisation or terrorism.

 **Duration: 20 minutes**

In today's landscape, Prevent Duty is an essential training topic and is something that should be regularly reviewed at schools and other institutes of education. For those teaching children of a younger age, educating children on British values and their rights can help children to challenge and argue extremist views, assisting their personal, social and emotional development and understanding of the world.

Prevent Duty should not stop children debating extremist views. It is just part of the wider safeguarding duties of those working within education and childcare to ensure that children are not subject to acts of extremism or radicalisation.


By protecting children from these threats, children could be protected from further harm associated with terrorism, for example, drugs, gangs, neglect and abuse. Ofsted common inspections framework makes reference to the need of safeguarding arrangements to prevent radicalisation and extremism. Different settings may result in different requirements.

Statutory guidance on Prevent duty can be put into four sections:

- Risk assessments
- Working in partnership
- Staff training
- IT policies

## Privacy and Dignity In Care Training

This Privacy and Dignity in Care course focuses on Standard 7 of the Care Certificate and aims to educate those working in care on how both privacy and dignity can be respected and protected within a care setting.

 **Duration: 20 minutes**

This Privacy and Dignity Training course is an effective way to learn how to provide personalised care to individuals while making sure that they remain in control of their own care plans where possible. You should help them to be independent where practicable while respecting their privacy and dignity.

In the Care Certificate, privacy is defined as 'giving space to someone when and where they need it' or 'treating personal information confidentially'.

Dignity can be defined as 'focusing on the value of every individual, including respecting their views, choices and decisions', 'not making assumptions about how they want to be treated', 'working with care and compassion' 'communicating directly with the individual whenever possible.'

Standard 7 of the Care Certificate – Privacy and Dignity – requires staff to:

- Understand the principles that underpin privacy and dignity
- Help individuals maintain privacy and dignity in care
- Support individuals to make choices
- Support them in making choices about their care
- Understand and support active participation
- Support individuals in active participation in their own care





# General Courses

## Problem Solving Training


This online Problem Solving Training course has been designed as a starting point for improving an individual's understanding of problem solving and its importance.

 Duration: 10 minutes

The course can be completed in as little as 10 minutes and will ultimately help them improve on this highly-valued skill.

## Project Management Essentials Training

This short online training course gives the user an essential breakdown of what it means to manage a project, how to go from an initial idea to a finished product, and how to manage a project effectively.

 Duration: 15 minutes

The course, which can be completed in just 15 minutes, offers the user practical advice that can be used inside and outside the workplace.





## Recognising Your Value Training

This course on Recognising Your Value will use the Japanese philosophy of Ikigai, this philosophy can be roughly understood as the purpose or meaning of someone's life. This course will help staff to start their own journey of discovery.



Duration: 10 minutes

This online course can be completed in as little as 10 minutes and provides the user with a printable certificate upon completion.

## Resilience Training

This online Resilience Training course will provide your staff with the tools needed to build resilience in order to better manage challenges and maintain good personal well-being in the face of adversity. It includes the 'Five Pillars of Resilience' and is a simple yet effective course that is suitable for all levels of staff.



Duration: 35 minutes

A study conducted by CV-Library, surveying over 300 UK employers, found that 57% of employers see resilience as a key skill for candidates.

**PositivePsychology.com** defines resilience as "Resilience is that ineffable quality that allows some people to be knocked down by life and come back stronger than ever. Rather than letting failure overcome them and drain their resolve, they find a way to rise from the ashes."

Effectively, resilience is the ability to be able to bounce back from difficult situations.

Our online Resilience Training course will educate your staff on what resilience is, the importance of this skill, how it applies to the workplace, and it touches upon common barriers to building resilience and how they can be overcome.

This course also focuses on the five Pillars of Resilience:

- Emotional Well-being
- Future Focus
- Inner Focus
- Physical Health
- Healthy Relationships

Resilience isn't necessarily something a person is born with. Anyone can develop resilience, as long as they have the tools and are willing to put in some time and commitment. Strengthening your resilience is just like strengthening your muscles – you need to work on it consciously and regularly and you'll reap the rewards.

