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**Fast track compliance & upskilling ✓**

**Supports your People Development Strategy ✓**

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## CONTENTS

Click on each of the categories below to go straight to the specific course topic collection. You can use the home button to get back to this contents page.



The Leadership & Management collection underpins the variety of skills needed by those in management and leadership roles.

The courses provide techniques for motivating, developing and coaching your team, as well how to develop emotional skills and resilience to deal with the challenges that will inevitably arise.

Working through the modules will help leaders and managers generate positive business results by getting the most out of both themselves and their team.

## COURSES:

1. Transitioning to Management – The First Year.
2. Team Working Excellence.
3. Managing Change.
4. Delegation Skills.
5. SMART Objectives.
6. Implementing the Strategic Plan.
7. Performance - Coaching & Goal Setting.
8. Decision-Making Excellence.
9. Embedding Organisational Culture.
10. Coaching Rising Stars.



## Transitioning to Management – The First Year

The aim of this module is to provide the learner with an understanding of the managerial responsibilities that must be confronted and mastered during the first year of transitioning from an employee to a leader who guides and directs others.

### On completion of this module, learners will be able to:

- Acknowledge the role and significance of a manager.
- Understand the various elements involved in the initial phase of transitioning into a managerial position.
- Explain effective workload management techniques.
- Describe the critical elements of successful people management.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.  
Introduction.

#### Topic 1: Introduction to Management.

Moving into Management.  
Discovery Phase.  
Credibility and Authority.  
Communication.  
Meetings.  
Goal Setting.  
Planning.  
Learning.  
Summary.  
Knowledge Check.

#### Topic 2: Managing Workloads.

Managing Workloads.  
Capacity.  
Delegation.  
Summary.  
Knowledge Check.

#### Topic 3: Managing People.

Managing People.  
What is People Management?  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Team Working Excellence

The aim of this learning module is to equip learners with a comprehensive grasp of Team Working Excellence and demonstrate how they can implement it within their organisation.

### On completion of this module, learners will be able to:

- Understand the concept of team working excellence.
- Recognise the significant advantages linked to team working excellence.
- Describe the pivotal attributes of thriving teams.
- Elaborate on the process of assembling a robust and accomplished team to attain excellence.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.  
Introduction.

#### Topic 1: Team Working Excellence.

Team Working Excellence.  
What is Teamwork?  
Successful Teamworking Benefits.  
Assembling Your Team.  
The Role of Leaders.  
Shared Outcomes.  
Communication.  
Conflict Resolution.  
Evaluation.  
Summary.  
Knowledge Check.

#### Topic 2: Characteristics of Excellent Teams.

Characteristics of Excellent Teams.  
Unified Teams.  
Collaboration and Communication.  
Rules.  
Roles and Responsibilities.  
Encouraging Ideas and Opinions.  
Decision Making.  
Summary.  
Knowledge Check.

#### Topic 3: How to Build a Winning Team.

Building Winning Team.  
The Role of Leadership.  
Team Meetings.  
Interest Levels.  
Skill Sets.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Managing Change

The aim of this learning module is to provide the learner with the skills needed to effectively oversee change processes and navigate various strategies that can be used to facilitate a smooth transition and minimise resistance.

### On completion of this module, learners will be able to:

- Explain the significance of proficient change management.
- Describe and apply diverse change management models.
- Identify and describe common barriers to change.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.  
Introduction.

#### Topic 1: Change Management.

What is Change Management?  
The Change Management Process.  
Advancements in Technology.  
Benefits of Change Management.  
Summary.  
Knowledge Check.

#### Topic 2: Models Of Change.

Models of Change.  
Lewin's Change Management Model.  
The McKinsey 7-S Approach.  
Kotter's Theory.  
Summary.  
Knowledge Check.

#### Topic 3: Overcoming Barriers.

Overcoming Barriers.  
Reasons for Resistance.  
How to Manage Resistance.  
Overcoming Resistance.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Delegation Skills

The aim of this learning module is to provide the learner with a comprehensive understanding of delegation principles and enhance their proficiency in this vital skill.

### On completion of this module, learners will be able to:

- Explain the significance and responsibilities associated with delegation.
- Demonstrate competence in effective delegation techniques.
- Outline six essential steps for successful delegation.
- Describe the essential skills required for efficient delegation.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.  
Introduction.

#### Topic 1: An Introduction to Delegation.

What is Delegation?  
Levels of Delegation.  
The Levels.  
Summary.  
Knowledge Check.

#### Topic 2: How to Delegate.

The Importance of Delegation.  
Steps to Delegation.  
Summary.  
Knowledge Check.

#### Topic 3: Types of Delegation Skills.

Types of Delegation Skills.  
Effective Communication.  
Feedback.  
Time Management.  
Coaching.  
Trust.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.





## SMART Objectives

The aim of this learning module is to empower the learner with a comprehensive grasp of SMART objectives and how to apply them strategically to enhance organisational focus and drive the achievement of broader goals.

### On completion of this module, learners will be able to:

- Recognise and apply each of the SMART criteria for goal setting.
- Utilise SMART goals to formulate attainable objectives.
- Successfully implement and accomplish SMART goals.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.  
Introduction.

#### Topic 1: What are Smart Objectives?

What are SMART Objectives?  
SMART.  
Goal Setting.  
Summary.  
Knowledge Check.

#### Topic 2: Implementing Smart Objectives.

Implementing SMART Objectives.  
Specific Objectives.  
Measurable.  
Achievable.  
Relevant.  
Timely.  
Checklist for Managers.  
Summary.  
Knowledge Check.

#### Topic 3: Smart Goal Setting Best Practice.

SMART Goal Setting Best Practice.  
Be Selective in Goal Setting.  
Follow the SMART Framework.  
Commit to Your Goals.  
Momentum.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Implementing the Strategic Plan

The aim of this learning module is to provide the learner with an understanding of strategic planning, encompassing its definition and practical application within organisations. We will also delve into the process of implementing a strategic plan.

### On completion of this module, learners will be able to:

- Explain the role of implementing a strategic plan to realise desired future states.
- Recognise the fundamental components of a strategic plan.
- Demonstrate proficiency in crafting an impactful and efficient strategic plan.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.  
Introduction.

#### Topic 1: The Strategic Plan Explained.

The Strategic Plan Explained.  
Components of a Strategic Plan.  
Strategic Planning.  
The Five Forces.  
Summary.  
Knowledge Check.

#### Topic 2: Elements of a Strategic Plan.

Elements of a Strategic Plan.  
Structure of your Strategic Plan.  
Summary.  
Knowledge Check.

#### Topic 3: Implementing a Strategic Plan.

Implementing a Strategic Plan.  
Step 1 – Avoid Common Mistakes.  
Step 2 – Communicate with Stakeholders.  
Step 3 – Measure Progress.  
Step 4 - Monitoring.  
Implementing the Strategic Plan: A Checklist.  
Strategic Planning: Post Implementation.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Performance – Coaching & Goal Setting

The aim of this learning module is to provide the learner with an understanding of coaching, goal setting, and performance management, emphasising their importance within the workplace context.

### On completion of this module, learners will be able to:

- Describe the role and significance of performance management in the workplace.
- Explain and utilise the various goal setting models.
- Illustrate how to employ coaching to optimise performance.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.  
Introduction.

#### Topic 1: Performance Management.

Performance Management.  
Performance Management Benefits.  
Summary.  
Knowledge Check.

#### Topic 2: Coaching and Goal Setting.

Coaching and Goal Setting.  
Goal Setting Explained.  
Summary.  
Knowledge Check.

#### Topic 3: How to Coach for Improved Performance.

How to Coach for Improved Performance.  
Mutual Trust.  
Options.  
Evaluation.  
Coaching in Practice.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Decision-making Excellence

The aim of this learning module is to provide the learner with an understanding of decision-making excellence and its practical application within their organisation.

### On completion of this module, learners will be able to:

- Appreciate the significance of the decision-making process.
- Demonstrate familiarity with a range of tools for improving decision-making.
- Apply a decision-making model effectively within their organisation.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.  
Introduction.

#### Topic 1: Why Decision-Making Matters.

Why Decision-Making Matters.  
Decision-Making is a Management Skill.  
Summary.  
Knowledge Check.

#### Topic 2: Making Better Decisions.

Making Better Decisions.  
Decision-Making Myths.  
Ethical Decision-Making.  
Summary.  
Knowledge Check.

#### Topic 3: Decision-Making Models.

Decision-Making Models.  
The Vroom Yetton Jago Decision Model.  
The Recognition Primed Decision Model.  
Paired Comparison Analysis.  
The Ladder of Inference.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



# Embedding Organisational Culture

The aim of this learning module is to provide the learner with the knowledge and skills necessary to establish a robust organisational culture and implement effective strategies for its widespread adoption throughout all levels of the organisation.

## On completion of this module, learners will be able to:

- Describe the concept of organisational culture.
- Comprehend the processes involved in creating and integrating organisational culture into daily operations.
- Demonstrate the ability to establish and integrate a suitable organisational culture within their own organisation.

## Module Structure:

### Learning Objectives.

Aims and Learning Outcomes.  
Introduction.

### Topic 1: What is Organisational Culture?

What is Organisational Culture?  
The Creation of Organisational Culture.  
Workplace Culture Differences.  
Person and Market Centric Cultures.  
Adaptive and Adhocracy Culture.  
Power, Role and Hierarchy Culture.  
Task and Clan Culture.  
Changes in Organisational Culture.  
Summary.  
Knowledge Check.

### Topic 2: Roadmap to Organisational Culture.

Roadmap to Organisational Culture.  
Principle 1 - Assessment.  
Principle 2 - Dialogue.  
Principle 3 - Promises.  
Principle 4 - Scorecards.  
Principle 5 - Human Resource Practice.  
Principle 6 - Consistent Communication.  
Principle 7 - Review.  
Summary.  
Knowledge Check.

### Topic 3 How to Embed Organisational Culture.

How to Embed Organisational Culture.  
Communication.  
Show Don't Tell.  
Recruitment.  
Accountability and Incentivise.  
Feedback.  
Summary.  
Knowledge Check.

### End of Learning Module.

Learning Module Summary.



## Coaching Rising Stars

The aim of this learning module is to provide the learner with a grasp of Rising Stars and equip leaders with the skills to execute an exceptional coaching strategy for nurturing these emerging talents.

### On completion of this module, learners will be able to:

- Comprehend the pivotal role played by Rising Stars in the context of business growth.
- Explain the significance of managerial involvement in a Rising Stars programme.
- Outline the methods for coaching high-performing employees.
- Describe the process of preparing Rising Stars for career promotions.
- Define the various components of a coaching programme tailored for Rising Stars.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.  
Introduction.

#### Topic 1: Why Rising Stars are Important.

Why Rising Stars are Important.  
Working with High Performing Employees.  
Feedback is Crucial.  
Summary.  
Knowledge Check.

#### Topic 2: Preparing Rising Stars for Promotion.

Preparing Rising Stars for Promotion.  
Rising Star Selection Criteria.  
Steps for a Coaching Programme.  
Summary.  
Knowledge Check.

#### Topic 3: Rising Stars and Coaching.

Rising Stars and Coaching.  
Rising Stars Coaching Success.  
The Benefits of Coaching.  
How to Coach.  
Coaching Programme.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



Many personal development courses focus on the individual's non-professional life, but our courses have been developed to contribute positively to your organisation's business results as well as developing the individual.

A more effective and performant workforce drives improvements across the business, aids employee motivation and provides an advantage over competitors.

## COURSES:

1. Productivity and Time Management.
2. Effective Communication.
3. Conflict Management.
4. Negotiation and Influencing People.
5. Be Assertive the Right Way.
6. Managing Stress.
7. Developing Resilience.
8. Coaching Skills.
9. Emotional Intelligence.
10. Business Writing Tips.



# Productivity and Time Management

The aim of this learning module is to provide the learner with an effective understanding of Productivity and Time Management.

## On completion of this module, learners will be able to:

- Define the principles of time management.
- Explain the tools and resources essential for optimising productivity and efficiently using time.
- Recognise the pivotal role of delegation in effective time management.

## Module Structure:

### Learning Objectives.

Aims and Learning Outcomes.  
Introduction.

### Topic 1: Productivity and Time Management.

Productivity and Time Management.  
Poor Time Management.  
Good Time Management Skills.  
Summary.  
Knowledge Check.

### Topic 2: Prioritisation and Planning Tools.

Prioritisation and Planning Tools.  
Time Management Matrix.  
Planning and Prioritising.  
SMART Goals.  
Summary.  
Knowledge Check.

### Topic 3: Delegation and Organisation.

Delegation and Organisation.  
When you Need to Delegate.  
Delegation Principles.  
Organising Your Time.  
Organising your Resources.  
Summary.  
Knowledge Check.

### End of Learning Module.

Learning Module Summary.





## Effective Communication

The aim of this learning module is to provide the learner with a thorough appreciation of the significance of effective communication and its far-reaching implications across all levels.

### On completion of this module, learners will be able to:

- Describe the significance of proficient communication.
- Explain the distinctions between verbal and written communication.
- Recognise and address barriers that hinder effective communication.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.  
Introduction.

#### Topic 1: The Communication Process.

The Communication Process.  
Active Listening.  
Non-Verbal Communication.  
Emotional Awareness.  
Questioning Skills.  
The 7Cs of Communication.  
Summary.  
Knowledge Check.

#### Topic 2: Verbal and Written Communication.

Verbal and Written Communication.  
Verbal Communication.  
Advanced Techniques of Verbal Communication.  
Written Communication.  
Summary.  
Knowledge Check.

#### Topic 3: Effective Communication.

Effective Communication.  
Listening.  
The Recipient.  
Positivity.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



# Conflict Management

The aim of this learning module is to provide the learner with a broad understanding of conflict management, including its underlying causes and practical approaches for mitigating or resolving conflicts in the workplace.

## On completion of this module, learners will be able to:

- Define the concept of conflict management.
- Differentiate between various types of conflicts.
- Describe the essential components of a risk assessment.
- Demonstrate how to address workplace conflicts proactively and effectively.

## Module Structure:

### Learning Objectives.

Aims and Learning Outcomes.  
Introduction.

### Topic 1: Conflict Management Explained.

Conflict Management Explained.  
Conflict Management Models.  
Types of Conflict.  
Summary.  
Knowledge Check.

### Topic 2: Conflict Risk Assessment.

Conflict Risk Assessment.  
Identify Types of Conflict.  
Understand Conflict Resolution.  
Reducing Unnecessary Conflict - A Preventative Approach.  
Reactive Processes.  
Conflict Management Tools.  
Causes of Conflict.  
Encouraging Communication.  
Summary.  
Knowledge Check.

