







Kallidus

eLearning






Course Catalogue





Wellbeing

	Course	Accreditation	Course Content
	Mindfulness		Practising mindfulness can help you stay composed and give you the best chance of overcoming challenges. The simple techniques and exercises covered in the courses can keep you focused on what is important, help you feel more resilient, and protect you from burnout. This is an introductory suite of bite-sized courses, each lasting 5-7 minutes, covering mindfulness with practical tips and techniques that can be tried out straight away. The modules can be completed in any order.
	Mindfulness and you (Bitesize)		Practising mindfulness helps you take a step back to reconnect with your environment; be present in the moment and feel in control. Explore the benefits of living in the moment through practical techniques and exercises. This course should last 5-7 minutes and is part of the Mindfulness suite of bite-sized courses.
	Feeling resilient (Bitesize)		Modern life places all sorts of demands on our time and energy and can be hard to navigate. Discover how mindfulness can help you stay positive and resilient to setbacks and challenges. This course should last 5-7 minutes and is part of the Mindfulness suite of bite-sized courses
	Avoiding Burnout (Bitesize)		Burnout can occur when our mental health is neglected and we become overwhelmed due to the build-up of stress. Practising mindfulness techniques and exercises can help us stay in control and is a great way of managing our short and long-term wellbeing. This course should last 5-7 minutes and is part of the Mindfulness suite of bite-sized courses.

Leadership

	Course	Accreditation	Course Content
	Leadership Styles and Qualities		Can you choose and use a leadership style that works for your team for different situations? Do you know what qualities people expect from a leader? Do you have a clear idea of your leadership qualities? Do you know how to develop your leadership areas?
	Developing Team Trust		Great teams are built on mutual trust and rapport. Explore the leader's role in facilitating teamwork: from establishing ground rules and clear goal, to promoting trust and managing the team. The accompanying ebook has useful reminders and checklists to use in the workplace on mobile devices or in print form.
	Goals and Guidelines for High Performance		Learn how to develop a robust set of ground rules and operating agreements on which to build a strong team culture and how to set goals that inspire team performance in this eLearning course and use the accompanying eBook or workbook to create your own team blueprint.
	Improving Group Dynamics		Do you know how to help every member of your team to make their best contribution regardless of their seniority or cultural preferences? Can you improve your team's ability to collaborate by improving internal relationships? Can you recognise and find value in the different roles team members fall into?
	Growing your Team to High Performance		Did you know that teams develop in a predictable way? As a team leader you can use this team evolution to help your team achieve high performance.

Leadership

Course	Accreditation	Course Content
Change Management: Change leadership		<p>Change is a reality of modern business life and so becoming more comfortable with it can really stand you in good stead. When everything feels like it's changing around you, having the confidence and skills to move forward can help you to be an asset to your organisation. As an individual within an organisation, it's important that you are able to play a positive role in implementing and supporting change, and make the most of opportunities that come your way. As a change leader, it's important that you have the skills and confidence to lead your people through change initiatives.</p>
Change Management: Dealing with change		<p>Change is a reality of modern business life and so becoming more comfortable with it can really stand you in good stead. When everything feels like it's changing around you, having the confidence and skills to move forward can help you to be an asset to your organisation. As an individual within an organisation, it's important that you are able to play a positive role in implementing and supporting change, and make the most of opportunities that come your way.</p>



Coaching

	Course	Accreditation	Course Content
	Leader as Coach		Do you know how to create the conditions for successful coaching? Can you plan a coaching project effectively? Do you know how to choose an appropriate coaching style?
	Coaching Skills		Do you know the difference between learner and coach centred behaviours? Do you know when to instruct and when to help learners work out their own solutions? Do you know how to help learners work out their solutions?
	Using the GROW Model to Coach 1		Do you know how to establish good coaching goals with the person you're coaching? Can you work with your colleague to develop a set of realistic options to help them develop on the job? Can you help someone commit to a plan to improve?
	Using the GROW Model to Coach 2		Do you know how to maintain momentum throughout the coaching project? Can you help someone overcome limiting beliefs? Can you help acknowledge success and accentuate the positive?

Team Dynamics

	Course	Accreditation	Course Content
	Preparing to Lead a Meeting		Do people look forward to the meetings you lead or see them as a pleasant waste of time? Are you aware that there are processes and procedures required before you can lead a successful meeting?
	Leading a Meeting		Anyone can lead a meeting, but Leading a successful meeting requires more than luck! To achieve a productive and successful meetings, good preparation and planning is required. Learn how to control the flow of information in your meetings, manage your time effectively and activate full participation from attendees.
	Resolving Meeting Challenges		Meetings sometimes don't work out as planned. This course is designed to help meeting leaders put their meetings back on track when things go wrong. Learn how to use specific techniques to bring your meeting back on track when you encounter a problem, how to diagnose the problem to avoid recurrence.
	Managing Conflict		Managing conflict at work in an effective and professional manner is a responsibility for every team leader or manager. But if handled well, conflict can be a catalyst for growth and innovation. This course explains how to manage conflict at work in a effective and professional manner, how to avoid friction and damage to team spirit. Learn strategies to help diagnose causes of conflict, resolve conflict and restore unity.
	Managing Challenging Behaviours		Disruptive behaviours in the workplace can be challenging and frustrating for any manager or team leader. They can disrupt team communication which can lead to low morale and lack of participation by other team members. Managers and team leaders have a duty of care to their team to intervene and resolve issues that arise as a result of a challenging behaviours.