## Responding to Change Training

This online Responding to Change Training course is designed to enable employees to feel prepared and more comfortable when handling change. Additionally, the course aims to help the user become more open to embracing change, whether it be in a professional or personal setting.



Duration: 10 minutes

Upon completing the course, the user will be presented with a certificate of completion.



# General Courses

## Returning to Work Training

Our Returning to Work Training course looks at what you and your organisation can do to make sure that returning to work after an extended period of time goes as smoothly as possible. It touches upon what can be done beforehand; how to handle the first few days back; policies and procedures to consider; and how to maintain focus and motivation.



**Duration: 25 minutes**

There are many reasons an employee may have had an extended period of time off work.

Everyone's circumstances and experiences differ, but whatever the reason an employee has been away from the workplace, the thought of returning for some may feel overwhelming or daunting. They may be excited about seeing their work colleagues again and picking up from where they left off, but on the other hand, some may be concerned, or be worried that they're not quite ready to go back.

Going back to work can be particularly challenging for people who already suffer from anxiety or other mental ill-health problems. It may even be overthinking about going back that's the problem, not the actual return to work itself. Yet, when we embrace change, we often surprise ourselves and cope much better than we expected!

With that in mind, this course looks at a few practical things that employers and returning staff can do to make the transition as smooth as possible.

## Returning to Work (during and after COVID-19) Training

This Returning to Work course helps employees transition back to work in light of COVID-19; whether they have been working from home for an extended period or after being furloughed. It covers things that can be considered before returning, and also looks at what you can expect on their first few days and weeks back at work.



**Duration: 25 minutes**

2020 is the year that everyone's 'normal' changed! Within the space of about a month COVID-19, or the Coronavirus, changed our lives, including our working lives, almost beyond recognition. With social distancing stopping all but key workers from going to work, almost everyone has been affected in some way.

Whether you are soon to return to work, or even if you already have, this training course can offer workplaces some guidance and some simple steps that can be taken to ease you into a new normal.

This online course looks at return-to-work catch-ups, risk assessments, team communication, handling concerns/anxiety in connection to COVID-19, policies, and practices to consider (i.e. social distancing), what to expect from managers during this time, and a few practical suggestions for handling pressure, finding focus, staying productive, and adjusting to 2020's new normal.

It doesn't matter how long an employee has been away from the workplace – going back isn't always easy. For many people, it's a positive and exciting time – a step towards regaining a sense of normality, but for others, it can be daunting. There's no right or wrong way to feel – it's natural to have some concerns, but it's how the return is handled that can make all the difference, both to the employee and your organisation.

## Safeguarding Children Training

Safeguarding Children is all about protecting children and keeping them safe from harm. This Safeguarding Children Training has been designed for anyone who comes into contact with children, either through their work or through volunteering. It doesn't matter how frequently you work with children, training is essential.



Duration: 55 minutes

Safeguarding children is about protection and keeping them safe from harm. It's about promoting their health and welfare and helping them to grow up in a safe and supportive environment.

It's estimated that for every child identified as needing protection from abuse, another eight are suffering abuse in hidden view. It is, therefore, becoming increasingly important for those working with children to be able to identify and deal with child abuse.

This Safeguarding Children Training programme covers the difficult subject of child abuse; the different types of abuse, how to recognise the signs and how to correctly and discreetly report concerns. It also looks at the importance of speaking up and acting quickly.

The course addresses the four 'R's of child protection – Recognise, Respond, Report and Record to help to explain the safeguarding process – and is particularly suited to those working in the Education (see our [Safer Recruitment in Education Training](#)), Care and Leisure sectors.

You may also be interested in our other course, [Safeguarding Vulnerable Adults](#).

## Safeguarding Vulnerable Adults (SOVA) Training

Safeguarding Vulnerable Adults is a course for anyone who works with, helps, or supports adults at risk. It covers the signs of abuse and explains what to do if you suspect something is happening to a vulnerable adult. It's all about sensitive handling and timely intervention.



Duration: 35 minutes

Safeguarding Of Vulnerable Adults (SOVA) is a training programme about protecting vulnerable adults and keeping them safe from harm. It's about recognising the signs of abuse and knowing what to do.