### Topic 3: Prevention And Handling Conflict.

Prevention and Handling Conflict.  
Summary.  
Knowledge Check.

### End of Learning Module.

Learning Module Summary.



## Negotiation and Influencing People

The aim of this learning module is to provide the learner with a fundamental grasp of the pivotal role that negotiation and influence play in the highly competitive landscape of the business environment.

### On completion of this module, learners will be able to:

- Differentiate between influence and negotiation.
- Master effective techniques for successful negotiations.
- Explain the fundamental principles underlying influence.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.  
Introduction.

#### Topic 1: Negotiation and Influence.

Negotiation and Influence.  
The Core Components of Negotiation.  
Summary.  
Knowledge Check.

#### Topic 2: Knowing Your Prospects.

Negotiation Process.  
Summary.  
Knowledge Check.

#### Topic 3: Communication, Influence and Negotiation.

Communication, Influence and Negotiation.  
The Six Principles of Influence.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Be Assertive the Right Way

The aim of this learning module is to provide the learner with help to cultivate assertiveness skills and gain a clear comprehension of what assertiveness entails.

### On completion of this module, learners will be able to:

- Define 'assertiveness' and grasp its significance.
- Identify methods to overcome self-doubt.
- Understand diverse communication styles.
- Explain the right approach to assertiveness.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Assertiveness Explained.

Assertiveness Explained.  
Assertiveness: The Benefits.  
Self Doubt.  
Managing Your Fears.  
Summary.  
Knowledge Check.

#### Topic 2: Assertiveness and Communication.

Assertiveness and Communication.  
Types of Communication.  
Summary.  
Knowledge Check.

#### Topic 3: Be Assertive the Right Way.

How to Be Assertive the Right Way.  
Key Areas to Assertiveness.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



# Managing Stress

The aim of this learning module is to provide the learner with the fundamental tools and resources essential for effectively handling workplace stress.

## On completion of this module, learners will be able to:

- Identify the primary triggers of stress.
- Recognise the various symptoms of stress.
- Describe effective stress management techniques and strategies.
- Implement helpful coping mechanisms.

## Module Structure:

### Learning Objectives.

Aims and Learning Outcomes.  
Introduction.

### Topic 1: Identifying Stress.

Identifying Stress.  
What is Stress?  
The Main Symptoms of Stress.  
Summary.  
Knowledge Check.

### Topic 2: Dealing With Stress.

Dealing with Stress.  
Key Benefits of Managing Workplace Stress.  
Summary.  
Knowledge Check.

### Topic 3: Coping Mechanisms.

Coping Mechanisms.  
Fight or Flight?  
Relaxation Techniques.  
Cognitive Behavioural Therapy.  
Summary.  
Knowledge Check.

### End of Learning Module.

Learning Module Summary.



## Developing Resilience

The aim of this learning module is to provide the learner with practical skills and techniques to empower them in effectively fostering resilience.

### On completion of this module, learners will be able to:

- Describe the importance and core essence of resilience.
- Identify some of the key qualities exhibited by resilient individuals.
- Explain various barriers that may hinder resilience.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Resilience: An Introduction.

Resilience: An introduction.  
Key Qualities of Resilient People.  
Barriers to Resilience.  
Summary.  
Knowledge Check.

#### Topic 2: The Building Blocks of Resilience.

The Building Blocks of Resilience.  
The Pillars of Resilience.  
Emotional Wellbeing.  
Summary.  
Knowledge Check.

#### Topic 3: Developing Resilience.

Developing Resilience.  
How to Build Your Emotional Wellbeing.  
Tips for Developing Your Pillars of Resilience.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Coaching Skills

The aim of this learning module is to provide the learner with a thorough understanding of effective coaching methods and strategies, focusing on refining and improving these techniques.

### On completion of this module, learners will be able to:

- Describe the purpose and components of coaching.
- Identify the significance and implementation of coaching models.
- Handle constructive feedback adeptly and effectively.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: An Introduction to Coaching.

An Introduction to Coaching.

What is Coaching?

Benefits of Coaching.

Coaching Skills.

Summary.

Knowledge Check.

#### Topic 2: The Grow Coaching Model.

The GROW Coaching Model.

The GROW Coaching Model in detail.

How to Apply GROW.

Summary.

Knowledge Check.

#### Topic 3: Feedback.

Feedback.

When to Give Feedback.

How to Give Feedback.

Understanding Motivations for Coaching.

Summary.

Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Emotional Intelligence

The aim of this learning module is to provide the learner with the fundamentals of emotional intelligence, its definition and practical applications.

### On completion of this module, learners will be able to:

- Describe the concept of emotional intelligence.
- Elaborate on each of the four pillars of emotional intelligence.
- Demonstrate an understanding of how to develop emotional intelligence.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.  
Introduction.

#### Topic 1: What is Emotional Intelligence?

What is Emotional Intelligence?  
History of Emotional Intelligence.  
Skills to Help You Develop Emotional Intelligence.  
Summary.  
Knowledge Check.

#### Topic 2: The Four Pillars of Emotional Intelligence.

The Four Pillars of Emotional Intelligence.  
Summary.  
Knowledge Check.

#### Topic 3: How to Improve Emotional Intelligence.

How to Improve Emotional Intelligence.  
How to Develop Emotional Intelligence.  
Benefits of Emotional Intelligence.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.





## Business Writing Tips

The aim of this learning module is to provide the learner with an understanding of the significance of effective written communication and the techniques involved.

### On completion of this module, learners will be able to:

- Demonstrate effective writing for various communication needs.
- Identify some of the main writing errors.
- Illustrate the varying writing styles used in communication, depending upon the intended purpose of the message.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.  
Introduction.

#### Topic 1 Introduction to Business Writing.

Introduction to Business Writing.  
Audience.  
Purpose.  
Draft.  
Accuracy.  
Presentation.  
Summary.  
Knowledge Check.

#### Topic 2 Errors in Writing.

Ambiguity.  
Active and Passive Voice.  
Overwriting.  
Common Misspellings.  
Summary.  
Knowledge Check.

#### Topic 3 Writing for Different Purposes.

Email.  
Business Letters.  
Job Advertisements.  
Reports and Proposals.  
Blog Posts.  
Social Media Captions.  
Minutes.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



Because compliance training is often seen as a “tick-box” activity, companies often limit the time spent designing engaging course content, which is a big mistake.

We create policy and compliance training that’s not just “press play and go for coffee”, but contextual and meaningful, using a variety of techniques and formats. Getting this right helps avoid problems that may result from non-compliance.

### COURSES:

1. Anti-Money Laundering.
2. Anti -Bribery.
3. Security and Privacy Controls.
4. Subject Access Requests.
5. IT Security for the Remote Worker and Business Traveller.
6. Mobile and Portable Device Security.
7. Cyber Security Risks and Social Media.
8. Freedom of Information Act.
9. Prevent- Preventing Radicalisation & Extremism.
10. Know Your Customer.



## Anti-Money Laundering

The aim of this learning module is to provide the learner with a thorough understanding of money laundering, covering relevant regulations for financial sectors and businesses engaged in substantial cash, property, or goods transactions. It delves into the illegality of money laundering and its implications.

### On completion of this module, learners will be able to:

- Explain the concept of money laundering and recognise its impact on financial services and other relevant business sectors.
- Describe and interpret the laws pertaining to money laundering.
- Understand the duties and obligations involved in detecting and reporting money laundering activities.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.  
Who should take this learning module.

#### Topic 1: Overview of Anti-Money Laundering.

What is Money Laundering?  
Why is Money Laundering Illegal?

#### Topic 2: The Offence of Money Laundering.

Money Laundering Regulations.  
Who the Regulations Apply to.  
How the Offence of Money Laundering is Committed.  
Anti-Money Laundering Controls and Monitoring.  
Reporting Suspicious Activity.  
Conclusion.

#### End of Learning Module.

Learning Module Summary.



## Anti-Bribery and Corruption

The aim of this learning module is to provide the learner with a thorough understanding of workplace bribery and enable them to safeguard both themselves and their organisation through the implementation of effective anti-bribery policies and procedures.

### On completion of this module, learners will be able to:

- Understand the meaning of bribery and its various forms.
- Identify proactive measures to minimise the risks associated with bribery and corruption.
- Explain the process for disclosure when receiving gifts and hospitality.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.  
Who should take this learning module.

#### Topic 1: Overview of Anti-Bribery.

Anti-Bribery.

#### Topic 2: What is Bribery?

What does Bribery involve?  
Bribery is a crime.

#### Topic 3: Offers of Hospitality.

Accepting offers of hospitality- genuine business reasons.  
Declaration.

#### End of Learning Module.

Learning Module Summary.



## Security and Privacy Controls

The aim of this learning module is to provide the learner with the necessary knowledge and skills to implement strong security and privacy controls. It emphasises the potential repercussions of insufficient strategies in safeguarding company and business data.

### On completion of this module, learners will be able to:

- Understand the importance of security and privacy controls within business operations.
- Recognise the organisational benefits of implementing a privacy management system.
- Explain the key components involved in devising a comprehensive security and privacy plan.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Security Controls.

Safeguarding Data.  
Safety and Security of Data.  
Intrusion Detection System.  
Summary.  
Knowledge Check.

#### Topic 2: Privacy Controls.

Privacy.  
Maintaining Privacy Consistently.  
Summary.  
Knowledge Check.

#### Topic 3: Privacy and Security Plans.

Formulating a Comprehensive Plan.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Subject Access Requests

The aim of this learning module is to provide the learner with the knowledge and skills needed to effectively manage the receipt of Subject Access Requests and provide an appropriate response.

### On completion of this module, learners will be able to:

- Understand the meaning of a Subject Access Request and the associated obligations for ensuring compliance.
- Manage and respond appropriately to Subject Access Requests.
- Explain the various exemptions that exist and the corresponding timelines for responding to a request.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: The Right to Request.

Subject Access Request.

Third Party Requests.

SAR for Children.

Identity Checks.

Clarification.

Summary.

Knowledge Check.

#### Topic 2: Responding to Subject Access Requests.

Responding to a Request.

Fees.

Timescales.

Summary.

Knowledge Check.

#### Topic 3: Other Considerations.

Declining a Request.

Manifestly Unfounded.

Excessive.

Refusing to Comply.

Summary.

Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## IT Security for the Remote Worker and Business Traveller

The aim of this learning module is to provide the learner with an understanding of the risks, challenges, and strategies associated when remote working or travelling for business. It emphasises safe working practices and safeguarding company data as paramount objectives.

### On completion of this module, learners will be able to:

- Understand the potential security risks associated with remote working.
- Recognise effective procedures to secure devices and safeguard data.
- Understand the protocols necessary to protect systems, networks, and devices.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Cyber Security Issues with Remote Work.

Remote Working Cyber Security.  
At Risk Behaviour.  
Summary.  
Knowledge Check.

#### Topic 2: The Risks.

Risk Factors.  
Security on Multiple Devices.  
Secure Infrastructure.  
Work from Home/Remote Work Security Strategy.  
Summary.  
Knowledge Check.

#### Topic 3: Safeguards.

Security Strategies.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Mobile and Portable Device Security

The aim of this learning module is to provide the learner with an awareness of the security vulnerabilities posed by mobile and portable devices. It also focuses on implementing measures to effectively protect both personal devices and organisational data from potential loss, theft, or interception.

### On completion of this module, learners will be able to:

- Understand the importance of securing mobile and portable devices.
- Recognise security threats capable of compromising systems and networks.
- Implement safeguarding controls to effectively minimise potential risks.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Portable Devices and Mobile Security.

IT Security Plans.  
Internet of Things.  
Summary.  
Knowledge Check.

#### Topic 2: Security Threats.

Security Risks.  
Summary.  
Knowledge Check.

#### Topic 3: Security Management.

Managing Systems and Device Security.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.





## Cyber Security Risks and Social Media

The aim of this learning module is to provide the learner with an understanding of the security challenges organisations face across social media platforms when employees access these platforms for both personal and professional purposes.

### On completion of this module, learners will be able to:

- Explain the reasons why social media poses security risks.
- Recognise the various security risks linked to social media usage and take defensive measures.
- Describe best practice for ensuring security in social media interactions.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Cyber Security.

What is Cyber Security?  
Types of Cyber Threats.  
Malware.  
Password Attacks.  
Summary.  
Knowledge Check.

#### Topic 2: Security Threats.

Social Media.  
Social Media Issues.  
Summary.  
Knowledge Check.

#### Topic 3: Security Management.

Minimise the Risk.  
Avoiding Hacking.  
Education and Awareness.  
Risk Management.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Freedom of Information Act

The aim of this learning module is to provide the learner with the with essential knowledge regarding the necessary protocols and procedures when receiving a Freedom of Information request, as well as understanding the rights and privileges of individuals making such requests.

### On completion of this module, learners will be able to:

- Understand the practical application of the Freedom of Information Act concerning requests.
- Explain the appropriate procedures for responding to such requests.
- Identify the necessary steps to take when the requested information is unavailable.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: What Is Freedom of Information?

Freedom of Information Act 2000.

Under the Act.

Information Covered by Freedom of Information.

Summary.

Knowledge Check.

#### Topic 2: Responding to a Request.

Request for Information.

Request Validity.

Timescales.

Procedure.

Summary.

Knowledge Check.

#### Topic 3: Disclosure.

Disclosure.

Freedom of Information and Confidentiality.

Benefits of Compliance.

Summary.

Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Prevent- Preventing Radicalisation & Extremism

The aim of this learning module is to provide the learner with essential knowledge about Prevent, emphasising its significance and strategies for effective implementation. It focuses on preparing individuals to address concerns and aims to establish a strong foundation in understanding the Prevent framework.

### On completion of this module, learners will be able to:

- Explain the underlying purpose of the Prevent strategy.
- Outline the various components comprising the Prevent framework.
- Understand the practical implementation of the Prevent strategy.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: What is Prevent?

What is Prevent?  
Identifying the Vulnerable.  
Summary.  
Knowledge Check.

#### Topic 2: Prevent and Channel.

The Role of Channel.  
Indicators of Extremism.  
Summary.  
Knowledge Check.

#### Topic 3: Contest and Channel.

Contest.  
The Channel Programme.  
Self-Assessment Tool.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Know Your Customer

The aim of this learning module is to provide the learner with an understanding of the process involved in understanding and verifying customers and clients' identities before engaging in business transactions. It also covers the responsibilities associated with developing and implementing a Know Your Customer strategy within their organisation.