Team Dynamics

Course	Accreditation	Course Content
Thinking Creatively		In a world where complexity, ambiguity and volatility are becoming the norm, creative thinking and problem-solving skills are a key competence. Explore how you can channel your thinking into a creative output.
Solving Problems: Definition to Options		When you are trying to define a problem, your mindset is in a 'Detective' mode, looking for clues and motives. This course helps you analyse the current situation and identify the root causes of the problem. You will explore ways in which you and your team can generate solutions.
Decision Making: Options to Implementation		Evaluating options requires an analytic approach. This course will help you to develop useful and consistent criteria for your evaluation process. You will see how to systematically examine arguments for and against particular options and, how to help your team reach a consensus.

Performance Management

	Course	Accreditation	Course Content
	Why Manage Performance?	None	Being able to guide your people to achieve high performance and outstanding results differentiates the good from the exceptional manager. Do you understand the role of managing performance in developing a motivated, high performance workforce? Can you plan how to use a performance management cycle to develop, support and engage your employees? Can you use performance management to help meet your individual, organisational and customer goals?
	Setting Performance Expectations	None	Learn how to define acceptable standards of performance and set objectives aligned to those standards. See how to use rewards and recognition to motivate and drive high performance.
	Communicating Performance Expectations	None	Do colleagues know what you expect? Learn how to communicate your expectations positively and clearly. You'll ensure that you and your colleagues have a shared understanding of objectives, priorities and success criteria.
	Performance Outcomes that Motivate	None	Learn how to design performance outcomes that motivate rather than de-motivate your team. Target each person's key motivation and explore the difference between equity and expectancy.
	Monitoring Performance	None	Being able to guide your people to achieve high performance and outstanding results differentiates the good and exceptional manager. Do you know how to build a good working relationship that allows you to monitor without micromanaging? Can you change your management style to suit the situation and individual? Do you know how to observe and record useful information that helps you improve performance?

Performance Management

	Course	Accreditation	Course Content
	Giving and Receiving Feedback	None	Being able to guide your people to achieve high performance and outstanding results differentiates the good and exceptional manager. Do you know what impact you have when you deliver feedback? Can you frame feedback constructively? Can you use feedback to develop people and improve performance?
	Solving Performance Problems	None	Manage your relationships on an adult basis when things get tough and be able to deal with performance issues in a calm, consistent and systematic way. Learn to respond constructively to denial or emotional responses.
	Performance Improvement Strategies	None	How do you encourage someone who exceeds expectations to continue their high performance? Can you motivate and develop someone who is underperforming? Explore different performance improvement strategies and see how to enrich someone's job, rather than simply enlarge it.
	Preparing for a Formal Review	None	Being able to guide your people to achieve high performance and outstanding results differentiates the good from the exceptional manager. Do you find yourself feeling unprepared before a formal review? Do you know what you should do to give your reviews the best possible chance of success?
	Evaluating Performance	None	Being able to guide your people to achieve high performance and outstanding results differentiates the good from the exceptional manager. Do you know how to evaluate someone's performance fairly and accurately? Do you know the pros and cons of different evaluation strategies? Can you handle an emotional or negative response to your evaluation?

Performance Management

Course	Accreditation	Course Content
Conducting a Performance Review	None	Being able to guide your people to achieve high performance and outstanding results differentiates the good from the exceptional manager. Do you know how to get a performance review off to a good start? Can you handle performance issues constructively? Do you know how to praise and recognise good performance?

Influencing

	Course	Accreditation	Course Content
	Influencing to Win/Win	None	Persuade, negotiate, communicate and manage better with effective influencing skills. Roles are changing: managers need to influence more and command less, working with specialists who have knowledge and ideas that need to be heard. Customers want long term relationships based on integrity. Do you find it difficult to get your opinions heard and your ideas adopted? Do you know how to plan realistic win/win outcomes? Can you adapt your influencing tactics to the situation and key players?
	Communicating to Influence	None	Communicating to Influence involves more than listening and questioning skills. It also requires you to understand other people's body language, build rapport and trust with others as well as communicating your message clearly to others.
	Influencing Teams	None	Influencing in a group or a team is a multi-layered skill. To influence others effectively, you must take into account not one but many individual's preferences and behavioral patterns as well as group dynamics.
	Influencing in Meetings	None	Meetings can be boring and pointless if not managed well. Effective management of meetings can be an opportunity for you and other participants to generate change that would take the organisation to the next level.
	Emotional Intelligence	None	Emotional intelligence is a skill that can be learned and will improve how we interact with others. Often, we react without taking the time to recognise and respond to our circumstances in the most appropriate way. This can mean missing opportunities and misunderstanding or misinterpreting the actions of others.