Safeguarding is not something that is done in seclusion, and this training highlights the importance of all the relevant services working together in a 'partnership of care'. It also highlights the importance of the individual – a 'person-centred' approach.

This training explains the seven major forms of abuse and gives step-by-step guidance to deal with abuse; including raising an alert, making a referral and what to include in a written report. It's essential to act quickly if you think abuse may be happening – the quicker it's spotted, the quicker something can be done about it.

Working with children? You may also be interested in our [Safeguarding Children Training](#).



# General Courses

## School Trips Training (For Organisers and Support)

This School Trips Training course is for the person who organises a school trip or for anyone who helps out, these people may also be known as an Educational Visits Coordinator. It takes a practical look at some of the things which must be considered when planning and delivering school trips, both in the UK and abroad.



Duration: 45 minutes

In this School Trips Training for Organisers and Support programme we take a look at some of the things that must be considered when planning and delivering school trips, both in the UK and abroad.

School Trips for Organisers and Support Staff is a programme for the person who organises the trip, or anyone who helps out on a trip, including school staff and non-school staff acting as volunteers and helpers.

It may seem that there's a lot to think about when planning a school trip, but this programme has been written as a guide to the process. It will support any procedures and guidelines already in place in a school, and will explain how to practically manage the risks associated with leaving the classroom.

There are two programmes on School Trips. This is the second. The first programme is **School Trips Training for Management** (the people in a school who are responsible for school trips). We recommend that the person organising a trip should do both courses.

## School Trips Training for Management

This training programme is for a School Management Team, the people in a school who are responsible for school trips. It's all about making sure that school trips are carefully planned, appropriately risk-assessed and well managed.



Duration: 30 minutes

This School Trips Training for Management programme looks at how the risks associated with School Trips are managed, and who is responsible for making sure this is done. It also looks at legal requirements, costs, contributions and consent. It's all about making sure that school trips are carefully planned, appropriately risk assessed and well managed.

In the past, the HSE have prosecuted schools that showed "recklessness or a clear failure to follow sensible precautions" whilst on school trips. Keep your students and staff safe when on school trips and avoid any Health and Safety breaches with our school trips training programmes.

There are two programmes on School Trips. This is the first. This one is for the Management team – the people in a school who are responsible for school trips.

The second programme is for the person who organises the trip and is also useful for anyone who helps out on a trip, including school staff and non-school staff acting as volunteers and helpers. The person organising a trip should do both courses.



## Setting Goals Training

This online bitesize training course is designed for the use of everybody.



Duration: 10 minutes

Designed to help the user understand the importance of setting goals and best practices on how to achieve those goals, this training course can be completed in just 10 minutes.

## Social Media Awareness Training

This Social Media Awareness Training course explores how social media might be used at work, and also when it shouldn't be used. It is designed for the use of all employees.



Duration: 15 minutes

The course can be completed in just 15 minutes and provides a printable certificate upon completion.

## Speaking Confidently Training

This online training course has been designed with the intention to help users speak more confidently in any setting.



Duration: 10 minutes

The 10 minute course will help the user understand what it means to speak confidently, why it is important, and how to practice speaking confidently.

## Stress Awareness Training

Our Stress Awareness Training course is for everyone – employers, safety representatives and employees. It has been designed to take positive steps to help identify and prevent stress at work.



Duration: 30 minutes

Stress is something that can affect all of us – it's something that can contribute to a great many illnesses, and more working days are lost due to stress than for any other single reason.

Our Stress Awareness in the Workplace training course shows you how to take positive steps to prevent stress; it looks at how to stay in control when the pressure is mounting and highlights the tell-tale signs to help you recognise problems before they become serious. It also provides strategies to put in place to prevent pressure getting out of control – suggesting ways to change daily routines and learned behaviours to allow a better and more productive working life.

Statistics show there are around 526,000 cases of work-related stress in Great Britain each year, with nearly 12.5 million working days lost – that's over three weeks for each case. If you think that your staff may be susceptible to stress, allow our Stress Awareness Training to help you recognise and combat the signs of workplace stress.