### On completion of this module, learners will be able to:

- Construct a customised Know Your Customer framework tailored to organisational needs.
- Identify and implement effective internal controls.
- Conduct ongoing monitoring of customers once the necessary checks have been made.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Verifying Identity.

Know Your Customer Initiative.  
Due Diligence.  
Change of Circumstances.  
Occasional Transactions.  
Enhanced Due Diligence.  
Regular Monitoring.  
Summary.  
Knowledge Check.

#### Topic 2: Internal Controls.

Internal Controls.  
Policy Statement.  
Record Keeping.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



Ensure the well-being of employees by fostering a culture of health and safety in the workplace. Empower them with the knowledge and skills to carry out their tasks without endangering their own well-being.

Cultivate an environment where safe practices are ingrained in daily operations, ensuring that every individual naturally prioritises their own and others' safety.

Fulfill your obligations to safeguard the health and safety of your workforce, demonstrating a commitment to their overall well-being.

### COURSES:

1. Health and Safety in the Workplace.
2. Slips, Trips and Falls.
3. Control of Substances Hazardous to Health (COSHH).
4. Fire Safety.
5. Basic First Aid in the Workplace.
6. Manual Handling.
7. Working at Height.
8. Personal Protective Equipment (PPE).
9. Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR).
10. Display Screen Equipment (DSE).



# Health and Safety in the Workplace

The aim of this learning module is to provide the learner with an understanding of their obligations and responsibilities under health and safety legislation. It empowers individuals to identify potential hazards and risks within their workplace, while also offering strategies for implementing efficient measures to mitigate and manage these risks effectively.

## On completion of this module, learners will be able to:

- Understand their obligations and responsibilities covered in The Health and Safety Law Act.
- Explain the significance of clear communication and proper reporting procedures.
- Employ risk assessments and control measures to prevent accidents and mitigate risks and hazards.
- Identify the role of safety equipment, signage, and the necessity of regular maintenance.
- Investigate and report both accidents and near misses for continuous improvement in safety protocols.

## Module Structure:

### Learning Objectives.

Aims and Learning Outcomes.

### Topic 1: Health And Safety Law and Responsibilities.

Health and Safety Law and Information.  
What is Enforcement?  
Health and Safety Responsibilities.  
Knowledge Check.

### Topic 2: Communication and Environment.

Effective Communication.

### Topic 3: Hazards and Risks.

Spot the Hazards.  
What are Hazards and Risks?  
Hazard Control Measures.  
Risk Assessments.  
Knowledge Check.

### Topic 4: Accident Prevention.

Accidents.  
Investigating and Reporting Accidents/  
Near Misses.

### Topic 5: Signs and Their Meanings.

Safety Signs.  
Safety Colours.  
Maintenance.

### Topic 6: Personnel Protective Equipment.

Introduction to PPE.  
Types of PPE.

### Topic 7: Key Takeaways.

What you MUST do.

### End of Learning Module.

Learning Module Summary.



## Slips, Trips and Falls

The aim of this learning module is to provide the learner with an awareness of the various hazards associated with slips, trips, and falls in any workplace. It focuses on implementing proactive measures to control and prevent accidents effectively.

### On completion of this module, learners will be able to:

- Recognise potential hazards and risks associated with slips, trips, and falls in the workplace.
- Describe the Trip Potential Triangle concept.
- Implement preventive measures to reduce accidents.
- Understand the responsibilities of both employees and employers in maintaining safe work practices.
- Identify the essential steps for conducting risk assessments.
- Report and document accidents and near misses effectively.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Key Laws and Legislation.

Introduction.

#### Topic 2: Identifying Hazards and Risks.

Differences between Hazards and Risks.  
Trip Potential Triangle.  
Knowledge Check.

#### Topic 3: The Key Steps for Risk Assessment.

Creating a Risk Assessment.  
Risk in the workplace.

#### Topic 4: Responsibilities.

Responsibilities of Employees and Employers.

#### Topic 5: Accident Prevention-Slips and Trips.

Prevention.  
Knowledge Check.

#### Topic 6: Reporting and Recording Accidents.

Record and Report.  
Near Misses.

#### Topic 7: Key Takeaways.

Simple mistakes can shatter lives.

#### End of Learning Module.

Learning Module Summary.



# Control of Substances Hazardous to Health (COSHH)

The aim of this learning module is to provide the learner with an understanding of the risks associated with hazardous substances. It provides the knowledge necessary to mitigate health hazards by conducting thorough risk assessments and implementing effective control measures when handling such materials.

## On completion of this module, learners will be able to:

- Recognise substances that are hazardous to health and understand their potential health effects.
- Understand Key Regulations governing hazardous materials.
- Identifying common warning signage.
- Explain the elements of Safety Data Sheets.
- Assess risks and employ risk management strategies including risk assessments.
- Identify potential routes of exposure to hazardous substances.
- Explain the necessity and use of Personal Protective Equipment (PPE).

## Module Structure:

### Learning Objectives.

Aims and Learning Outcomes.

### Topic 1: COSHH Regulations, Key Laws and Requirements.

Overview.

Key Regulations.

### Topic 2: What is a Hazardous Substance?

What is a Hazardous Substance?

Hazardous Substances.

Effects.

Knowledge Check.

### Topic 3: Understanding Signage/Warning Symbols.

Typical Warning Signage.

Precautionary Statements.

Safety Data Sheets.

### Topic 4: Health Hazards and Occupational Risk.

Who is at risk from Hazardous Substances?

Occupational Health Risk Management.

Risk Assessment COSHH.

Exposure Routes into the Body.

PPE overview.

### Topic 5: Good Practice.

COSHH Approved Code of Practice.

Hazard Waste Management.

Knowledge Check.

### End of Learning Module.

Learning Module Summary.





## Fire Safety

The aim of this learning module is to provide the learner with an awareness of the causes and impacts of fire, enabling them to identify fire hazards within the workplace. Additionally, it emphasises the significance of maintaining good housekeeping practices and outlines safe procedures to follow in the event of a fire emergency. This includes instruction on selecting and effectively utilising appropriate fire extinguishing equipment.

### On completion of this module, learners will be able to:

- Explain the causes and consequences of fire.
- Recognise and implement good housekeeping practices.
- Report fire safety issues or concerns.
- Implement appropriate responses in the event of a fire.
- Identify the various types of firefighting equipment and their applications.
- Employ efficient evacuation protocols and procedures.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Understanding Fire.

Fire Triangle.

Understanding the cause of fire in the workplace.

Understanding the effects of fire in the workplace.

Knowledge Check.

#### Topic 2: Fire Regulations and Good Practices.

Regulations and Risk Assessments.

Housekeeping.

#### Topic 3: In The Event of a Fire.

Fire Fighting Equipment Signs.

Fire Extinguisher - The Basics.

Common Equipment.

Extinction of the Fire.

Fire Safety Recap.

Knowledge Check.

#### Topic 4: Evacuation Routes, Workplace Assembly Points and Sign Recognition.

Fire Escape Signage.

Examples of Escape Route Signage.

Examples of Fire Warning Signs.

Fire Wardens and Marshals.

Means of Escape.

Evacuation of Individuals with Disabilities.

Escape Route Assembly Points.

Knowledge Check.

#### Topic 5: Reporting Fire Safety Issues.

Reporting.

#### Topic 6: Key Takeaways.

In the Event of a Fire.

#### End of Learning Module.

Learning Module Summary.



## Basic First Aid in the Workplace

The aim of this learning module is to provide the learner with a thorough understanding of their roles and responsibilities as First Aiders in the workplace. It provides the necessary knowledge and skills to effectively administer First Aid during medical emergencies until professional medical assistance arrives.

### On completion of this module, learners will be able to:

- Understand The Health and Safety (First Aid) Regulations.
- Identify the responsibilities and objectives of a First Aider.
- Recognise the importance of first aid kits including the practical application of their contents.
- Manage incidents, accidents, and instances of ill health in the workplace.
- Provide basic treatment for minor injuries.
- Explain basic CPR techniques.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Enforcement of Safety Laws.

Introduction.

Safety Laws and Regulations.

#### Topic 2: Basic First Aid.

Aim of First Aid.

Why have a trained first aider?

First Aid Personnel.

First Aid Arrangements.

First Aid Kits.

#### Topic 3: Hazards and Risks.

Reporting of Incidents in the Workplace.

Accidents and Injuries.

Minor Injuries.

The Recovery Position.

Serious Injuries.

Unconscious Casualties.

Knowledge Check.

#### Topic 4: The Basics of CPR.

What is Cardiopulmonary Resuscitation (CPR).

Basic CPR.

#### End of Learning Module.

Learning Module Summary.



# Manual Handling

The aim of this learning module is to provide the learner with the necessary knowledge, skills and techniques to safely complete tasks where manual handling is required, while also fostering a heightened awareness of health & safety in the workplace when undertaking manual handling activities.

## On completion of this module, learners will be able to:

- Understand the legal framework and associated responsibilities.
- Identify and evaluate risks involved in manual handling.
- Conduct thorough risk assessments.
- Understand the anatomy and functionality of the spine.
- Demonstrate safe lifting practices.
- Demonstrate safe techniques for pushing and pulling loads.
- Recognise common workplace injuries related to manual handling tasks.

## Module Structure:

### Learning Objectives.

Aims and Learning Outcomes.

### Topic 1: Manual Handling in the Workplace.

What is Manual Handling?  
Manual Handling Law and Information.  
Responsibilities.  
Knowledge Check.

### Topic 2: Reducing Risks and Identifying Risk Factors.

Why do we need Risk Assessments?  
Assessing Manual Handling Risks.  
Manual Handling Risk Assessments.

### Topic 3: Overview of the Spine Anatomy and Function.

Spinal Awareness.  
Anatomy of the Spine.  
Correct Posture.  
Knowledge Check.

### Topic 4: Safe Techniques.

Guide to Weight Limits.  
Guidelines for Lifting and Lowering.  
Knowledge Check.  
Safe Pushing / Pulling Techniques.  
Good Handling Techniques for Pushing and Pulling.  
Knowledge Check

### Topic 5: Common Manual Handling Injuries.

Manual Handling Injuries at Work.

### Topic 6: Key Takeaways.

Basic Principles of Manual Handling.  
Checklist.

### End of Learning Module.

Learning Module Summary.



## Working at Height

The aim of this learning module is to provide the learner with an awareness of the risks associated with working at height and the practical measures that should be employed to avoid, prevent or reduce risk of falls from height.

### On completion of this module, learners will be able to:

- Understand legal obligations and legislative framework.
- Select appropriate equipment for various work at height tasks and ensuring safe usage.
- Explain the reasons for safety protocols.
- Implement preventive measures to mitigate common accidents.
- Recognise the importance of equipment inspection and regular maintenance.
- Identify risks and conduct effective risk assessments.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Legal Requirements & Legislation.

The Work at Height Regulations 2005.  
How do you comply with these Regulations?

#### Topic 2: Working at Height.

Working at Height.  
Risk Assessment.  
Knowledge Check.

#### Topic 3: Working Safely with Scaffolds, Ladders & Steps Ladders.

Selecting the right equipment for a job.  
Using Ladders Safely.  
Leaning Ladders.  
Using a Leaning Ladder to carry out a task.  
Stepladders.  
Scaffold.  
Installing Scaffold.  
Scaffold Inspection.  
Using Safe Equipment.  
Knowledge Check.

#### Topic 4: Planning the Work and Selecting Appropriate Equipment.

Things to Consider Review.  
Example - Installation of CCTV equipment.  
Example - Changing light bulbs in a sports hall.  
Example - Changing light bulbs in an office corridor.

#### Topic 5: Equipment Inspection and Reporting.

How do you make sure the equipment itself is in good condition?  
Control Measures.  
Dos and Don'ts.

#### Topic 6: Common Accidents & Preventative Measures.

Don't let a fall shatter your life.  
Common Accidents.

#### End of Learning Module.

Learning Module Summary.



## Personal Protective Equipment (PPE)

The aim of this learning module is to provide the learner with an understanding of the various types of personal protective equipment (PPE) and their respective functions. This encompasses selecting the most suitable PPE for a given task and verifying that all equipment is in good working order prior to usage.

### On completion of this module, learners will be able to:

- Understand the regulations regarding PPE.
- Explain the responsibilities and duties of employers and employees.
- Improve workplace safety through the use of PPE.
- Identify the appropriate PPE for individual tasks and ensure accurate usage.
- Correctly manage and maintain items of PPE.
- Identify signage related to the use of PPE.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Key Requirements, Laws and Regulations.

What do the Regulations require?  
Provision of PPE.  
Maintaining PPE.  
User's duties.

#### Topic 2: Understand Why PPE is Necessary and when to use it.

Making the Workplace Safe.  
Employer / Employee.  
Know when to use PPE.  
PPE when working with chemicals.  
Industrial or Construction Workplaces.  
Knowledge Check.

#### Topic 3: Identify the Appropriate PPE for a Task.

Assessing and choosing PPE.  
Hearing Protection.  
Head Protection.  
Eye protection.  
Foot Protection.  
Hand and Arm Protection.  
Body Protection.  
Respiratory Protection.  
Understanding signs associated with PPE.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



# Reporting of Injuries, Diseases & Dangerous Occurrences

The aim of this learning module is to provide the learner with an introduction to the Reporting of Injuries, Diseases, and Dangerous Occurrences Regulations (RIDDOR) guidance, enabling them to effectively implement and report incidents in accordance with the regulations.

## On completion of this module, learners will be able to:

- Understand the purpose of RIDDOR.
- Explain the various types of reportable incidents.
- Describe the process of reporting.

## Module Structure:

### Learning Objectives.

Aims and Learning Outcomes.

### Topic 1: Introduction to RIDDOR.

Overview of RIDDOR regulations.  
Purpose and importance of reporting incidents.  
Legal obligations for employers and employees.

### Topic 2: Types of Reportable Incidents.

Categories of reportable incidents.  
Examples of reportable incidents.  
Understanding the criteria for reportability.  
Knowledge Check.

### Topic 3: Reporting Process.

Step-by-step guide to reporting incidents under RIDDOR.  
Reporting deadlines and procedures.  
Knowledge Check.

### Topic 4: Responsibilities.

Responsibilities of Employers.  
Responsibilities of Employees.

### End of Learning Module.

Learning Module Summary.