Customer Service

	Course	Accreditation	Course Content
	Customer Service Essentials	None	This course will put your customer service skills sharply in focus, helping you to put your customer at the heart of what you do. Do you know the lifetime value of your customers? Can you tell the difference between good and outstanding customer service? Do you know the real impact of poor and good customer service on your customers and your organisation?
	Customer Service Knowledge and Attitude	None	Do you know why customers choose your products or services? Learn how to link the features and benefits of what you sell to your customer's needs and always put the 'customer first' in your thinking, attitude and approach.
	First Contact	None	What first impression do you give when you first meet or speak to a customer? Here you'll put yourself in your customer's shoes and learn how to see yourself through their eyes. Discover how to make that vital good first impression and set the tone for a successful relationship.
	Exploring Needs	None	Are you able to spot what your customers need and want? Discover how to ask skillful questions to draw them out, listen actively and tune into your customer by reading their body language and interpreting the meaning behind the words they say.
	Matching Needs	None	Translate your product, service and organisation knowledge into sound advice and then give your full, individualised attention to your customers. Learn how to handle objections positively and professionally, seeking opportunities to provide enhanced customer service and increase customer value and loyalty.

Customer Service

	Course	Accreditation	Course Content
	Handling Complaints	None	This course will put your customer service skills sharply in focus, helping you to put your customer at the heart of what you do. Can you approach complaints with a positive attitude? Can you follow a systematic process to fix the problem and deal with the customer sensitively? Do you know how to avoid the pitfalls that delay resolution? Can you see opportunities to create customer loyalty?
	Angry Customers	None	Are you able to keep a cool, professional head when dealing with an angry customer? Learn how to defuse anger as you work on resolving the issue and build an adult-adult, problem solving approach in an emotional situation.
	Satisfying Challenging Customers	None	Every customer is different! Explore how to approach a range of different challenging customer situations with a friendly, calm and professional manner, whether they are uncommunicative, in the wrong, indecisive, impolite or unfamiliar with your product or service.

Presentations

	Course	Accreditation	Course Content
	Making Presentations Powerful	None	Make your presentations more powerful by learning how to structure your ideas clearly, be aware of your audience and their needs, and use visuals that impact to enhance your presentations.
	Planning a Powerful Presentation	None	Every successful and engaging presentation starts with effective planning. Learn how to set clear objectives, analyse your audience so you see things from their viewpoint, plan for the location and develop contingency plans.
	Powerful Message and Structure	None	Make your message crystal clear! Learn how to select your key ideas and use the rule of three to shape your presentation. Explore how different structures can help you inform and influence different audiences so you can pick the most effective one for you.
	Bringing Presentations Alive	None	Inspire your audience and make your key messages count! With our kitbag of techniques and tips, you'll add power and impact to your presentations and learn how to open and close with style and panache.
	Using Words and Voice Effectively	None	This course will equip you with enviable tools and techniques during your preparation to deliver engaging and successful presentations. Do you know how to use anecdotes to effectively support your message? Can you paint word pictures, make analogies and use quotes to relate more closely to your audience? Can you use your voice to keep people interested?

Presentations

	Course	Accreditation	Course Content
	Stage Presence	None	Do you know which is most important – what you say, how you say it or how you look? Find out how to use movement, gestures and body language to get your point across. You'll also learn how to harness any nerves to help you deliver a great presentation.
	Handling Questions	None	Questions are excellent opportunities to tailor your presentation to the meet audience's needs. Learn how to encourage questions and explore how to prepare so you can respond effectively and with confidence.
	Rehearsing for your Presentation	None	Do you rehearse? How do you rehearse and how long for? Rehearsing helps you become fluent with your delivery, your movements and your vocal expression. Learn how to rehearse effectively and prepare visual aids and handouts to impress.








Health & Safety

	Course	Accreditation	Course Content
	Risks and Responsibilities	 Assured 2021/23  The CPD Certification Service	In this course you'll find out about the Health and Safety at Work Act and how it affects you at work; you'll explore hazards and risks in the work place and review ways to take care of yourself. Do you know what your responsibilities for Health and Safety are? Can you spot a hazard? Can you assess the risk of it happening? Do you know some basic guidelines for taking care of yourself at work?
	Health and Safety: In the Office	 Assured 2021/23  The CPD Certification Service	This course helps you to spot hazards and prevent risks that may cause accidents at work. You will explore how to manage your physical environment and best practice for staying healthy and safe in the work place.
	Keeping Safe during COVID-19	 Assured 2021/23  The CPD Certification Service	This course helps you to spot hazards and prevent risks that may cause accidents at work. You will explore how to manage your physical environment and best practice for staying healthy and safe in the work place. This version of the course also covers the information and guidance you need to work safely and reduce the spread of COVID-19 .
	Fire Safety	 Assured 2021/23  The CPD Certification Service	Everyone in the organisation needs to know what to do if they see a fire, or if they need to evacuate the building in response to a fire alarm. Highly interactive, this fire safety course starts with the fire triangle and moves through the hazards of fire, how to prevent it, what to do when you hear a fire alarm, and what to do if you're first on the scene. You'll look at the different kinds of fire extinguisher in the workplace and what kind of fire they are appropriate for. This can be used with practical training to brief people who need to know how to use a fire extinguisher.