This course is suitable for all levels of staff including management and employers. It also works well alongside our [Mental Health Awareness course](#).

To date, we've helped over 80,000 people become more aware of workplace stress – both in themselves and in colleagues.





# General Courses

## Time Management Training

This Time Management Training course has everything you need to take back control over your time. It will help you plan where you want to be and effectively manage your time so you can focus on getting there, whilst offering useful tips and strategies for avoiding distractions along the way.



**Duration: 25 minutes**

Time is our most precious resource, once it's gone it can never be recovered. Yet despite this we're not very good at using it wisely. It's estimated that as much as 80% of our time is spent dealing with trivial tasks, or simply wasted as we keep putting off that all important work we really should be doing.

This Time Management course will equip you with the tools you need to take control over your time so you can spend longer doing the things that really matter. It will teach you how to effectively plan your goals, manage your schedule, and avoid distractions and the pitfalls of procrastination. There's no one-size-fits-all approach to time management so this course offers a number of different tips and strategies for you to choose from, so no matter your working style, there'll be something for you.

## Understanding your Role in Care Training

This Understanding Your Role in Care Training focuses on Standard 1 of the Care Certificate. This online training course will provide awareness on your role, behaviours and standards of work that are expected from you in your job role.



**Duration: 25 minutes**

Our Understanding Your Role Training course aims to provide awareness to help make sure employees know what is expected from them in their job role but also what is not included in your role. Job descriptions will give a good overview of your role but will often not list every task that is expected from you.

The possible responsibilities that might be included in your job role are: providing care and support, working as part of a team, contributing towards activities or respecting confidentiality. As an employee, it is important to understand your company's values, aims and objectives.

Standard 1 of the Care Certificate – Understanding your role – requires staff to:

- Understand their own role
- Work in ways that have been agreed between them and their employer
- Understand working relationships in health and social care
- Work in partnership with others

## Working in Licensed Premises/Bar Staff Training

This Bar Staff Training course (Working in Licensed Premises) is for anyone who works anywhere alcohol is sold or served. It includes a step-by-step guide to the Age Verification process and explains how to refuse to serve someone.



Duration: 60 minutes

Alcohol can be a big problem – it's responsible for thousands of accidents and incidents every year in the UK – road accidents, violent crimes, acts of domestic violence and accidents both at home and at work; and it's responsible for a fifth of all suicides.

It's clear why the sale and supply of alcohol must be controlled and why alcohol licensing laws are necessary.

This course is for anyone who sells or serves alcohol. This could be from licensed premises, club premises or at temporary events. It's all about staying within the law when selling or serving alcohol.

It looks at public safety, protecting children and it covers the importance of preventing crime, violence, disorder and nuisance behaviour. It also includes a step-by-step guide on checking identification.

Minimise the likelihood of incidents happening in your licensed premises, keep your employees safe and make sure they are equipped with the knowledge to effectively deal with any incidents that might occur as a result of alcohol or drug use with our Bar Staff Training programme.

People working in licensed premises may also find our [Drug and Alcohol Awareness Training](#) useful.





# HR Courses

## Bullying and Harassment Training

This Bullying and Harassment in the Workplace training course is for all employees. It provides practical steps and conscientious guidance to help prevent, identify and confidently confront bullying and harassment at work.



Duration: 15 minutes

Your workplace should be an environment in which you feel safe, happy and comfortable to work to the best of your potential. Bullying and Harassment should not be tolerated under any circumstances.

This online course has been created to help every employee identify, prevent and tackle this negative behaviour, with the aim of removing it from the workplace altogether.

It gives this subject the sensitivity it needs whilst providing practical steps that can be used to combat bullying and harassment. This course also focuses on preventing this negative behaviour – employees will learn how to create a positive culture in the workplace.

According to a recent report carried out by YouGov, almost a third (29%) of people are bullied at work, causing 36% of victims to quit their role, whilst 46% of victims said it 'adversely' affected their performance at work. Make sure you can identify signs of bullying and prevent it from happening in your workplace with our Bullying and Harassment at work training.