## Display Screen Equipment (DSE)

The aim of this learning module is to provide the learner with an understanding of Display Screen Equipment (DSE) ergonomics, focusing on the principles and practices necessary to create a safe and comfortable workstation, including the potential health risks associated with improper DSE use and how to mitigate them through ergonomic adjustments.

### On completion of this module, learners will be able to:

- Understand the regulations and guidelines concerning Display Screen Equipment (DSE).
- Recognise the importance of correct workstation setups.
- Describe best practices for safely using Display Screen Equipment (DSE).
- Identify and implement the different components involved in DSE Risk Assessment.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Introduction to DSE Ergonomics.

Overview of relevant regulations and guidelines.

Understanding the importance of DSE ergonomics.

Common health issues associated with poor DSE ergonomics.

Knowledge Check.

#### Topic 2: Workstation Setup.

Positioning of monitor, keyboard, and mouse.

Chair height and lumbar support.

Correct posture and body alignment.

Creating a clutter-free and organised workspace.

Display Screen Considerations.

#### Topic 3: Risk Assessment and Management.

Conducting a DSE risk assessment.

Identifying potential hazards.

#### End of Learning Module.

Learning Module Summary.



The Customer Service Learning Collection aims to enable key team members to deliver exceptional service throughout various workplace interactions.

Ensuring professionalism when interacting with both customers and colleagues, whether by phone calls, face to face engagements or written communication, is paramount for the success of the organisation.

## COURSES:

1. Telephone Etiquette.
2. Complaint Handling.
3. Customer Service Success.
4. Building Customer Loyalty.
5. Vulnerable Customers.
6. How to say “NO” in the right way.
7. Assertive vs Aggressive.
8. Develop a Simple Process for Escalation.
9. Dealing with Angry People.
10. Supporting your Front Line Employees.





## Telephone Etiquette

The aim of this learning module is to provide the learner with the knowledge and skills necessary to proficiently manage the principles of effective telephone communication.

### On completion of this module, learners will be able to:

- Understand the significance of practicing good etiquette when addressing customer service calls.
- Identify various communication challenges that telephone conversations may present.
- Explain principles of customer service telephone etiquette and proficient questioning techniques.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.  
Introduction.

#### Topic 1: The Importance of Professional Telephone Skills.

The Importance of Professional Telephone Skills.

Benefits of Professional Telephone Etiquette.

Anticipating Customer Needs  
Summary.

Knowledge Check.

#### Topic 2: Communication.

Communication Challenges.

Building Rapport and Information Gathering.

Summary.

Knowledge Check.

#### Topic 3: Customer Service Tips & Techniques.

Customer Service Etiquette Tips.

Questioning Techniques.

Closing a Call.

Summary.

Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Complaint Handling

The aim of this learning module is to provide the learner with best practices for handling complaints, how to respond to challenging situations and what you should do to reduce the likelihood of complaints occurring.

### On completion of this module, learners will be able to:

- Understand the importance of effective complaints handling.
- Identify how to investigate and manage complaints.
- Describe the benefits that resolution and positive outcomes can have for business.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Complaints Handling.

Complaint Handling.  
What is a Customer Complaint?  
Why Customers Voice Complaints.  
Summary.  
Knowledge Check.

#### Topic 2: Receiving and Investigating Complaints.

Introducing the Six Step Process.  
Step 1 – Assessment.  
Step 2 – Investigation.  
Step 3 – Evaluating the Evidence.  
Step 4 – Addressing Mistakes.  
Step 5 – The Remedy.  
Step 6 The Response.  
Summary.  
Knowledge Check.

#### Topic 3: Service Improvement.

Reviewing Complaints Handling.  
Principles of Good Complaints Handling.  
Managing the Customer Experience.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Customer Service Success

The aim of this learning module is to provide the learner with the foundational principles of customer service success, enabling them to apply these skills across diverse roles and levels within customer service.

### On completion of this module, learners will be able to:

- Describe the significance of building rapport.
- Explain why customer loyalty should be promoted.
- Identify various tactics to drive customer engagement.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Strategies for Rapport Building.

Building Rapport.  
Get to Know your Customers.  
Making Customers Feel Valued.  
Understand Your Customers.  
Summary.  
Knowledge Check.

#### Topic 2: Building Customer Loyalty.

Attention to Detail.  
Reward Loyalty.  
Strive for Excellence.  
Summary.  
Knowledge Check.

#### Topic 3: Customer Engagement.

Customer Engagement.  
Seven Key Principles.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Building Customer Loyalty

The aim of this learning module is to provide the learner with extensive knowledge and practical skills to craft impactful strategies that foster customer loyalty. By delving into fundamental principles and proven techniques, participants will explore how to drive customer retention, satisfaction, and advocacy.

### On completion of this module, learners will be able to:

- Explain the importance and benefits of customer loyalty.
- Cultivate exceptional customer experiences.
- Develop and execute effective loyalty programmes.
- Apply strategies for problem resolution and service recovery.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Understanding Customer Loyalty.

Importance and Benefits of Customer Loyalty.

Key Principles and Components of Customer Loyalty.

Differentiating Customer Satisfaction and Customer Loyalty.

Exploring the Impact of Customer Loyalty on Business Growth.

Summary.

Knowledge Check.

#### Topic 2: Creating Exceptional Customer Experiences.

Understanding the Value of Customer Experience.

Exceeding Customer Expectations. Personalisation and Customisation.

Enhance Customer Interactions.

Summary.

Knowledge Check.

#### Topic 3: Implementing Loyalty Programmes.

Loyalty Programmes and Their Significance.

Designing Effective Loyalty Programmes. The Right Rewards and Incentives.

Measuring and Evaluating.

Summary.

Knowledge Check.

#### Topic 4: Problem Resolution and Service Recovery.

Resolving Customer Issues.

Summary.

#### End of Learning Module.

Learning Module Summary.



## Vulnerable Customers

The aim of this learning module is to provide the learner with an understanding of vulnerability, enabling them to identify it and offer optimal support to customers seeking advice or intending to purchase products or services, especially those in vulnerable situations.

### On completion of this module, learners will be able to:

- Define what is meant by a vulnerable customer.
- Demonstrate proficiency in addressing the specific needs of vulnerable customers.
- Provide comprehensive support to customers throughout the entire transaction process.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Supporting Vulnerable Consumers.

Supporting Vulnerable Consumers.

Customer Objectives.

Identification of a Vulnerability.

Summary.

Knowledge Check.

#### Topic 2: Meeting The Needs of Vulnerable Customers.

Addressing the Needs of Vulnerable Customers.

Summary.

Knowledge Check.

#### Topic 3: Vulnerable Customers Policy.

Vulnerable Customers Policy.

Step 1 - Audit Current Practices.

Step 2 Develop Strategy.

Step 3 Implementation.

Step 4 Evaluation and Review.

Summary.

Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## How to say “NO” in the right way

The aim of this learning module is to provide the learner with the skills to effectively decline requests in various contexts whether with customers, managers, or colleagues using appropriate techniques and strategies. The goal is to respectfully communicate refusals without causing offense or seeming abrupt.

### On completion of this module, learners will be able to:

- Describe the drawbacks linked to consistently agreeing and constantly saying yes.
- Understand the key components of saying no the right way.
- Differentiate and employ diverse strategies for saying no.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Politely Decline Requests and Set Boundaries.

The Art of Saying No.  
Being Assertive in Saying No.  
Remaining Resolute.  
Summary.  
Knowledge Check.

#### Topic 2: How To Say No.

Learning How to Say No.  
Different Approaches to Implement.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Assertive vs Aggressive

The aim of this learning module is to provide the learner with the skills to navigate assertiveness without crossing into aggression, fostering a balanced and effective communication style.

### On completion of this module, learners will be able to:

- Distinguish between behaviour types associated with aggression and assertiveness.
- Define the traits of aggressive behaviour.
- Illustrate approaches to bolster assertiveness while respecting others' viewpoints and nurturing positive relationships.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic1: Behaviour Types.

Behaviour Types.

Aggressive Behaviour.

Passive Behaviour.

Passive Aggressive Behaviour.

Assertive Behaviour.

Aggressive Communication vs Assertive Communication.

Summary.

Knowledge Check.

#### Topic 2: How to Develop Assertive Behaviour.

How to Develop Assertive Behaviour.

Barriers and Transparency.

Summary.

Knowledge Check.

#### Topic 3: How to Be Assertive but Not Aggressive.

How to be Assertive but Not Aggressive.

Summary.

Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Develop a Simple Process for Escalation

The aim of this learning module is to provide the learner with the knowledge and skills to create efficient procedures for escalating customer concerns or complaints, facilitating effective resolution.

### On completion of this module, learners will be able to:

- Explain the definition of escalation.
- Comprehend the underlying reasons for escalations.
- Recognise the necessity of the escalation process.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: What is Escalation.

What is Escalation?  
Customer Escalation Management.  
Summary.  
Knowledge Check.

#### Topic 2: Why Escalation is Needed.

Why Escalation is Needed.  
Components of Escalation Management.  
Summary.  
Knowledge Check.

#### Topic 3: The Escalation Process.

The Escalation Procedure.  
Continuous Improvement.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.





## Dealing with Angry Customers

The aim of this learning module is to provide the learner with insights into the causes behind encounters with angry customers and equip them with knowledge and skills to de-escalate challenging scenarios, empowering them to competently handle confrontations with angry individuals across diverse situations with confidence.

### On completion of this module, learners will be able to:

- Identify some of the reasons behind customer frustration and anger.
- Describe effective strategies for handling angry customers.
- Recognise the importance of follow up, particularly for angry customers.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Understanding Angry Customers.

Angry Customers.

Why is the Customer Angry?

Summary.

Knowledge Check.

#### Topic 2: Dealing with Angry Customers.

Dealing with Angry Customers.

Five Professional and Polite Methods.

Further Strategies.

Summary.

Knowledge Check.

#### Topic 3: Following Up.

Following Up.

Effective Follow-up Techniques.

Summary.

Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Supporting your Front-Line Employees

The aim of this learning module is to provide the learner with insights into the causes behind encounters with angry customers and equip them with knowledge and skills to de-escalate challenging scenarios, empowering them to competently handle confrontations with angry individuals across diverse situations with confidence.

### On completion of this module, learners will be able to:

- Identify some of the reasons behind customer frustration and anger.
- Describe effective strategies for handling angry customers.
- Recognise the importance of follow up, particularly for angry customers.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Introduction to Front-Line Employee Support.

Understanding who are Front-Line Employees are.  
Challenges Faced by Front-Line Employees.  
The Role of Managers in Supporting Front-Line Employees.  
Effective Communication Techniques.  
Summary.  
Knowledge Check.

#### Topic 2: Strategies for Engaging Front-Line Staff.

Are your Front-Line Employees Engaged? Value and Trust Front-Line Employees.  
Acknowledgement and Recognition.  
Show Appreciation.  
Summary.  
Knowledge Check.

#### Topic 3: Empowering Front-Line Employees.

Provide Autonomy and Decision-Making Authority.  
Encourage Idea Generation and Innovation.  
Training and Development.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



Although every company is different, there are a number of key areas that affect all organisations.

Our Human Resources essential training is designed to provide insights into your responsibilities from a HR perspective, and helps ensure consistency in the approach you take to people management.

### **COURSES:**

1. New Employee Onboarding.
2. Bullying and Harassment in the Workplace.
3. Termination of Employment.
4. Discipline and Grievance.
5. Effective Absence Management.
6. Whistleblowing.
7. Right to Work.
8. Performance Reviews.
9. HR for Non-HR Managers.
10. Effective Recruitment.



# New Employee Onboarding

The aim of this learning module is to provide the learner with the essential knowledge, tools and resources needed to successfully implement an onboarding programme for new employees.

## On completion of this module, learners will be able to:

- Describe significance of onboarding and its processes.
- Differentiate between formal and informal onboarding approaches.
- Recognise the importance of effective planning in the onboarding process.

## Module Structure:

### Learning Objectives.

Aims and Learning Outcomes.

### Topic 1: An Introduction to Employee Onboarding.

What is Onboarding?  
Why is onboarding important?  
Employee Onboarding - Poor versus Effective.  
New Hire Needs.  
Planning the Onboarding Process.  
Summary.  
Knowledge Check.

### Topic 2: The Onboarding Process

Getting Started.  
The Recruitment Process.  
Employment Offer.  
1-2 Weeks Before Start Date.  
Setup Items.  
The Day Before.  
The First Day.  
First Week.  
The First 3 months.  
Summary.  
Knowledge Check.

### Topic 3: Best Practice for Onboarding

The 5 Steps to Effective Onboarding.  
10 Principles for Successful Onboarding.  
The Onboarding Checklist.  
Summary.  
Knowledge Check.

### End of Learning Module.

Learning Module Summary.



## Bullying and Harassment in the Workplace

The aim of this learning module is to provide the learner with a detailed understanding of the impact bullying and harassment can have on employees within the workplace. It delves into the root causes of these behaviours while emphasising the responsibility employers bear in establishing thorough policies, procedures, and preventive measures to effectively address and mitigate such issues in the workplace.

### On completion of this module, learners will be able to:

- Recognise the various manifestations of bullying and harassment.
- Understand the significance of implementing a robust policy addressing these issues.
- Identify actionable methods to protect and support employees affected by bullying and harassment.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Bullying in the Workplace.

Bullying in the Workplace.  
Action Against Bullying.  
The Impact of Bullying.  
How Bullying Affects a Business.  
Why Does Workplace Bullying Happen?  
Summary.  
Knowledge Check.

#### Topic 2: Bullying Procedure and Guidelines.

Bullying Procedure and Guidelines.  
Anti-Bullying Policies.  
Formal Complaints Procedure.  
Informal Action.  
Formal Action.  
Summary.  
Knowledge Check.

#### Topic 3: Supporting Employees.

Protecting and Supporting Employees.  
Advice and Guidance on Bullying.  
Reporting and Recording.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Termination of Employment

The aim of this learning module is to provide the learner with guidance through the employee termination process, offering insights into when it might become necessary and how to navigate this procedure fairly and proficiently.

### On completion of this module, learners will be able to:

- Comprehend the reasons behind employment contract terminations.
- Explain the process involved in terminating an employee.
- Recognise and apply best practices for ending an employment contract.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Termination of Employment.

Termination of Employment.  
Terminating an Employee Contract.  
Performance Improvement Plans (PIP).  
Summary.  
Knowledge Check.

#### Topic 2: Employee Termination Process.

Employee Termination Process.  
Legal Considerations.  
Employment Termination Checklist.  
Summary.  
Knowledge Check.