Health & Safety

Course	Accreditation	Course Content
Manual Handling	 	<p>In this course you will see how to handle and lift loads safely, and how to assess the risks of manual handling using the TILEO mnemonic: Task, Individual, Load, Environment and Other factors. Can you lift safely and without risking strain and injury? Do you know what is available to help you lift heavy or awkward objects?</p>
COSHH	 	<p>Anyone who is likely to come into contact with hazardous substances, including flammable or explosive substances, will benefit from this dynamic course. It reviews the COSHH Regulations and how they protect people at work. You will explore how people can be exposed to hazardous substances and what you need to do to comply with COSHH regulations. The different categories of hazardous substances, their impact, their warning symbols and appropriate control measures are brought to life with quizzes, questions and an exploration of different workplaces.</p>
First Aid	 	<p>In this course, you'll be introduced to the THEORY behind emergency first aid. Make sure that you get practical training so that you can assist people properly. Do you know what to do if someone falls ill or has an accident? Do you know if you have an appointed first aider and who they are? Do you know how to report accidents or incidents? On completing this eLearning you will know the theory of:</p> <ul style="list-style-type: none"> - What to do if someone has an accident - What appointed first aiders can do - The regulations about first aid at work - How to report an accident or incident
Working at Height	 	<p>Health and Safety is about preventing accidents, injuries and harm to health that can be caused by work. In this course you will find out how to work at height as safely as possible. Do you know what 'working at height' means? Do you know how to use a ladder or step ladder safely? Do you know how to plan to work at height to minimise risk?</p>








Health & Safety

Course	Accreditation	Course Content
<p>Personal Protective Equipment (PPE)</p>	 	<p>Health and safety is about preventing accidents, injuries and harm to health that can be caused by work. In this course you will find out how to use Personal Protective Equipment correctly and safely. Do you know when you should use Personal Protective Equipment? Do you know what PPE protects you from? Do you know your obligations in wearing and maintaining it?</p>
<p>Display Screen Equipment (DSE)</p>	 	<p>In this course you'll learn how to adopt a good posture and keep your wrists and hands in a neutral position. With wireless communication allowing flexible working, you'll learn how to set up laptops correctly, use tablets and smartphones safely for work, at the office or at home. Do you know how to sit safely when working with a display screen? Do you know how to avoid the risks of working with display screens? Do you use a laptop regularly? This e-learning only provides awareness education. Face to face training may be required in addition in order to complete the all round skills and knowledge to be able to carry this forward practically in your organisation.</p>
<p>Stress in the Workplace</p>	 	<p>What is Stress? Increase your awareness of stress at work, explore the real meaning of stress and its direct impact on you. Explore the root causes of stress at work and how you can combat stress effectively. This eLearning material is essential for all workers irrespective of industry or type of job. What to do if someone has an accident. What appointed first aiders can do. The regulations about first aid at work. How to report an accident or incident.</p>
<p>Driving at Work - Your Safety</p>		<p>Driving at work is a risky business, RoSPA states it's the most dangerous work activity that most people do. Our dynamic course aims to increase employees' driving safety awareness, leading to lower transport insurance and costs. For learners, it's an engaging and interactive way to cover serious topics such as driving in adverse conditions and avoiding accidents. Do you know the impact of fatigue on drivers? Do you know how to prepare for driving in adverse weather conditions? Do you what to do if you break down?</p>





Health & Safety

Course	Accreditation	Course Content
Driving at Work - Economical Driving		<p>According to the AA, driving economically can save drivers up to 10% on fuel bills. Driving economically at work raises employees' awareness of the impact driving has on the environment, showing them how to minimise fuel consumption and their carbon footprint. Learners will be shown key techniques required to drive as economically and safely as possible.</p>
Legionella Awareness	 	<p>This course is aimed at people who work where there is a water system including spas, air conditioning and cooling towers that could be susceptible to Legionella. Interactive pages allow learners to explore the facts about Legionella and Legionnaire's disease, learn about the legislation, find out how Legionella becomes harmful and see how to manage and control the risks of Legionella build up. In addition, learners will find out about maintain water cleanliness safely using temperature or treatments.</p>
Asbestos Awareness Course	  	<p>This course explains why asbestos is dangerous, where it occurs, how to identify it, and how to work safely using good working practices and appropriate PPE.</p>
Infection Control	 	<p>This online course is ideal for work settings where infection control is important but which are not hospitals or other specific medical institutions. Learners are taken through the chain of infection with high impact animation and challenging interactions. They are introduced to good and good and bad hand-washing technique with video which reinforces best practice. And, they can explore a typical workplace to locate infection hotspots. The accompanying ebook has useful reminders and checklists to use in the workplace on mobile devices or in print form. Updated February 2020 to include advice on controlling the spread of coronavirus.</p>