It also works in conjunction with our [Bullying and Harassment Training for Managers course](#) and our [Equality and Diversity Training](#).

## Bullying and Harassment Training for Managers

This Bullying and Harassment in the workplace training course is for the leaders and managers in your organisation. It will help management to create a positive culture by providing practical guidance for preventing, handling and tackling bullying and harassment at work.



Duration: 30 minutes

Having a positive workplace culture is crucial to attracting and retaining respectful, hardworking and skilled employees.

And this starts with you – the leaders and management. There is no room for bullying and harassment in the workplace, it shouldn't happen under any circumstances.

This Bullying and Harassment Training course has been designed for you to learn how to best manage your team. We take you through it all – identifying, preventing, handling and combating negative behaviour in the workplace.

This course covers informal approaches, formal policies and procedures, legal considerations, and the harmful effect that bullying and harassment can have on your business.


It also looks at the fine line between bullying and strong management, and how management can avoid crossing that line.

This course works in conjunction with our [Bullying and Harassment in the Workplace – Employees course](#).



## Conflict Resolution Training

This CPD accredited Conflict Resolution Training course is for everyone. It provides the most effective techniques and strategies for handling and resolving conflict in the workplace. Conflict can occur in any workplace, this course is, therefore, suitable for all industry sectors.

 **Duration: 30 minutes**

Conflict is part of our daily lives and it can have a very negative impact on our relationships. However, well managed conflict can bring about positive change. It has been found that 85% of employees deal with conflict at work at some point, and 29% of employees deal with it almost constantly.

The ability to communicate successfully is among the most sought-after soft skills in the workplace, whether you're dealing with the differences or demands of your employees, colleagues, managers, suppliers or clients. Conflict can arise in any organisation and in any industry – anywhere where people who have different beliefs, opinions and ways of working are sharing the same space! Whether it's just two individuals or a group of people.

A conflict that is handled poorly, or not handled at all, can cause irreparable damage to your organisation's productivity and reputation. Hence why Conflict Resolution Training is essential for giving you the best strategy for dealing with conflict.

## Disability Awareness and Inclusion Training


This online training course has been designed for the use of all levels of employees and aims to provide the user with a better understanding about the equal opportunities those with disabilities should be given.

 **Duration: 55 minutes**

The course is broken down into three sections that can be completed in under an hour. The user will be provided with a printable certificate upon completion of the end-of-training test.

## Equality and Diversity Training

This Equality and Diversity Training course covers the Equality Act 2010 and introduces the protected characteristics, discrimination and unfair treatment within a professional environment. The UK becomes more culturally diverse each year and as such, so do workplaces. Equality and Diversity Training is, therefore, becoming an essential part of training for all workplaces.

 **Duration: 30 minutes**

Equality and diversity is all about treating people fairly and with respect, no matter what their differences may be.

This Equality and Diversity Training programme looks at how we behave at work and how our behaviour may affect those around us. It addresses unacceptable behaviour, stereotyping and discrimination as well as introducing characteristics protected by The Equality Act – suggesting ways in which to build a more supportive, harmonious workplace.

An open and inclusive workplace has many benefits – both to the organisation and to individuals; such benefits include an increase in morale, better staff retention and improved company reputation. Where employees are treated fairly and with respect, this will be reflected in their work – with better working environments leading to better overall performance and productivity.

This is why we believe our Equality and Diversity Training is the perfect solution – it can be completed online in under an hour, it provides printable certificates, helping you to show commitment to the Equality Act 2010.






# HR Courses

## GDPR EU Essentials Training

This EU GDPR Training course is for everyone who handles personal data. It provides a broad understanding of the General Data Protection Regulation, or GDPR which is all about keeping personal data safe and protecting the interests of the people whose data it is. To date, we've helped over 400,000 people work towards EU GDPR compliance. If you're a business operating in the UK, our 'UK GDPR' courses will be more relevant to you.

 **Duration: 35 minutes**

After concerns were raised about the 'control' of personal information within the EU, it was decided that a regulation should be put in place to give control back to the citizens.

The GDPR regulations were enforced on 25 May 2018, this GDPR Training programme is an ideal way of teaching staff about the new regulations in an engaging and practical way.