#### Topic 3: Best Practice.

Best Practice.  
Best Practice Guidelines.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Discipline and Grievance

The aim of this learning module is to provide the learner with the skills needed to adeptly manage disciplinary actions and grievances when conflicts arise in the employer-employee dynamic. It underscores the significance of handling these challenges consistently and fairly, ensuring equity throughout the resolution process.

### On completion of this module, learners will be able to:

- Understand the significance of establishing appropriate grievance and disciplinary procedures.
- Explain the processes involved in investigations and hearings.
- Detail the dismissal procedure within disciplinary actions.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Grievance and Disciplinary Procedures.

Grievance and Disciplinary Procedures.  
Grievances.  
Why Disciplinary Procedures are Needed.  
At a glance - Disciplinary and Grievances.  
Summary.  
Knowledge Check.

#### Topic 2: Investigations and Hearings.

Investigations and Hearings.  
Investigations.  
Step 1 – The Decision.  
Step 2 - Preparation.  
Step 3 – Conducting the Investigation.  
Step 4 - Record Keeping.  
Summary.  
Knowledge Check.

#### Topic 3: Dismissal.

Disciplinary Sanctions.  
Dismissal.  
Training.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Effective Absence Management

The aim of this learning module is to provide the learner with the essential knowledge required to implement policies and procedures that efficiently reduce employee absenteeism.

### On completion of this module, learners will be able to:

- Recognise the significance of an absence management policy.
- Develop structured procedures for managing absences.
- Implement best practice for effective absence management.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Absence Management.

Absence Management.  
Managing Attendance Rather than Absence.  
Reasons for Absence.  
Work Related Absence.  
Summary.  
Knowledge Check.

#### Topic 2: Procedures.

Absence Policies.  
Policies and Procedures.  
Absence Management Methods.  
Summary.  
Knowledge Check.

#### Topic 3: Best Practice.

Best Practice.  
Ways to Reduce Workplace Absence.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.





## Whistleblowing

The aim of this learning module is to provide the learner with a fundamental understanding of whistleblowing. It encompasses the definition of whistleblowing, legal protections afforded to whistleblowers and the step-by-step process involved in making a disclosure.

### On completion of this module, learners will be able to:

- Clearly define what whistleblowing is.
- Comprehend the application of whistleblowing within the workplace.
- Develop and implement an effective whistleblowing policy.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Whistleblowing Explained.

Whistleblowing Explained.  
Employer Responsibilities.  
Summary.  
Knowledge Check.

#### Topic 2: Whistleblowing Policy.

Whistleblowing Policy.  
Implementing a Whistleblowing Policy.  
Support Measures.  
Summary.  
Knowledge Check.

#### Topic 3: Contracts and Procedures.

Contracts and Procedures.  
Managing Disclosures.  
Third Party Disclosures.  
Confidentiality.  
Code of Practice.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Right to Work

The aim of this learning module is to provide the learner with insights into various systems and processes related to the right to work, ensuring compliance with regulations and confirming the legal eligibility of staff to work in the UK.

### On completion of this module, learners will be able to:

- Understand the rationale behind the right to work verification.
- Identify the essential steps required to conduct recommended checks.
- Explain the various sanctions imposed on businesses for non-compliance in this area.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Right to Work.

What does the Right to Work Mean?  
The Importance of Right to Work Checks.  
Illegal Working Offences.  
Closure Notices.  
Summary.  
Knowledge Check.

#### Topic 2: Right to Work Checks.

Right to Work Checks.  
Step 1 – Obtain.  
Step 2 – Check.  
Step 3 – Copy.  
Summary.  
Knowledge Check.

#### Topic 3: Sanctions.

Sanctions.  
Civil Penalties.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Performance Reviews

The aim of this learning module is to provide the learner with a fundamental understanding of the performance review process. It delves into defining performance reviews, managing the process effectively, and delivering reviews that mutually benefit both the individual and the organisation.

### On completion of this module, learners will be able to:

- Understand the importance of conducting effective performance reviews tailored to each individual.
- Explain the performance management process.
- Identify the use of performance standards and development plans.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Performance Reviews.

What is a Performance Review?  
Common Errors in Performance Reviews.  
Types of Performance Review.  
Summary.  
Knowledge Check.

#### Topic 2: Performance Management Process.

Performance Management Process.  
Define Goals and Expectations.  
Monthly or Quarterly Reviews.  
Goals with SPIRIT.  
The Performance Management Cycle.  
Summary.  
Knowledge Check.

#### Topic 3: Standards And Plans.

Standards and Plans.  
Professional Development Plans.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## HR for Non-HR Managers

The aim of this learning module is to provide the learner with a robust understanding of Human Resources, empowering learners to effectively integrate HR responsibilities into their daily roles amid the escalating complexities of the modern workplace.

### On completion of this module, learners will be able to:

- Describe the role of a manager in the HR process.
- Define, present and explain the employee life cycle.
- Recognise the appropriate procedures for ethical employment termination.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: The Role of Managers.

The Role of Managers.  
Nine Step Process.  
The Crucial Role of HR.  
Summary.  
Knowledge Check.

#### Topic 2: The Employee Life Cycle.

The Employee Life Cycle.  
The Employee Life Cycle Model.  
Summary.  
Knowledge Check.

#### Topic 3 Termination of Employment.

Termination of Employment.  
Best Practice for Termination Meetings.  
Mistakes in Terminating an Employee.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Effective Recruitment

The aim of this learning module is to assist learners in acquiring the skills and knowledge necessary to implement effective recruitment procedures and identify methods to attract top-tier candidates for specific roles.

### On completion of this module, learners will be able to:

- Identify the key components within an effective recruitment process.
- Explain the various stages integral to successful recruitment.
- Understand the diverse aspects associated with contracts.
- Establish an efficient induction process for new hires.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Recruitment and Selection.

Recruitment and Selection.  
Using Recruitment for Competitive Advantage.  
Summary.  
Knowledge Check.

#### Topic 2: Recruitment Process.

Recruitment Process.  
Simple Steps.  
Assessing the Candidates.  
Summary.  
Knowledge Check.

#### Topic 3: Contracts and Induction.

Contracts.  
Further contractual considerations.  
Induction Process.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.

The Equality, Diversity and Inclusion Learning Collection removes an emphasis on compliance, fault finding and confrontation to rather engender a spirit of co-operation that delivers positive understanding across the organisation.

With an eye on enabling effective Corporate Social Responsibility and Social Values, we also consider the commercial context to support positive action and real buy-in, underpinning an effective business approach that is truly inclusive.

## COURSES:

1. Embedding Diversity – A Manager’s Guide.
2. Unconscious Bias.
3. Introduction to Disability Awareness.
4. Introduction to Equality, Diversity and Inclusion.
5. Introduction to Mental Health Awareness.
6. Mental Health First Aid in the Workplace.
7. Language & Terminology Snapshot.
8. Visual Impairment Snapshot.
9. Understanding and Combatting Modern Slavery.
10. Managing Stress & Anxiety in the Workplace.



## Embedding Diversity – A Manager’s Guide

The aim of this learning module is to provide the learner with an awareness of the Equality Act 2010, exploring its covered protected characteristics. It delves into vital components of workplace equality, diversity, and inclusion, while also examining various forms of discrimination and harassment and their implications.

### On completion of this module, learners will be able to:

- Explain the concept of equality, diversity, equity and inclusion.
- Understand the Equality Act 2010.
- Recognise the various protected characteristics.
- Define discrimination, harassment and victimisation.
- Comprehend the principles behind Positive Action.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.  
Introduction.

#### Topic 1: Exploring Diversity.

What does it mean?

#### Topic 2: Diversity Within Your Business.

Take your people with you.  
The Business Case.  
It's not just Compliance.

#### Topic 3: Equality And Diversity.

The Equality Act.  
Protected Characteristics.  
The Equality Act - What is Discrimination?  
Case Study.  
The Equality Act - Harassment.  
The Equality Act - Victimisation.

#### Topic 4: Taking Action.

Positive Action.  
Case Study 1.  
Case Study 2.  
Flexible Working.  
E&D Awareness.

#### Topic 5: A New Way of Learning.

Blended Learning.  
Awareness Days.

#### End of Learning Module.

Learning Module Summary.



## Unconscious Bias

The aim of this learning module is to provide the learner with an understanding of unconscious bias and strategies to identify and intervene in order to minimise its impact within the workplace.

### On completion of this module, learners will be able to:

- Define unconscious bias accurately.
- Identify the various manifestations of unconscious bias within the workplace.
- Describe effective strategies to counter and overcome unconscious bias.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.  
Introduction.

#### Topic 1; What is Unconscious Bias.

What is Unconscious Bias?  
Unconscious Bias Explained.  
Summary.  
Knowledge Check.

#### Topic 2: Unconscious Bias at Work.

Unconscious Bias at Work.  
Recruitment.  
Learning, Development and Employee Retention.  
Performance Management.  
Customer Service.  
Summary.  
Knowledge Check.

#### Topic 3: Overcoming Unconscious Bias.

Overcoming Unconscious Bias.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.





## Introduction to Disability Awareness

The aim of this learning module is to provide the learner with understanding of 'disability,' outlining how legislation provides crucial protection for individuals with disabilities or impairments. It also explores the diverse types of disabilities and their impacts.

### On completion of this module, learners will be able to:

- Define the concept of disability and impairments.
- Recognise the various kinds of disabilities.
- Explain how the Equality Act 2010 safeguards individuals.
- Demonstrate supportive measures for individuals with disabilities.
- Identify exclusions falling under the term 'Disability'.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Understanding Disability.

Disability Awareness.

Case Study - Obesity.

#### Topic 2: Mobility.

Mobility Impairment.

Barriers for People with a Disability.

Disabilities can affect anyone.

Knowledge Check.

#### Topic 3: Psychological Disability.

Psychological Disability.

Case Study - Depression.

Case Study - Anxiety.

#### Topic 4: Visual Disabilities or Impairments.

Visual Disability.

Types of Support Equipment.

Case Study - Visual Impairment.

Knowledge Check.

#### Topic 5: Hearing Impairment.

Hearing Impairments.

Knowledge Check.

#### Topic 6 Learning Disability.

Learning Disability.

#### End of Learning Module.

Learning Module Summary.



## Introduction to Equality & Diversity

The aim of this learning module is to provide the learner with an awareness of the Equality Act 2010 focusing on its protected characteristics. It explores fundamental elements of workplace equality, diversity, and inclusion, as well as delving into the various forms and repercussions of discrimination and harassment.

### On completion of this module, learners will be able to:

- Understand the concepts of equality, diversity, and inclusion.
- Explain the provisions of the Equality Act 2010.
- Recognise each of the protected characteristics.
- Define and illustrate discrimination, harassment, and victimisation.
- Comprehend the principles underlying positive action.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Exploring Diversity, Equality and Inclusion.

What Does it Mean?  
The Equality Act 2010.  
Protected Characteristics.  
Knowledge Check.

#### Topic 2: Discrimination of a Protected Characteristic.

Discrimination.  
Knowledge Check  
Age.  
Disability.  
Sex.  
Race.  
Religion or Belief.  
Sexual Orientation.  
Gender Reassignment.  
Marriage and Civil Partnership.  
Pregnancy and Maternity.  
Knowledge Check.

#### Topic 3: Positive Action.

Positive Action.  
Case Study - Positive Action 1.  
Case Study - Positive Action 2.

#### End of Learning Module.

Learning Module Summary.



## Introduction to Mental Health Awareness

The aim of this learning module is to provide the learner with insights into various mental health conditions and how to effectively support individuals experiencing them. It emphasises the importance of breaking down barriers that hinder open discussions about mental health issues.

### On completion of this module, learners will be able to:

- Recognise mental health conditions and comprehend their impact on individuals.
- Demonstrate an understanding of how to effectively support individuals experiencing mental health issues.
- Describe the misconceptions and myths surrounding mental health.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Mental Health Introduction.

Introduction to Mental Health.  
What is Mental Health?  
Prevention of Mental Illness at Work.  
Supporting People with a Mental Health Disorder at Work.  
Case Study - Anxiety.  
Knowledge Check.

#### Topic 2: Mental Health Conditions.

Conditions.  
Some Facts and Figures.  
Case Study - Depression.  
Knowledge Check.

#### Topic 3: Mental Health Myths and Realities.

Myths and Realities.  
Case Study - Reasonable Adjustment.  
Getting Support.

#### Topic 4: Mental Health Best Practice.

Mental Health Best Practice.

#### End of Learning Module.

Learning Module Summary.



## Language & Terminology Snapshot

The aim of this learning module is to provide the learner with the knowledge of using the correct language and terminology when communicating with individuals with disabilities.

### On completion of this module, learners will be able to:

- Explain the significance of employing correct language and terminology.
- Demonstrate appropriate and inappropriate language use.
- Understand the suitable behavioural responses for specific situations.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Language and Terminology.

About Language and Terminology.  
The Do's and Don'ts.

#### Topic 2: What Should I Do?

What should I do when...?  
Quick Recap.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Visual Impairment Snapshot

The aim of this learning module is to provide the learner with an understanding of the term 'Visual Impairment' and the different forms and conditions associated with it and how to offer assistance to a person with a visual impairment.

### On completion of this module, learners will be able to:

- Explain what the term “visual impairment” means.
- Identify the different types of visual impairments.
- Demonstrate how to assist a person with a visual impairment.
- Identify the different types of assistance dogs.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Defining Visual Impairment.

What does the term 'Visual Impairment' mean?

#### Topic 2: Visual Impairment Conditions.

Types of eye conditions.  
Did you know?

#### Topic 3: Supporting an Individual.

Top Tips.  
Assistance Dogs.  
Recognising Equipment.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



# Understanding and Combating Modern Slavery

The aim of this learning module is to provide the learner with an in-depth comprehension of contemporary slavery, encompassing its various manifestations, root causes, ramifications, and possible remedies.

## On completion of this module, learners will be able to:

- Identify the various forms and presentations of modern slavery.
- Understand the underlying causes and contributing factors of modern slavery.
- Recognise the profound impact of modern slavery on individuals, societies, and economies.
- Identify actionable measures that can be adopted to confront and prevent instances of modern slavery.

## Module Structure:

### Learning Objectives.

Aims and Learning Outcomes.

### Topic 1: What is Modern Slavery?

What is Modern Slavery?

Distinction between Traditional Slavery and Modern Slavery.

### Topic 2: Forms and Manifestations of Modern Slavery.

Forced Labour.

Human Trafficking.

Other Forms of Modern Slavery.

### Topic 3: Causes And Consequences of Modern Slavery.

Causal Factors.