Health & Safety

Course	Accreditation	Course Content
Infection Control: Coronavirus Essentials	 	<p>This online course is ideal for non-medical work settings. You will be shown good and bad hand-washing technique using video and explore some personal hygiene best practices. In addition, you can get some advice on what to do about the new coronavirus and COVID-19 in the workplace.</p>
Food Safety Level 2: Catering	 	<p>Find out why food safety and hygiene is important to everyone, and what can happen when people think it doesn't matter.</p>
Food Safety Level 2: Manufacturing		<p>Find out why food safety and hygiene is important to everyone, and what can happen when people think it doesn't matter.</p>
Slips and Trips	 	<p>Can you identify slip and trip hazards? Do you know how to work at height safely? Can you see how to reduce the risks of a slip, trip or fall? On completing this eLearning you will be able to: Describe the impact of slips and trips at work. Explain your responsibilities under the law with respect to slips and trips. Identify the risks and hazards associated with slips, trips and falls. Know what to do when you see a slip or trip hazard. If you're a line manager, you'll be able to: Complete a risk assessment. Decide what control measures to put into place. Regularly review your risk assessment. Outcomes: On completing this eLearning you will be able to: Describe the impact of slips and trips at work. Explain your responsibilities under the law with respect to slips and trips. Identify the risks and hazards associated with slips, trips and falls. Know what to do when you see a slip or trip hazard. If you're a line manager, you'll be able to: Make to complete a risk assessment. Decide what control measures to put into place. Regularly review your risk assessment eBook. Please download your eBook from within the course. It has key safety tips and checklists to help you identify the potential hazards you might encounter.</p>

Health & Safety

	Course	Accreditation	Course Content
	Electrical Safety		Most office environments are considered to be low-risk in terms of electrical hazards, particularly when compared to other workplaces. But that doesn't mean you can ignore the dangers. This short course will introduce you to the injuries electric shocks can cause, the safety measures you need to follow and your and our responsibilities for electrical health and safety.
	Environmental Awareness		It makes all kinds of sense to protect the environment we live and work in. From the organisation's point of view, it makes excellent business sense.
	Managing risk		Can you identify health and safety hazards? Do you know how to estimate the level of risk of any one hazard? Can you develop control measures to reduce health and safety risks?
	Noise Awareness		Over 2 million people in the UK are exposed to noise levels that may be harmful. This course focuses on the extent and effects of noise induced hearing loss. It is suitable for those who are seeking to carry out occupational noise assessments and includes guidance on what can be done to reduce noise and noise exposure.
	Suspicious Packages	None - not eligible	Do you know how to decide whether an unattended bag is a piece of lost property or something more suspicious? What tells you that a package could be dangerous? Do you know what to do if you are suspicious of a bag or package? This course will give you clear guidelines to help you identify suspicious bags and packages and deal with one if you do.






Health & Safety

Course	Accreditation	Course Content
New and Expectant Mothers	 	<p>In this course we'll explore: The law around pregnancy and maternity in the workplace Employees' and employers' rights and responsibilities. What new and expectant mothers can do to keep themselves safe Workplace risk assessments and adjustments. What women can expect when they return to work after maternity leave.</p>
Positive Mental Health at work (for managers)		<p>Did you know that 1 in 4 adults experience mental health problems during their lifetime? 3 in 10 have experienced mental health problems in the workplace and stress is now the most common cause of long-term absence from work. In this module we'll explore: The meaning of 'mental health'. Some of the more common mental health conditions. Tips for looking after your own mental well-being. Supporting mental health and workplace adjustments.</p>
Positive Mental Health at Work (for employees)		<p>Did you know that 1 in 4 adults experience mental health problems during their lifetime? 3 in 10 have experienced mental health problems in the workplace and stress is now the most common cause of long-term absence from work. In this module we'll explore: The meaning of 'mental health'. Some of the more common mental health conditions. Tips for looking after your own mental well-being. Supporting mental health and workplace adjustments.</p>
Supporting Postgraduate Mental Health	None	<p>The stress factors of university life, such as moving to a new location, financial concerns and research demands, can put postgraduate students at risk of developing poor mental health. This course helps you understand those stress factors in depth, how to spot the signs of poor mental health, how to take practical steps to help your PGR and how to deal with a crisis. It also provides tips on creating a positive culture that promotes good mental health.</p>




Health & Safety

Course	Accreditation	Course Content
Moving and Handling People	 The CPD Certification Service	Moving and handling people is a demanding task. You need to understand how to minimise the risks of injury to yourself and the person you are moving. You also need to understand the 'people factors' involved in delivering excellent care.
Lone Working	  The CPD Certification Service	If you supervise or manage lone workers, you will almost certainly need to take additional measures to keep them safe. This course describes the different sorts of lone worker and the risks they might face; it reviews the legislation and legal responsibilities, explains how to assess risks and the kinds of safety measures that can be put in place to keep lone workers safe.
Lone Working for Employees	  The CPD Certification Service	This course describes the different sorts of lone worker and the risks they might face; it reviews the legislation and legal responsibilities, explains how to assess risks and the kinds of safety measure that can be put in place to keep lone workers safe.
Keeping Safe During COVID-19 - Office	 The CPD Certification Service	In this course you'll explore the measures you need to follow to reduce the chances of spreading COVID-19 in your workplace. Do you know how to socially distance in your workplace? Do you know how to keep yourself and your working environment safe? Do you know how to safely work with colleagues, visitors and others?