Our GDPR Essentials Training will teach you about the fundamental requirements needed to comply with the General Data Protection Regulation. Our course is CPD accredited and provides certificates upon completion, helping you to comply with the GDPR.

If you make decisions about collecting, storing, and using people's personal data? You might be interested in our [EU GDPR Training for Management](#).

## GDPR EU Refresher Training

Want to refresh your GDPR Training? This EU GDPR Refresher course is the perfect course for those who have already undertaken EU GDPR Training, or have a good understanding of the GDPR and are in need of a refresher programme to recap their understanding of the regulation and work towards compliance with the principles of data protection.

 **Duration: 15 minutes**


After helping over 350,000 of our learners work towards GDPR compliance through our Essential GDPR Training and GDPR Training for Managers, we created this refresher course to help learners refresh their knowledge on the regulation in a shorter amount of time, whilst still making sure none of the critical parts of the regulation are missed.

Our course is split into three, easy-to-follow sections, helping learners to understand personal data and how it should or shouldn't be used, the principles of data protection and integrity and confidentiality.



## GDPR EU Training for Management

This EU GDPR Advanced Training is ideal for Management and is your one-stop guide to everything you need to know about the latest change in data protection law. It explores the principles of the regulation, providing you with all the information you need to make sure you're compliant. If you're a business operating in the UK, our 'UK GDPR' courses will be more relevant to you.


 **Duration: 40 minutes**

Every country in the EU has its own data protection laws. This means that moving data from one country to another can be problematic. To help resolve this issue, the EU created the General Data Protection Regulation, or GDPR, which unifies every country's data protection laws under a single set of regulations; whilst also extending the control individuals have over their own personal data.

This GDPR Training for Management course provides an in-depth understanding of the GDPR, covering the core principles of the regulations, what you need to do to comply with them, and what rights it guarantees for individuals.

## GDPR UK Advanced Training for Management

This advanced training is for employees who not only need to know about their duties and responsibilities under the GDPR in the UK, but for those who are enforcing, or managing data protection in their workplace.

 **Duration: 65 minutes**

This UK GDPR Advanced Training is aimed at managers who enforce, or manage data protection at their organisations.

With the UK's transition period ending on 31 December 2020 and the GDPR being brought into UK law, there have been slight changes to the regulation.

This training course provides an in-depth look into the GDPR in the UK, building on the content of our GDPR EU Essentials course.

This Essentials training is aimed at managers who need to follow the rules and policies that are laid out by the GDPR. In this course, managers will learn about personal data, the principles of the GDPR, individual rights and will use some scenario-based learning.





# HR Courses

## GDPR UK Essentials Training

This UK GDPR Essentials Training is essential for anyone who handles personal data. It focuses on the GDPR in the UK and will help employees understand the key elements of data protection and how to comply with regulation. It doesn't matter how big or how small your organisation is, or how much or little data you handle; the GDPR applies to all and negligence can have a devastating impact.

 **Duration: 35 minutes**

Now that the UK's transition period (from leaving the EU) has ended, the EU GDPR has been brought into UK law and sits alongside other data protection laws and regulations.

Our UK GDPR Essentials Training provides employees with an understanding of their duties and responsibilities when it comes to processing personal data under the GDPR in the UK.

The GDPR has brought together years of different laws and regulations and combines them into a single technology-neutral piece of legislation which will form the foundation of data protection law for years to come.

This Essentials training is aimed at staff who need to follow the rules and policies that are laid out by the GDPR. In this course, staff will learn about personal data, the principles of the GDPR, individual rights and will use some scenario-based learning.

## HR Compliance and Well-being Essentials Training

We have developed this HR Compliance and Well-being Essentials Training course for employees at all levels – it will help them gain an understanding of key HR areas and current legislation, whilst promoting a positive, equal culture in the workplace. This comprehensive yet concise eLearning course is equipped with information on subjects such as mental health, conflict resolution, equality and diversity, sexual harassment, bullying, and more.