Consequential Impact.

### Topic 4: Legal Frameworks and International Initiatives.

Legislation.

### Topic 5: Identifying Modern Slavery and Reporting.

Identifying Modern Slavery.

Gathering Information.

### Topic 6: Addressing Modern Slavery.

Addressing Modern Slavery.

The National Referral Mechanism.

Duty to Notify.

### End of Learning Module.

Learning Module Summary.



## Managing Stress & Anxiety in the Workplace

The aim of this learning module is to provide the learner with the skills to comprehend, recognise, and manage stress and anxiety effectively, thereby mitigating the risk of their escalation into more severe conditions.

### On completion of this module, learners will be able to:

- Understand the common causes of workplace stress.
- Identify effective strategies to address stress and anxiety in the workplace.
- Conduct a regular and thorough risk assessments.
- Explain a variety of coping methods designed to manage stress.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Identifying Stress and Anxiety.

The Impact of Stress.  
Identifying Stress and Anxiety.  
Avoiding Stress.  
Knowledge Check.

#### Topic 2: Dealing With the Causes of Stress.

Stress Factors.  
Risk Assessment.  
Reviewing the Risk Assessment.  
Knowledge Check.

#### Topic 3: Coping Mechanisms.

Coping Mechanisms.  
Address Bad Habits.  
Be Proactive in the Workplace.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Mental Health First Aid in the Workplace

The aim of this course is to provide the learner with insights into various mental health conditions and how to effectively support individuals experiencing them.

### On completion of this module, learners will be able to:

- Identify the initial signs of mental health concerns.
- Promote awareness to prevent the escalation of mental health issues.
- Establish alert procedures (red flags) to prevent self-harm or harm to others.
- Effectively manage and offer continuous support to individuals experiencing mental health issues.
- Break the stigma associated with mental health conditions.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Early Stages of a Mental Health.

Indications of a mental health problem.

#### Topic 2: Addressing Mental Well-Being.

Prioritising Mental Health in the Workplace.

Empowering Managers.

Supporting an Employee.

Improving Communication.

Supporting Young People in the workplace.

Addressing Mental Health Challenges and Treatment Options.

#### Topic 3: Mental Health Care Plan.

How to implement a mental health care plan for employees in an organisation.

#### End of Learning Module.

Learning Module Summary.





The General Data Protection Regulations (GDPR) learning collection provides a single access point for all your GDPR learning needs.

Written by a team of industry leading professionals from the legal sector, the collection provides an essential range of resources and training material to help meet GDPR compliance obligations with the minimum of fuss.

## COURSES:

1. An introduction to GDPR.
2. Preparing for GDPR.
3. GDPR Roles and Responsibilities.
4. Rights of the Data Subject.
5. Data Breach Management.
6. Gaining Consent to Use Personal Data.
7. Lawful basis for Processing.
8. Information Security Awareness.
9. GDPR Scenarios.
10. Cyber Security.



## An Introduction to GDPR

The aim of this learning module is to provide the learner with an understanding of GDPR, emphasising its significance, concepts, and principles. It also equips individuals with essential skills to develop an effective compliance strategy to comply with these regulations.

### On completion of this module, learners will be able to:

- Explain the objectives of the GDPR.
- Identify the essential protocols to implement for compliance with the regulations.
- Define the necessary processes to adequately safeguard personal data in accordance with GDPR standards.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1 - Introduction.

General Data Protection Regulation.  
GDPR Concepts and Principles.  
What is Personal Data?

#### Topic 2 - GDPR 12 Steps.

Awareness.  
Information you hold.  
Communicating Privacy Information.  
Individuals Rights.  
Subject Access Rights.  
Lawful Basis for Processing Personal Data.  
Consent.  
Children.  
Data Breaches.  
Data Protection by Design and by Default.  
Data Protection Officers.  
International.

#### End of Learning Module.

Learning Module Summary.



## Preparing for GDPR

The aim of this learning module is to provide the learner with the essential knowledge and skills necessary to prepare for GDPR compliance.

### On completion of this module, learners will be able to:

- Determine the applicability of the GDPR and its relevance to processing operations.
- Understand the roles and responsibilities outlined within the GDPR framework.
- Identify the key considerations and best practice for achieving GDPR compliance.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Introduction.

Does GDPR apply to your business?

Processing Operations.

Are you a Controller or Processor?

Data Controllers - Requirements and Responsibilities.

Data Processors - Responsibilities.

Next Steps.

#### Topic 2: Implementation.

Information you hold.

Communicating Privacy Information.

Consent.

Children.

#### Topic 3: Data.

Data Breaches.

Data Protection by Design and by Default.

Data Protection Officers.

International.

#### End of Learning Module.

Learning Module Summary.



## GDPR Roles and Responsibilities

The aim of this course is to provide the learner with an understanding of the distinct roles of a data processor, data controller, and data protection officer and their corresponding responsibilities within the framework of UK and EU GDPR. Additionally, it highlights the pivotal role played by the Supervisory Authority (referred to as the Information Commissioner's Office in the UK) in ensuring compliance with these regulations

### On completion of this module, learners will be able to:

- Identify the differing responsibilities of a data processor, data controller and data protection officer.
- Determine the required roles for effective GDPR compliance.
- Understand the key role of the Supervisory Authority in monitoring compliance.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic1: Roles and Responsibilities.

Introduction.

Data Controller - Role.

Data Controllers - Responsibilities.

Data Processor - Role.

Data Processors - Responsibilities.

Controller v Processors.

Data Protection Officer - Role.

Data Protection Officer – Responsibilities.

#### Topic 2: Data Protection Authority.

Supervisory Authority.

Does ISO27001 satisfy GDPR requirements.

#### End of Learning Module.

Learning Module Summary.



## The Rights of the Data Subject

The aim of this course is to provide the learner with an understanding of the different Rights of Data Subjects and how to ensure legal compliance concerning these rights.

### On completion of this module, learners will be able to:

- Explain why the rights of a data subject matter.
- Describe the different rights available to data subjects.
- Understand the procedures involved for each of the rights.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Overview.

Why it Matters.

#### Topic 2: What are these Rights.

Right to be Informed.

Right of Access.

Right to Rectification.

Right to Erasure/to be forgotten.

Right to Restrict Processing.

Right to Data Portability.

Right to Object.

Rights to Automated Decision Making & Profiling.

#### End of Learning Module.

Learning Module Summary.



# Data Breach Management

The aim of this course is to provide the learner with an understanding of what constitutes a data breach and strategies for risk management, including the steps necessary for reporting after a data breach has occurred.

## On completion of this module, learners will be able to:

- Understand the significance of a data breach and its potential impacts on an organisation.
- Recognise the essential steps to be taken once a data breach is identified.
- Explain the process for notification of a data breach.

## Module Structure:

### Learning Objectives.

Aims and Learning Outcomes.

### Topic 1: Overview.

Personal Data Breach Notification Regime.

What are the risks of breach?

What you need to know.

What does it actually mean to your organisation?

What is a personal data breach?

### Topic 2: Data Breach Notification.

What happens if you fail to notify a breach?

Assessing a breach and if it needs to be notified to the DPA.

When you do not need to notify a breach to the DPA.

When are you aware of a breach?

When can you notify the DPA after the 72 hours?

What does “Undue Delay” mean to you?

What should your notification to DPA’s include?

How should you notify Data Subjects?

### Topic 3: Data Breach Management.

Other things to consider.

### End of Learning Module.

Learning Module Summary.



# Gaining Consent to use Personal Data

The aim of this course is to provide the learner with an understanding of the appropriate processes and procedures involved in obtaining consent for using personal data, in accordance with GDPR guidelines. It covers the development of privacy notices ensuring they are clear, accessible, and transparent.

## On completion of this module, learners will be able to:

- Understand what is meant by the term 'Personal Data' and considerations to take into account regarding consent.
- Identify the various types of consent and how to obtain it.
- Explain the importance and rationale of a Privacy Notice.
- Understand Third Party software and Google Analytics.

## Module Structure:

### Learning Objectives.

Aims and Learning Outcomes.

### Topic 1: Gaining Consent to Use Personal Data.

What is Personal Data?  
What is Consent?  
What you need to consider.  
Unambiguous Consent.  
Obtaining unambiguous consent.  
Unbundled Opt-In.  
Granular Opt-In.  
Named Parties.  
Demonstrating Consent.  
Withdrawing Consent.  
Easy to Withdraw Permission or Opt-Out.

### Topic 2: Other Things to Consider.

Privacy Notice and Terms and Conditions.  
Online Payments.  
Third Party Tracking Software.  
What About Google Analytics and Google Tag Manager.  
It isn't only your website that Needs to be Compliant.

### End of Learning Module.

Learning Module Summary.



## Lawful basis for Processing Personal Data

The aim of this course is to provide the learner with an understanding of the different lawful bases for processing personal data and how to determine the appropriate basis for specific data processing activities.

### On completion of this module, learners will be able to:

- Understand the responsibility associated with processing personal data.
- Identify the lawful basis that can be used for each personal data processing activity.
- Determine and apply the appropriate lawful basis when processing personal data.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Processing Personal Data.

What is a Lawful Basis for Processing Personal Data?

What are the Lawful Bases for processing under GDPR?

How to identify your lawful basis.

Why is lawful basis important?

When should you determine your lawful basis?

#### Topic 2: The Lawful Bases.

Consent.

Contract.

Legal Obligation.

Vital Interests.

Public Task.

Legitimate Interest.

#### End of Learning Module.

Learning Module Summary.





# Information Security Awareness

The aim of this course is to provide the learner with an understanding of the critical importance of Information Security in safeguarding data. It will emphasise actionable measures and strategies to ensure robust Information Security protocols for effective protection of sensitive data.

## On completion of this module, learners will be able to:

- Understand the significance of Information Security for data protection.
- Recognise responsibilities regarding security compliance for computers and portable storage devices to maintain information security.
- Identify the necessary physical and technical measures required to prevent risks from security threats.

## Module Structure:

### Learning Objectives.

Aims and Learning Outcomes.

### Topic 1: Information Security.

What is Information Security?  
Privacy by Design.  
Privacy by Default.  
What does this mean in practice?  
What are the risks to information?

### Topic 2: Security Measures.

Physical measures to take.  
Technical measures to take.  
Your responsibilities.  
Protecting your identity - phishing.  
Using email and the internet securely.  
Data portability.  
Using portable storage devices securely.  
Avoiding Hacking.  
Handling Malware.  
Don't fall foul of the common myths.  
Tips to achieve compliance with your computers.

### End of Learning Module.

Learning Module Summary.



## Who stole the Data - GDPR Scenarios

The aim of this course is to provide the learner with an understanding of the importance of GDPR compliance in their everyday work activities. Using various scenarios and animated videos, it highlights the different ways in which data and information can be compromised and emphasises essential measures for maintaining security.

### On completion of this module, learners will be able to:

- Demonstrate appropriate behaviour while handling data and sensitive information.
- Understand the need to safeguard data and identify effective measures for maintaining security.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.  
Introduction.

#### Scenario 1.

The Case of the Suspicious Email.

#### Scenario 2.

The Case of the Missing Data Stick.

#### Scenario 3.

The Baffling Case of the Missing Post-its.

#### Scenario 4.

The Mysterious Case of the Missing Paper.

#### Scenario 5.

The Annoying Case of the Lazy Supplier.

#### BATTLE GAME.

TIME OUT - Malware Battle.

#### Scenario Reviews.

Review.  
The Case of the Suspicious Email.  
The Case of the Missing Data Stick.  
The Baffling Case of the Missing Post-its.  
The Mysterious Case of the Missing Paper.  
The Annoying Case of the Lazy Suppliers.  
Conclusion.



## Cyber Security

The aim of this course is to provide the learner with an understanding of the security challenges posed by social media for both organisations and employees. By exploring these subjects, participants will gain valuable insights to make informed decisions and enhance security measures.

### On completion of this module, learners will be able to:

- Develop a clear understanding of cyber threats and the risks they pose.
- Implement robust protective measures to prevent security attacks.
- Recognise and distinguish between different types of malware, implementing strategies to minimise their impact.
- Gain awareness into the security challenges of social media use and integrate best practices to ensure responsible and secure usage.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Cyber Security.

What is Cyber Security?  
Types of Cyber Threats.  
Malware.  
Password Attacks.  
Summary.  
Knowledge Check.

#### Topic 2: Social Media Issues.

Social Media.  
Social Media Issues.  
Summary.  
Knowledge Check.

#### Topic 3: Best Practice

Minimise the Risk.  
Avoiding Hacking.  
Education and Awareness.  
Risk Management.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



In order to craft an effective marketing strategy tailored to your specific organisational needs, your team must gain a comprehensive understanding of the marketing process.

This involves formulating your unique value proposition (the reason why customers should choose you) and exploring diverse channels to ensure maximum visibility of your messages to potential customers.

It may be beneficial for team members to take the sales skills courses in order to gain a rounded view of the complete sales and marketing process.

## COURSES:

1. Email Marketing.
2. Social Media Marketing.
3. Customer Marketing.
4. Marketing Strategy.
5. Know Your USPs.
6. Marketing Essentials.
7. Your 1 Page Marketing Plan.
8. Your Detailed Marketing Plan.
9. Getting the Most out of Exhibitions.
10. Networking – Friend or Foe?



## Email Marketing

The aim of this learning module is to provide the learner with the skills to effectively integrate email marketing into broader digital strategies, empowering them to achieve marketing goals. It offers practical knowledge and immediate application to boost marketing efforts.

### On completion of this module, learners will be able to:

- Understand the objectives and strategies behind successful email marketing campaigns.
- Explain the process of crafting engaging, informative, and sales-oriented email content.
- Identify crucial metrics essential for tracking and evaluating campaign effectiveness and success.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Goals and Strategy.

Email Marketing.  
Subscribers.  
Lead Magnet.  
Summary.  
Knowledge Check.

#### Topic 2: Email Marketing Content.

Email Marketing Content.  
Summary.  
Knowledge Check.

#### Topic 3: Metrics.

Metrics.  
Return on Investment (ROI).  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Social Media Marketing

The aim of this learning module is to provide the learner with a fundamental understanding of leveraging social media marketing to effectively meet marketing objectives and drive an increase in inquiries, leads and sales.

### On completion of this module, learners will be able to:

- Define goals and formulate a comprehensive social media strategy.
- Apply effective content creation techniques tailored for social media platforms.
- Identify the diverse metrics available for monitoring across social media platforms.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Goals and Strategy.

Goals and Strategy.