Health & Safety

	Course	Accreditation	Course Content
	Keeping Safe During COVID-19 - Manufacturing		In this course you'll explore the measures you need to follow to reduce the chances of spreading COVID-19 in your workplace. Do you know how to socially distance in your workplace? Do you know how to keep yourself and your working environment safe? Do you know how to safely work with colleagues, visitors and others?
	Keeping Safe During COVID-19 - Retail		In this course you'll explore the measures you need to follow to reduce the chances of spreading COVID-19 in your workplace. Do you know how to socially distance in your workplace? Do you know how to keep yourself and your working environment safe? Do you know how to safely work with colleagues, visitors and others?
	Allergen Awareness	 only	Find out about allergens and some important considerations for avoiding cross-contamination in the workplace. This eLearning provides a foundational understanding of allergens, some of the major risks in a food manufacturing environment, and what you can do to help prevent cross-contamination in your workplace.
	Allergen Awareness: Retail		In this course you'll explore the measures you need to follow to reduce the chances of spreading COVID-19 in your workplace. Do you know how to socially distance in your workplace? Do you know how to keep yourself and your working environment safe? Do you know how to safely work with colleagues, visitors and others?
	Understanding HACCP	 only	Find out what HACCP is and how to implement a HACCP Plan.

Compliance

	Course	Accreditation	Course Content
	Preventing Bribery in Business (ABC)		Discover the impact of bribery on business and society, explore the key terms and elements of the Bribery Act and learn how to recognise the risks of bribery and avoid unknowingly breaking the law. Do you know what the offences under the Bribery Act are? Do you know their impact on the way you operate in business? Do you know what the penalties for bribery are? Do you know that ignorance is not a defence?
	Preventing Bribery in Business (Essentials)		Discover the impact of bribery on business and society, explore the key terms and elements of the Bribery Act and learn how to recognise the risks of bribery and avoid unknowingly breaking the law. Do you know what the offences under the Bribery Act are? Do you know their impact on the way you operate in business? Do you know what the penalties for bribery are? Do you know that ignorance is not a defence?
	Preventing Bribery in Business (Manager)		Discover the impact of bribery on business and society, explore the key terms and elements of the Bribery Act and learn how to recognise the risks of bribery and avoid unknowingly breaking the law. Do you know what the offences under the Bribery Act are? Do you know their impact on the way you operate in business? Do you know what the penalties for bribery are? Do you know that ignorance is not a defence?
	Preventing Bribery in Business (Overseas)		Discover the impact of bribery on business and society, explore the key terms and elements of the Bribery Act and learn how to recognise the risks of bribery and avoid unknowingly breaking the law. Do you know what the offences under the Bribery Act are? Do you know their impact on the way you operate in business? Do you know what the penalties for bribery are? Do you know that ignorance is not a defence?

Compliance

Course	Accreditation	Course Content
Safeguarding Adults		<p>Welcome to the Safeguarding module. It explains what safeguarding adults involves, different types of abuse, and how to recognise the signs of abuse. You'll look at what you should do if you are concerned that an adult is being or has been abused or neglected.</p>
Safeguarding Children		<p>No child should suffer abuse of any kind. People who work with children must understand their responsibilities for child protection and safeguarding. They must be able to recognise the signs, report and record their concerns and respond appropriately to children who disclose their situation to them. Clear information on recognition, reporting and recording is augmented with scenarios that help learners explore what to do in a variety of situations.</p>
Equity, Diversity and Inclusion		<p>Equity, diversity and inclusion are evolving subjects that can feel tricky to navigate. Although most people see the benefits of a diverse and inclusive working environment, many lack the understanding and confidence to be proactive and play a positive role. This course focuses on providing learners with the skills and confidence to not only comply with legal requirements but to be allies and help make the workplace a more supportive and inclusive environment. We demystify the subjects you may have read about or seen in the media and help you navigate them in your world. These issues have added complexity for managers keen to support and create an inclusive environment within their team(s). Additional course content will focus on how managers can lead and support diverse teams.</p>

Compliance

Course	Accreditation	Course Content
Equity and Diversity		<p>Equity, diversity and inclusion are evolving subjects that can feel tricky to navigate. Although most people see the benefits of a diverse and inclusive working environment, many lack the understanding and confidence to be proactive and play a positive role.</p> <p>This course focuses on providing learners with the skills and confidence to not only comply with legal requirements but to be allies and help make the workplace a more supportive and inclusive environment. We demystify the subjects you may have read about or seen in the media and help you navigate them in your world</p>
Challenging Diversity		<p>Equity, diversity and inclusion are evolving subjects that can feel tricky to navigate. Although most people see the benefits of a diverse and inclusive working environment, many lack the understanding and confidence to be proactive and play a positive role.</p> <p>This course focuses on providing learners with the skills and confidence to not only comply with legal requirements but to be allies and help make the workplace a more supportive and inclusive environment. We demystify the subjects you may have read about or seen in the media and help you navigate them in your world.</p>
GDPR for EU businesses		<p>Find out what the UK General Data Protection Regulation does, what personal data is, and familiarise yourself with some of the UK GDPR's key terms, definitions and scope.</p>

Compliance

Information Security



Information is a business asset like any other. It has a value and must be protected. This course covers the essential working practices and guidelines to help you work with information safely and confidently. Do you know the laws that govern how you use information? Do you know how to set a secure password? Do you know what keeping information secure really means?