 **Duration: 45 minutes**

Designed for staff at all levels, this HR Compliance and Well-being Essentials Training course covers some of the key elements of HR and can help you create a positive workplace culture.

All organisations have a responsibility to create a positive workplace for their employees, and this course is a great first step in achieving this goal. It has been designed to help employees recognise and understand the most common workplace challenges and offers ways to overcome them, including the way we're treated and the way we treat others.


It's the perfect course for new starters or if you're looking to bring staff up to speed with important HR topics quickly and cost-effectively. In just 45 minutes, your staff will learn more about key HR topics such as:

- Equality, Diversity and Unconscious Bias
- Bullying and Harassment, including Sexual Harassment
- Mental Health and Stress Awareness
- Conflict Resolution

If you are looking to offer your staff more in-depth training on particular subjects, each subject within this course is also available as a full, separate course.

## Gender Identity and Expression Training

This short online training course has been designed to give the user a fundamental understanding of gender identity and expression.

 **Duration: 10 minutes**

The course, which can be completed in just 10 minutes, provides users with a few simple ways they can actively show their support to the trans community.



## Modern Slavery

This Online Modern Slavery Training course is for everyone. It provides the knowledge on how to report, acknowledge and how to handle modern slavery in and around the workplace. Alongside this, it touches upon the Modern Slavery Act 2015.

 **Duration: 25 minutes**

Modern Slavery is an on-going issue within the United Kingdom. In 2017, the National Referral Mechanism reports that over 5000 potential victims were submitted, from 116 different nationalities. Which is a 35% increase from 2016. In fact, there are more slaves in the world today (21 million) than ever before.


Modern-day slavery is a crime. It includes slavery, human trafficking, forced or compulsory labour and servitude. People subject to slavery have to work against their will and do not have freedom of choice. Someone is defined as being a victim of slavery if they are:

- Forced to work
- Controlled or owned by an individual or organisation that uses physical or mental exploitation
- Dehumanised and is bought or sold as 'property'
- Is constrained or has restricted freedom of movement
- Deceived into servitude

This online Modern Slavery Training course aims to educate users on identifying signs of modern-day slavery and to give confidence to people to speak up about it.

## Safer Recruitment in Education Training

This online Safer Recruitment in Education Training course provides all recruiting staff or volunteers, in any educational sector, with the skills they need to find suitable applicants to work with children or vulnerable adults.

 **Duration: 50 minutes**

There are over 50,000 people who are barred from working with children or vulnerable adults, and this number grows each year. So, having a rigorous recruitment process, with robust checking systems in place, is crucial.

This Safer Recruitment in Education Training will help to achieve that. It's designed for anyone who's involved in recruiting staff or volunteers in all types of educational settings, whether it's a school, college, sixth form centre, sports club, pupil referral unit, residential education or an activities centre, or a centre working with vulnerable adults.

Safer recruitment is all about the appointment process. It's an effective first step in keeping unsuitable people away from children and vulnerable adults. It's a vital part of the safeguarding process. It covers everything from writing up the job description, through to shortlisting, doing checks and references, interviewing and using induction and probationary periods to make sure you've hired the right person.

Safeguard children and vulnerable adults from potential abuse and make sure you know who you are hiring with our Safer Recruitment in Education Training. Take a look at our dedicated [Safeguarding Children Training](#).






# HR Courses

## Sexual Harassment Awareness Training

This Sexual Harassment in the Workplace Training course raises awareness, sheds light on the grey areas, and provides you with the tools and guidance you need to identify, prevent and remove sexual harassment from the workplace.

 Duration: 25 minutes

What is sexual harassment? It's any unwanted and repeated behaviour of a sexual nature.

The BBC recently conducted a survey and discovered that half of British women and a fifth of British men had been sexually harassed at work or a place of study. More shockingly, 63% of women from the survey stated that they did not report the abuse to anyone and 79% of men did not report it either!

Your working environment should be a place where you feel safe, appreciated and motivated. The environment should be good for your well-being; it should promote dignity and respect.

Yet the statistics show that sexual harassment in the workplace is a huge problem; The Guardian reports that "more than half of women have suffered sexual harassment in the workplace, including sexual assaults and comments about their bodies" and men are victims of this behaviour too!