Brand Identity.

Summary.

Knowledge Check.

#### Topic 2: Content Strategy.

Content Strategy.

User Generated Content.

Expert Tip.

Case Studies.

Stories.

Frequently Asked Questions.

Repurpose Older Content.

Summary.

Knowledge Check.

#### Topic 3: Metrics.

Metrics.

Measuring Success.

Campaign Impact.

Summary.

Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Customer Marketing

The aim of this learning module is to provide the learner with the knowledge and skills required to implement effective marketing strategies aimed at an existing customer base. These strategies are designed to enhance the customer experience, fostering increased engagement, satisfaction and loyalty among customers.

### On completion of this module, learners will be able to:

- Understand customer marketing and the key components required to create successful customer marketing campaigns.
- Implement effective marketing strategies.
- Identify the different techniques to improve customer connections and satisfaction.
- Develop and implement effective customer marketing strategies.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Customer Marketing Explained.

Customer Marketing Explained.  
A Value Ladder.  
Customer Marketing Strategies.  
Summary.  
Knowledge Check.

#### Topic 2: Customer Marketing Techniques.

Customer Marketing Techniques.  
Summary.  
Knowledge Check.

#### Topic 3: Types of Customer Marketing.

Types of Customer Marketing.  
Customer Satisfaction Techniques.  
Customer Lifetime Value.  
The Importance of Brand Loyalty.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



# Marketing Strategy

The aim of this learning module is to provide the learner with the essential knowledge and skills required to develop and implement a tailored marketing strategy for their organisation.

## On completion of this module, learners will be able to:

- Understand the role of marketing in your organisation.
- Develop a comprehensive marketing plan using clearly defined goals.
- Implement effective marketing strategies to reach your target audience.

## Module Structure:

### Learning Objectives.

Aims and Learning Outcomes.

### Topic 1: Marketing – An Overview

Marketing – An Overview.  
Knowing Your Customers.  
Understanding your Unique Selling Point (USP).  
Deliver Unrivalled Customer Service.  
Develop a Marketing Plan.  
Summary.  
Knowledge Check.

### Topic 2: Your Marketing Plan.

Your Marketing Plan.  
Marketing Goals.  
Research.  
Strategies.  
Summary.  
Knowledge Check.

### Topic 3: Marketing Strategies.

Marketing Strategies.  
Marketing Techniques.  
Summary.  
Knowledge Check.

### End of Learning Module.

Learning Module Summary.





## Know Your USPs

The aim of this learning module is to provide the learner with a fundamental understanding of USPs (Unique Selling Point - also known as a Unique Selling Proposition) and offers guidance in crafting compelling components essential for a successful USP formulation.

### On completion of this module, learners will be able to:

- Explain the significance of a USP and its effective use.
- Identify the main factors to consider before putting together a USP.
- Describe the essential elements needed for a successful USP.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: What is a USP?

What is a USP?  
Finding your USP.  
Testing and Evolving your USP.  
Summary.  
Knowledge Check.

#### Topic 2: Unique Selling Point Considerations.

Unique Selling Point Considerations.  
Marketing your USP.  
The Importance of Being Unique.  
Summary.  
Knowledge Check.

#### Topic 3: Elements Of A Successful USP.

Elements of a Successful USP.  
Research.  
Product or Service Benefits.  
A Solution to a Problem.  
Irresistible Offer.  
An Elevator Pitch.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Marketing Essentials

The aim of this learning module is to provide the learner with a deep understanding of marketing initiatives and how effective marketing strategies can significantly impact the success of organisational objectives to drive sustainable growth.

### On completion of this module, learners will be able to:

- Recognise and determine the fundamental components of successful marketing.
- Understand the essential principles integral to effective marketing strategies.
- Explain the purpose of the extended marketing mix and different marketing approaches to take.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Understanding Marketing.

Understanding Marketing.  
Marketing Strategy.  
Marketing Campaigns.  
Summary.  
Knowledge Check.

#### Topic 2: Principles of Marketing.

The Four Ps of Marketing.  
Product.  
Price.  
Place.  
Promotion.  
AIDA Model.  
Summary.  
Knowledge Check.

#### Topic 3: The Extended Marketing Mix and Marketing Types.

The Extended Marketing Mix and Marketing Types.  
Types of Marketing.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Your 1 Page Marketing Plan

The aim of this learning module is to provide the learner with guidance through the process of producing a one-page marketing plan, exploring its application, and fostering a thorough understanding of its significance in strategic marketing activities.

### On completion of this module, learners will be able to:

- Understand the significance and purpose of an effective marketing plan.
- Detail the key elements surrounding a one-page marketing plan.
- Explain the 10-step process essential for creating a robust strategy for a successful marketing plan.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: The Importance of Marketing.

The Importance of Marketing.

Key Elements.

Summary.

Knowledge Check.

#### Topic 2: Marketing Plan Fundamentals.

Marketing Plan Fundamentals.

The Why.

The Who.

Originality.

Marketing Techniques.

Summary.

Knowledge Check.

#### Topic 3: How To Create a Marketing Plan Step by Step.

How to Create a Marketing Plan Step by Step.

Summary.

Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Your Detailed Marketing Plan

The aim of this learning module is to provide the learner with the knowledge and skills to develop a robust marketing plan that not only improves the performance of marketing initiatives but also assists in achieving business objectives.

### On completion of this module, learners will be able to:

- Recognise the core components of a strong marketing plan.
- Understand the approach required to prepare your marketing plan.
- Implement a step-by-step process to develop and implement your plan.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Components of a Successful Marketing Plan.

Components of a Marketing Plan.  
Ten Essential Components.  
Summary.  
Knowledge Check.

#### Topic 2: Preparation.

Preparing your Plan.  
Tools and Goals.  
Media Resources.  
Audit and Map Out Media Campaigns.  
Implementation.  
Summary.  
Knowledge Check.

#### Topic 3: Creating Your Marketing Plan.

Steps to Create your Marketing Plan.  
Step 1 – Complete Your Situation Analysis.  
Step 2 – Marketing Audit: Current Position.  
Step 3 - Objectives.  
Step 4 - Strategy.  
Step 5 – New Customers.  
Step 6 – Tactics.  
Step 7 – Monitor.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Getting the Most out of Exhibitions

The aim of this learning module is to provide the learner with a thorough understanding of the purpose behind exhibitions and explains how to navigate and optimise these events to achieve impactful results.

### On completion of this module, learners will be able to:

- Explain the function of exhibitions from a marketing perspective.
- Adopt an effective planning and preparation strategy to maximise event effectiveness.
- Demonstrate the vital steps required to establish a commanding presence and generate interest when attending an exhibition.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Exhibitions and Events.

Exhibitions Explained.  
In Person Networking.  
An Opportunity to Learn.  
Benefits.  
Summary.  
Knowledge Check.

#### Topic 2: Exhibition Preparation.

Preparing for an Exhibition.  
Summary.  
Knowledge Check.

#### Topic 3: At the Exhibition.

Attending an Exhibition.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Networking – Friend or Foe?

The aim of this learning module is to provide the learner with the concept of networking and its benefits for businesses, understand its crucial role in increasing brand awareness and acquiring new clients.

### On completion of this module, learners will be able to:

- Clarify key elements essential for effective preparation in networking.
- Describe best practice techniques to employ when attending networking events.
- Identify and implement effective follow-up strategies post-networking events.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Preparation.

Preparing to Network.  
Business Networking Benefits.  
Preparation Before the Networking Event.  
Summary.  
Knowledge Check.

#### Topic 2: Conversations.

Starting Conversations.  
Asking Questions.  
Summary.  
Knowledge Check.

#### Topic 3: Follow Up.

Following Up.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



In this learning collection, we keep the training focused around the essential sales skills that actually help develop and deliver sales success:

- Establishing Needs.
- Building Relationships.
- Negotiating.
- Closing.
- Follow up.

It may be beneficial for team members to take the marketing courses in order to gain a rounded view of the complete sales and marketing process.

## COURSES:

1. Qualify Your Lead.
2. FAB – Features, Advantages & Benefits.
3. Objection Handling.
4. Asking Questions.
5. Always Be Closing.
6. How to Influence.
7. Do Your Research.
8. Follow Up.
9. Keeping in Touch.
10. The Sales Pipeline.



## Qualify Your Lead

The aim of this learning module is to provide the learner with a fundamental understanding of the qualification process, emphasising the significance of lead qualification and equipping them with relevant techniques to effectively qualify leads.

### On completion of this module, learners will be able to:

- Recognise the importance of lead qualification.
- Explain the importance of qualifying a lead.
- Understand the role of lead scoring and asking the right questions.
- Describe the different steps in the qualification process.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: An Introduction to Qualifying Your Lead.

Qualifying Your Lead.  
What is Lead Qualification?  
The Right Prospects.  
Summary.  
Knowledge Check.

#### Topic 2: Lead Scoring and Questions.

Lead Scoring and Questions.  
Questions in Qualification.  
Important Questions.  
Summary.  
Knowledge Check.

#### Topic 3: Steps To Qualification.

Steps to Qualification.  
Use the BANT Framework.  
CHAMP Framework.  
SPIN Model.  
Data Profiles.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.





## FAB - Features, Advantages & Benefits

The aim of this learning module is to provide the learner with a fundamental understanding of the FAB framework, a vital tool for sales professionals. By mastering this framework, participants will effectively communicate the features, advantages, and benefits of their products or services.

### On completion of this module, learners will be able to:

- Describe the FAB model.
- Understand how they can use features, advantages and benefits effectively.
- Explain the importance of FAB statements.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: FAB: An Introduction.

FAB.  
Features, Advantages and Benefits Explained.  
What's In It For Me (WIIFM)?  
Summary.  
Knowledge Check.

#### Topic 2 Features, Advantages and Benefits.

The FAB Model.  
Advantages.  
Benefits.  
Summary.  
Knowledge Check.

#### Topic 3: The Fab Framework.

The FAB Framework.  
FAB Statements.  
The Feature Benefit Matrix.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Objection Handling

The aim of this learning module is to provide the learner with an understanding of the various aspects of the objection handling process, including the tools, techniques and knowledge to confidently handle and address the issues that prospects raise.

### On completion of this module, learners will be able to:

- Understand the need for effective objection handling.
- Recognise some of the common objectives that prospects raise and develop the techniques and strategies to respond to them effectively.
- Describe some of the ways that they can overcome objections and handle them appropriately in order to progress in the sales process.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Understanding Objection Handling.

The Importance of Objection Handling.  
Objection Handling Model.  
Handling Objections.  
Summary.  
Knowledge Check.

#### Topic 2: Common Objections.

Common Objections.  
Overcoming an Objection.  
Common Sales Objections.  
Objections that mean No.  
Summary.  
Knowledge Check.

#### Topic 3: Objection Handling Tactics.

Objection Handling Tactics.  
Handling Objections Effectively.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Asking Questions

The aim of this learning module is to provide the learner with the knowledge and skills to achieve better sales results through appropriate, effective and targeted questioning.

### On completion of this module, learners will be able to:

- Understand why it is important to use the right questions in a sales capacity.
- Explain the different categories or question types and the right time to use them.
- Describe some of the questioning techniques that can be implemented.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Asking Questions in Sales.

Using Questions in Sales.  
Understanding Your Prospects.  
Importance of Sales Questions.  
The Five Step Sales Question Process.  
Summary.  
Knowledge Check.

#### Topic 2: Types of Questioning.

Types of Questioning.  
SPIN Selling.  
Summary.  
Knowledge Check.

#### Topic 3: Technique.

Questioning Technique.  
Funnel, Probing and Leading Questions.  
Rhetorical.  
Common Mistakes.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Always Be Closing

The aim of this learning module is to provide the learner with the necessary knowledge of the different elements of closing, and the practical skills and tools to close more deals and achieve success in sales.

### On completion of this module, learners will be able to:

- Describe the importance of effective closing.
- Understand the principles and strategies behind effective closing.
- Outline some of the different closing techniques.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: What is Closing?

What is Closing?

Characteristics of Successful Closing.

Trial Close.

Closing Techniques - an overview.

Summary.

Knowledge Check.

#### Topic 2: Types of Closing.

Types of Closing.

Summary.

Knowledge Check.

#### Topic 3: Closing Techniques.

Closing Techniques.

Summary.

Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## How to Influence

The aim of this learning module is to provide the learner with an understanding of the concept of influence, how it is used in sales and how you can apply it to achieve greater success when negotiating and closing with prospects.

### On completion of this module, learners will be able to:

- Identify the importance of influence in sales.
- Explain Cialdini's principles of influence.
- Describe the impact that influence has on the sales process.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: What is Influence?

What is Influence?  
Six Principles of Influence.  
Influence in Sales.  
Summary.  
Knowledge Check.

#### Topic 2: How To Influence.

How to Influence.  
Summary.  
Knowledge Check.

#### Topic 3: The Process.

The Process.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Do Your Research

The aim of this learning module is to provide the learner with the skills to conduct thorough research on prospects, enabling you to demonstrate a genuine understanding of their needs and requirements.

### On completion of this module, learners will be able to:

- Understand the purpose of research in sales.
- Identify the various steps involved in researching a prospect.
- Describe the series of steps that they need to take to conduct effective market research.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: What Is Research?

What is Research?  
Researching the Prospect.  
Primary Research or Secondary Research.  
Summary.  
Knowledge Check.

#### Topic 2: How to Research a Prospect.

How to Research a Prospect.  
Step 1 - Learn about the prospect.  
Step 2 - Background check.  
Step 3 - Identify pain points.  
The Pre-Qualification Process.  
Summary.  
Knowledge Check.

#### Topic 3: Market Research Explained.

Market Research Explained.  
The Buyer Persona.  
Exploring the Buyer Persona.  
Understanding your Prospects.  
Developing your Questions.  
Understanding the Competition.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Follow Up

The aim of this learning module is to provide the learner with a fundamental understanding of the concept of "Following Up" in a sales context.

### On completion of this module, learners will be able to:

- Understand the main components of following up.
- Describe some of the methods that they can use to follow up with prospects.
- Identify and develop an appropriate strategy of follow up for their organisation.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: An Introduction to Follow Up.

An Introduction to Follow Up.  
The Right Timing.  
Sales and Marketing Integration.  
Education, Repetition and Variety.  
Summary.  
Knowledge Check.

#### Topic 2: Methods of Follow Up.

Methods of Follow Up.  
Tailor your Message.  
Summary.  
Knowledge Check.