Modern slavery



You may have thought that slavery was something you only saw in the history books, but sadly that's far from the truth. Slavery is still found in every country around the world – including the UK. Every large company has a responsibility to publish a statement about what it is doing to prevent modern slavery in its business and supply chain. This means that any small organisation supplying larger ones and government organisations is likely to have to do the same to maintain its business. This course will help your workforce understand how to spot and report signs of modern slavery so that your organisation can fulfil a positive role in preventing this illegal and morally unacceptable practice.

Inclusive Management



Equity, diversity and inclusion are evolving subjects that can feel tricky to navigate. Although most people see the benefits of a diverse and inclusive working environment, many lack the understanding and confidence to be proactive and play a positive role.

This course focuses on providing learners with the skills and confidence to not only comply with legal requirements but to be allies and help make the workplace a more supportive and inclusive environment. We demystify the subjects you may have read about or seen in the media and help you navigate them in your world.

These issues have added complexity for managers keen to support and create an inclusive environment within their team(s). Additional course content will focus on how managers can lead and support diverse teams.




Compliance

	Course	Accreditation	Course Content
	GDPR for non EU businesses	None (US course)	Find out what the General Data Protection Regulation does, what personal data is, and familiarize yourself with some of the GDPR's key terms, definitions and scope.
	GDPR UK		Find out what the General Data Protection Regulation does, what personal data is, and familiarise yourself with some of the GDPR's key terms, definitions and scope.
	PCI DSS		Anyone handling payment card details must follow the Payment Card Industry Data Security Standards (PCI DSS). This course explains how the payment card system works, the requirements of the Payment Card Industry on organisations that process card payments (that's us) and what you need to know to make sure you handle payments and payment card data securely.
	Full, Front Office or Back Office options shown on page		For staff who don't necessarily use payment card terminals but do process card payments and do have access to organizational systems that store customer data.
	Full, Front Office or Back Office options shown on page		For front line staff interacting with the public/using payment card terminals.






Compliance

Course	Accreditation	Course Content
Unconscious Bias for Managers		<p>We all have unconscious biases that can affect our work place decisions, such as recruitment, promotion and performance management, as well as team dynamics and relationships. Although we may not be aware of our biases, we can reduce their impact. This course covers a range of techniques that will help you design bias out of your workplace interactions.</p>
Unconscious Bias		<p>We all have unconscious biases -- deep-seated prejudices that we don't know we have, that can affect how we treat other people. In a customer service environment, they can affect how welcome and comfortable our customers feel and how much they trust us. This course introduces you to unconscious bias, what they are and the impact they have. It also offers a range of techniques that can help you recognise you own biases, challenge and counteract them.</p>
International Fraud Bribery and Corruption		<p>Bribery and corruption are found in all countries. They hurt the poor disproportionately, undermine economic growth and are a barrier to poverty alleviation and good governance. This course defines key terms and concepts, introduces you to our policies and responsibilities and outlines good practice in typical situations you could encounter.</p>
Right to Work		<p>Whenever we employ someone, we need to check their right to work in the UK to comply with government legislation. This course will help you understand your responsibilities under the legislation, show you how to carry out a right to work check and take you through some examples you might encounter at work.</p>





Compliance

	Course	Accreditation	Course Content
	Criminal Finances Act		The Criminal Finances Act is designed to tackle money laundering, corruption, tax evasion and terrorist financing. It creates two new corporate offences of failing to prevent criminal tax evasion which result in severe penalties and these are the focus of this course.
	Bullying and Harassment		Bullying and harassment can not only have a very serious impact on the individual involved but can also spread and create a toxic working environment. Learn how to deal with specific incidents of bullying and harassment as well as steps you can take to maintain a positive culture and workplace.
	Discipline and Grievance		Can you tell the difference between a disciplinary and a grievance? This course explains how to conduct informal and formal reviews. It also outlines the role of ACAS and also looks at effective and efficient ways to resolve these situations to everyone's benefit.
	Competition Law		Healthy competition keeps prices low and quality high. It increases choice and innovation. It's good for businesses, consumers and the wider economy. Competition law aims to keep the keep businesses honest and protect businesses small and large from unfair practices.
	Competition Law (EU)	None (EU course)	For front line staff interacting with the public/using payment card terminals.





Compliance

	Course	Accreditation	Course Content
	Whistleblowing		As part of our commitment to supporting an open and transparent culture, we want you to feel safe to speak up if you see or suspect wrongdoing that it is the public interest. This course shows you how you are protected by our policies and the law, the correct procedure to follow to maintain your protection and what to do if you feel you have suffered because you have blown the whistle.
	Freedom of Information Act		The Freedom of Information Act was passed to encourage openness and accountability in the public sector. What it means is that certain information about the public sector, which used to be only available on a 'need to know' basis, is now the public's 'right to know' – they just need to request it. This course explores what the act covers, the publication scheme, how the public can access information and how to respond to requests.
	Physical Security		Physical security and protecting business information may take second place to cyber security but it's just as important. This course reminds you about maintaining a secure workplace and protecting business information and personal data.
	Drugs and Alcohol Misuse		Drug and alcohol misuse can affect an individual, their friends and family, their colleagues and also an organisation's customers. This course will raise your awareness of drug and alcohol misuse and provide you with practical tips and guidance when confronting these issues in the workplace.
	IR35 - Off Payroll Working		This course provides an overview to the April 2021 off-payroll working rules and is a great introduction for hiring managers, HR, Finance, Legal and anyone involved with recruiting contractors. We look at questions like: What do I need to know about IR35? How does IR35 affect me? Who is affected by IR35? What does inside/outside IR35 mean? Who carries out IR35 assessments?