This Sexual Harassment Awareness course has been created to raise awareness and to provide valuable tools and information to help you identify, prevent and remove sexual harassment from the workplace. Creating and maintaining a positive workplace culture is everyone's business – we're all responsible for treating people with kindness and respect.

This course works in conjunction with our [Bullying and Harassment Training for Managers](#) and [Bullying and Harassment Training for Employees](#) courses.

## Unconscious Bias Training

This Unconscious Bias Training has been created to identify, challenge and reduce unconscious bias in the workplace. Workplaces with less bias at all tend to cultivate fairer, more diverse and more successful cultures.

 Duration: 30 minutes

Cases of Unconscious Bias happen every single day in UK workplaces and they can have a seriously negative impact on staff morale and productivity. We are unaware of our unconscious biases but they are stored away in our minds and still affect the way we think and how we behave.


An example of a common unconscious bias is Conformity Bias, which is when we behave similarly to others in a group, even if it goes against what we actually believe.

This Unconscious Bias Training has been created to identify your own unconscious biases as well as any others that already exist in your workplace. It looks at things such as how they affect workplace relationships, decision making and workplace culture.

This course works in conjunction with [Unconscious Bias Training for Management](#), and it's the perfect partner for both [Equality and Diversity Training](#), and [Bullying and Harassment Training for Employees](#).

## Unconscious Bias Training for Management

Our Unconscious Bias Training for Managers has been created for management to identify, challenge and reduce bias in the workplace, so they can cultivate a fairer, more diverse and successful organisation.

 **Duration: 45 minutes**

A bias is a judgement or opinion that's based on our own thoughts about someone or something – rather than the reality or the facts. Biases are natural (we can't help having them) but they shouldn't go unchallenged. We have conscious biases which are biases we're aware of, and we have unconscious biases which we're unaware of – but they are stored away in our mind and they still affect what we think and how we behave.

This Unconscious Bias Training course has been created to explain how you can identify your own unconscious biases and any that exist in your workplace. It looks at how they affect decision making, working


relationships and your organisation's culture. Fundamentally, this training offers practical tools for reducing the negative impact that unconscious bias can have on your organisation.

By identifying, challenging and reducing bias, management can create a more communicative, diverse and successful workforce.

This course works in conjunction with [Unconscious Bias for Employees](#), and it's the perfect partner for both [Equality and Diversity](#), and [Bullying and Harassment Training for Managers](#).

## Whistleblowing Training

This Whistleblowing Training course provides information about when and why employees need to report illegal activities from their place of work. This course explains the importance of having a whistleblowing policy and how to protect staff from any abuse or mistreatment during or after they blow the whistle.

 **Duration: 15 minutes**

Providing employees with the right tools and information when it comes to Whistleblowing is essential for an employer to show that they are equipping their staff to deal with any cause for concerns.

Protect state that 1 in 10 UK workers said that in the last two years they had witnessed some possible form of corruption, wrongdoing or malpractice.

This Whistleblowing Training course will provide information on what a whistleblower is, the laws surrounding whistleblowers and what constitutes as whistleblowing. Whistleblowing Training is essential for any organisation so that the correct procedures are in place should someone choose to come forward.

There are a number of laws in place to protect Whistleblowers and they were created to support these people if they faced retaliation at work or the threat of dismissal after coming forward. Concerns of wrongdoing within a company can be brought forward both internally and externally.

This course will advise employees on what procedures to follow and when you should raise your concerns.

Through this Whistleblowing Training, we'll equip employees with the information of what they should do if they put forward concerns to an internal or external party through three easy steps.



## Get in touch

Our specialist advisors are on hand to answer any questions and ensure our courses are suitable for your business needs.

## Need help with choosing a course?

Alternatively, if you are not sure where to start, we can advise on a training package to best suit your business requirements.

The Health & Safety Dept and The HR Dept offer outsourced support to a range of businesses across the UK. As well as our suite of eLearning courses, we also offer an advice line service and a range of on-site support options for all your Health and Safety and HR needs. Contact us for practical and pragmatic advice.