Compliance

Course	Accreditation	Course Content
Essential Digital Skills: Social Media Awareness	 The CPD Certification Service 	<p>Essential Digital Skills is a suite of courses for learners who want to develop their online communication skills and become more aware of how to stay safe when using devices, in order to interact more effectively in the workplace.</p> <p>In this Social Media Awareness course, we will explore:</p> <ul style="list-style-type: none">• The advantages of using social media professionally• What could happen if you use social media inappropriately• The do's and don'ts of social media
Essential Digital Skills: Digital Communication	 The CPD Certification Service 	<p>Essential Digital Skills is a suite of courses for learners who want to develop their online communication skills and become more aware of how to stay safe when using devices, in order to interact more effectively in the workplace.</p> <p>In this Digital Communication course we will explore:</p> <ul style="list-style-type: none">• The different types of communication platforms and how they could help your team.• The shortcuts and accessibility features within your devices and on word processor documents, and how they can help you get the best out of your device with just a few tweaks.• The similarities between video conferencing tools, and how moving to virtual communication platforms can be made easier by remembering a few key points.




Compliance

Course	Accreditation	Course Content
Essential Digital Skills: Online Searching	 The CPD Certification Service 	<p>Essential Digital Skills is a suite of courses for learners who want to develop their online communication skills and become more aware of how to stay safe when using devices, in order to interact more effectively in the workplace.</p> <p>In this Online Searching course we will explore:</p> <ul style="list-style-type: none">• Some tips and techniques to get the best out of your browser searches.• How to recognise reliable from unreliable sources, and what questions to ask when deciding if information would be suitable for certain projects.• What ‘confirmation bias’ means and how to ensure it doesn't influence your research or results.
Essential Digital Skills: transacting Online	 The CPD Certification Service 	<p>Essential Digital Skills is a suite of courses for learners who want to develop their online communication skills and become more aware of how to stay safe when using devices, in order to interact more effectively in the workplace.</p> <p>In this Transacting Online course we will explore:</p> <ul style="list-style-type: none">• The importance of protecting your devices to help prevent malware and phishing scams.• Where computer viruses come from and how to spot signs of malware or phishing scams on your devices.• The best ways of protecting your device, how to respond if your device has been hacked, and some best practice ways to ensure that the websites you visit are legitimate and safe to use.

Leadership + Business Skills / Personal Development

	Course	Accreditation	Course Content
	Effective Email	None	Email is our dominant method of business communication and an essential tool for successful collaboration with colleagues, customers and partners. Managing it effectively, communicating clearly and embedding good email practice individually and in our teams will help us drive results, achieve our goals and have a positive impact on our colleagues and customers.
	Time Management		Unlike most things in life, we can't buy more time! What we can do is develop some skills and habits that will help us make the most of our time. This course offers a time management process to follow along with a set of skills and habits to develop that will help you get control of your time.
	Managing Remote Teams		Successfully managing a remote team requires an understanding of how communication technology can affect team cohesiveness, relationships, cooperation, communication and team culture. This course helps you understand the virtual barriers to high performance and gives you some practical tips on how to use technology to overcome them.
	Effective Delegation		Delegation is a valuable skill when managing and working with others. To delegate effectively means being able to hand over responsibility for a task and feeling confident that the person you're delegating to is set up to succeed. This course helps you get the most out of your time and empower those you work with to confidently take on extra responsibilities and opportunities.

Leadership + Business Skills / Personal Development

Course	Accreditation	Course Content
Remote Working		<p>A shift towards remote working has been a growing trend with many adjusting how they work to help achieve a greater work/life balance. With COVID-19 requiring us all to socially distance, it's also likely that working in a non-office environment is here to stay and digital communication will continue to be a key part of how we work together. This course focuses on the opportunities and considerations for remote workers.</p>
Hybrid Working		<p>For many people, working life has been disrupted in recent times, with more and more roles now undertaken from home – at least some of the time. Research shows that most people welcome this change from regular travel to and working in an office. 'Hybrid working', if done right, has the potential to result in a greater work/life balance, but can also blur the line between work and non-work to the point that it feels like you never really switch off. Employees need to find a way of working that allows them to be productive and happy, and managers increasingly find themselves navigating what it means to lead a hybrid team. In this bitesize course, we'll show you how to get the most from a hybrid way of working, both now and in the future.</p>
Hybrid Working for Managers		<p>For many people, working life has been disrupted in recent times, with more and more roles now undertaken from home – at least some of the time. Research shows that most people welcome this change from regular travel to and working in an office. 'Hybrid working', if done right, has the potential to result in a greater work/life balance, but can also blur the line between work and non-work to the point that it feels like you never really switch off. Employees need to find a way of working that allows them to be productive and happy, and managers increasingly find themselves navigating what it means to lead a hybrid team. This course will show you how to get the most from your hybrid working team and perform effectively as a hybrid worker yourself.</p>