#### Topic 3: Follow Up Strategies.

Follow up Strategies.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Keeping in Touch

The aim of this learning module is to provide the learner with an understanding of effective customer engagement, and the strategies necessary to cultivate a loyal customer base via consistent and impactful communication.

### On completion of this module, learners will be able to:

- Describe the importance of maintaining regular communication with clients.
- Explain the different strategies that can be used to keep in touch.
- Identify the step-by-step process for establishing and maintaining effective communication channels.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: An Introduction to Keeping in Touch.

Keeping in Touch.

The Chain of Contact.

Summary.

Knowledge Check.

#### Topic 2: Strategies.

Building Relationships.

Communication Strategies.

Summary.

Knowledge Check.

#### Topic 3: Methods of Keeping in Touch.

Methods of Keeping in Touch.

Summary.

Knowledge Check.

#### End of Learning Module.

Learning Module Summary.





## The Sales Pipeline

The aim of this learning module is to provide the learner with a thorough understanding of the concept of a sales pipeline, including the essential components for constructing a successful pipeline and how to use it to their advantage.

### On completion of this module, learners will be able to:

- Identify the role of the sales pipeline.
- Explain the difference between a sales pipeline and a sales funnel.
- Describe the different components that make up a sales pipeline.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: The Sales Pipeline Explained.

The Sales Pipeline Explained.  
Sales Pipeline Stages.  
Managing the Sales Pipeline.  
Summary.  
Knowledge Check.

#### Topic 2: Sales Pipeline Vs. Sales Funnel.

Pipeline versus Sales Funnel.  
Summary.  
Knowledge Check.

#### Topic 3: Building A Sales Pipeline.

Building a Sales Pipeline.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



The Safeguarding Learning Collection explores the actions needed to promote the welfare of children and vulnerable adults and protect them from harm.

Safeguarding means: protecting from abuse and maltreatment, preventing harm to health or development and ensuring children and vulnerable adults have the provision of safe and effective care.

## COURSES:

1. Introduction to Safeguarding Children Level 1.
2. Introduction to Safeguarding Vulnerable Adults Level 1.
3. Advanced Safeguarding Children Level 2.
4. Advanced Safeguarding Vulnerable Adults Level 2.
5. Designated Safeguarding Officer Training Level 3.
6. Introduction to Safeguarding Children Level 1 Refresher.
7. Advanced Safeguarding Children Level 2 Refresher.
8. Safeguarding Children Internet Safety.
9. Child Sexual Exploitation Awareness.
10. Safeguarding Children with Disabilities.
11. Safeguarding Children in Education.



# Introduction to Safeguarding Children Level 1

The aim of this course is to provide the learner with a solid foundation to enhance their understanding of safeguarding. It provides knowledge on what safeguarding entails and offers practical insights on how to effectively apply safeguarding principles in various contexts.

## On completion of this module, learners will be able to:

- Understand the significance of safeguarding and its critical role in protecting children.
- Recognise indicators and warning signs of abuse.
- Address concerns, disclosures, and reports of abuse effectively.
- Identify the protocols for reporting to relevant professionals and authorities.
- Maintain precise and thorough record-keeping practices.

## Module Structure:

### Learning Objectives.

Aims and Learning Outcomes.  
Introduction.

### Topic 1: Safeguarding Children.

What is Safeguarding?  
Government Guidance.  
The importance of Safeguarding Training.  
Legislation.  
Summary.  
Knowledge Check.

### Topic 2: How to Identify Abuse.

Understanding abuse.  
Different types of abuse.  
Domestic Abuse.  
Sexual Abuse.  
Physical Abuse.  
Emotional Abuse.  
Neglect.  
Summary.  
Knowledge Check.

### Topic 3: Reporting and Disclosure.

Reporting and Disclosure.  
Record Keeping Best Practice.  
Checklist.  
Summary.  
Knowledge Check.

### End of Learning Module.

Learning Module Summary.



# Introduction to Safeguarding Vulnerable Adults Level 1

The aim of this course is to provide the learner with an understanding of safeguarding vulnerable adults, empowering them with the necessary knowledge to effectively apply safeguarding principles. By doing so, they will ensure the safety and protection of the adults under their care, preventing any potential harm.

## On completion of this module, learners will be able to:

- Understand the importance of safeguarding vulnerable adults.
- Recognise indicators of adults at risk and the factors that increase their vulnerability.
- Identify various forms of abuse experienced by vulnerable adults and recognise the accompanying warning signs.
- Respond appropriately to disclosures made by vulnerable adults.
- Identify correct methods for reporting safeguarding concerns and understand the subsequent steps following a referral to adult social care.

## Module Structure:

### Learning Objectives.

Aims and Learning Outcomes.  
Introduction.

### Topic 1: Vulnerable Adults and Safeguarding.

Vulnerable Adults and Safeguarding.  
Defining a Vulnerable Adult.  
Key Principles for Adult Safeguarding.  
Summary.  
Knowledge Check.

### Topic 2: Safeguarding Concerns.

Safeguarding Concerns.  
Mental Capacity.  
Making an Assessment.  
Summary.  
Knowledge Check.

### Topic 3: Safeguarding Reporting and Referrals.

Safeguarding Reporting and Referrals.  
Responding to a Disclosure.  
Next Steps.  
Checklist.  
Summary.  
Knowledge Check.

### End of Learning Module.

Learning Module Summary.



## Advanced Safeguarding Children Level 2

The aim of this course is to provide the learner with a deeper understanding of how safeguarding operates and how they can apply it to their own work.

### On completion of this module, learners will be able to:

- Explain the role and purpose of safeguarding children.
- Identify children at risk of significant harm and conduct assessments.
- Recognise the role of the social care team and how referrals to them are made.
- Understand the role and purpose of a Child Protection Conference.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.  
Safeguarding Children

#### Topic 1: Introduction to Safeguarding (Advanced).

Introduction.  
Child Safeguarding Initiatives.  
Summary.  
Knowledge Check.

#### Topic 2: The Safeguarding Structure.

Safeguarding Structure.  
Safer Recruitment Strategy.  
Implementing Best Practice with the Media.  
Safeguarding Standards.  
The Safeguarding Risk Assessment.  
Summary.  
Knowledge Check.

#### Topic 3: Reporting and Referrals.

Reporting and Referrals.  
Reporting Procedures.  
Making a Referral.  
Single Assessment.  
Child Protection Conference.  
Child Protection Plans.  
Child Protection Reviews.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Advanced Safeguarding Vulnerable Adults Level 2

The aim of this course is to provide the learner with a deeper understanding of safeguarding vulnerable adults and related issues. By providing additional information and insights, it aims to build upon existing knowledge and enhance participants' ability to effectively address safeguarding concerns.

### On completion of this module, learners will be able to:

- Identify the key elements of legislation that relate to safeguarding adults.
- Recognise the different types of abuse and how to identify them.
- Understand mental capacity and its implications for safeguarding.
- Respond to safeguarding concerns and implement procedures effectively.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.  
Introduction.

#### Topic 1: Adult Safeguarding Legislation.

Adult Safeguarding Legislation.  
The Care Act 2014.  
The Equality Act 2010.  
The Human Rights Act 1998.  
The Mental Capacity (Amendment) Act 2019 - formerly 2005.  
No Secrets.  
Summary.  
Knowledge Check.

#### Topic 2: Abuse Indicators.

Abuse Indicators.  
Physical Abuse.  
Domestic Abuse.  
Psychological or Emotional Abuse.  
Financial or Material Abuse.  
Neglect.  
Summary.  
Knowledge Check.

#### Topic 3: Referrals.

Referrals.  
Reporting Procedure.  
Record Keeping.  
Investigation Skills.  
Service Improvement Plans Explained.  
Enquiry Outcomes.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



## Designated Safeguarding Officer Training Level 3

The aim of this learning module is to provide the learner with an understanding of the role and responsibilities of a Designated Safeguarding Officer for ensuring compliance with an organisation's safeguarding policy.

### On completion of this module, learners will be able to:

- Understand the safeguarding framework, adeptly providing tailored support to children with varying needs, ranging from Early Help Assessment to engaging with social care.
- Identify best practice regarding law, policies and guidance documents related to safeguarding activities.
- Recognise the roles and responsibilities of a Designated Safeguarding Officer.
- Respond effectively and promptly to instances of abuse, ensuring sensitive handling of children's disclosures, while knowing when and how to share information appropriately.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.  
Introduction.

#### Topic 1: The Role of Safeguarding.

The Role of Safeguarding.  
Why Safeguarding Training Matters.  
Safeguarding Legislation.  
Summary.  
Knowledge Check.

#### Topic 2: The Designated Safeguarding Officer.

The Designated Safeguarding Officer.  
Designated Safeguarding Officer Duties.  
Recognising and Responding to Abuse.  
Responding under Safeguarding Protocol.  
Early Help Framework.  
Summary.  
Knowledge Check.

#### Topic 3: Partnership Working.

Partnership Working.  
The Importance of Information Sharing.  
Rules for Information Sharing.  
Information Sharing and Consent.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



# Introduction to Safeguarding Children Refresher Level 1

The aim of this learning module is to build on existing safeguarding knowledge and offer a comprehensive refresh of your safeguarding expertise, guiding you through the key concepts of safeguarding, the indicators of abuse and then finally refreshing your knowledge on reporting procedures.

## On completion of this module, learners will be able to:

- Explain key concepts for safeguarding children.
- Effectively identify signs of abuse and neglect.
- Understand and implement procedures for reporting safeguarding concerns.

## Module Structure:

### Learning Objectives.

Aims and Learning Outcomes.

### Topic 1: Key Concepts for Safeguarding Children.

What is Safeguarding for Children.  
Child Safeguarding Standards.  
Your Role in Safeguarding.  
Summary.  
Knowledge Check.

### Topic 2: Recognising Child Abuse and Neglect.

Types of Child Abuse.  
Indicators of Abuse.  
Summary.  
Knowledge Check.

### Topic 3: Safeguarding Concerns.

Reporting Procedure.  
Summary.  
Knowledge Check.

### End of Learning Module.

Learning Module Summary.





## Advanced Safeguarding Children Refresher Level 2

The aim of this learning module is to refresh the learner's safeguarding knowledge, update their skills and understanding of child safeguarding, and equip them with the necessary steps to take if they suspect a safeguarding concern.

### On completion of this module, learners will be able to:

- Understand the numerous elements of the safeguarding framework.
- Identify children most susceptible to risks of abuse or neglect.
- Report safeguarding concerns effectively.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.  
Safeguarding Children.

#### Topic 1: Safeguarding Framework.

The Single Assessment Process.  
Early Help.  
Child Protection Concerns.  
Summary.  
Knowledge Check.

#### Topic 2: Principles and Best Practice.

Code of Good Practice.  
Duty of Care.  
Key Roles in Safeguarding.  
Assessing whether a child is at risk.  
Summary.  
Knowledge Check.

#### Topic 3: Reporting.

Reporting.  
Complicating Factors.  
Reporting Concerns.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



# Safeguarding Children Internet Safety

The aim of this learning module is to provide the learner with an understanding of the potential drawbacks of the online world. It will explore strategies to protect children and young people from online risks.

## On completion of this module, learners will be able to:

- Describe the different devices and ways that children can use to access the internet.
- Understand the potential risks of technology and its use to target children and teenagers.
- Identify online risks and outlining steps to address suspected safeguarding concerns.

## Module Structure:

### Learning Objectives.

Aims and Learning Outcomes.  
Introduction.

### Topic 1: The Risks.

The Risks.  
Internet Safety.  
Summary.  
Knowledge Check.

### Topic 2: Safety Issues.

Objectives for Online Safety.  
The SMART Rules.  
Indicators of Online Safeguarding Issues.  
Summary.  
Knowledge Check.

### Topic 3: Reducing Risk and Reporting.

Reducing Risk and Reporting.  
Risks at home.  
Reporting.  
Summary.  
Knowledge Check.

### End of Learning Module.

Learning Module Summary.



## Child Sexual Exploitation Awareness

The aim of this learning module is to provide the learner with an understanding of what represents child sexual exploitation. Additionally, it aims to equip them with the necessary knowledge and skills to identify signs of exploitation when working with children and young people.

### On completion of this module, learners will be able to:

- Understand the concept of child sexual exploitation and recognise those most vulnerable to it.
- Identify methods used to target children and young people, as well as the impact of sexual exploitation on them.
- Outline common behaviours exhibited by a child who may be subject to exploitation.
- Apply best practice approaches for responding to concerns and making referrals.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.  
Introduction.

#### Topic 1: Introduction to Child Sexual Exploitation

Child Sexual Exploitation (CSE).  
Indicators.  
Summary.  
Knowledge Check.

#### Topic 2: How Children Become Exploited.

How Children Become Exploited.  
Assessing Vulnerability.  
Effects.  
Prevention.  
Summary.  
Knowledge Check.

#### Topic 3: Responding to Concerns.

Responding to Concerns.  
How to Respond to CSE Concerns.  
Training.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



# Safeguarding Children with Disabilities

The aim of this learning module is to provide the learner with an understanding of the specific safeguarding challenges faced by children with disabilities and young people, including how to recognise signs of abuse, follow appropriate reporting procedures, and implement best practices in safeguarding.

## On completion of this module, learners will be able to:

- Recognise the correct language and terminology to use when referring to a child or young person with a disability.
- Explain the impact that a disability can have on a child, their family, and their care needs.
- Understand why children with disabilities are more vulnerable to abuse and neglect.
- Identify the potential warning signs to look out for which may suggest abuse.
- Apply best practice in responding to concerns about child abuse and steps for reporting and record keeping.

## Module Structure:

### Learning Objectives.

Aims and Learning Outcomes.

### Topic 1: Influencing Factors.

Influencing Factors.

Risk Factors.

Summary.

Knowledge Check.

### Topic 2: Obligations and Duty of Care.

The Importance of Safeguarding Training.

Advantages of Safeguarding Training.

Safeguards.

Summary.

Knowledge Check.

### Topic 3: Reporting and Referrals

Reporting and Referrals.

Record Keeping Best Practice.

Record Keeping.

Agency Processes for Dealing with Safeguarding.

Summary.

Knowledge Check.

### End of Learning Module.

Learning Module Summary.



## Safeguarding Children in Education

The aim of this learning module is to provide the learner with an understanding of the safeguarding process and how it can be effectively applied within educational establishments.

### On completion of this module, learners will be able to:

- Understand the duties and responsibilities for safeguarding children within an educational establishment.
- Recognise the importance of an effective safeguarding management process.
- Apply best practice for reporting and observe the key principles of safeguarding.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.  
Introduction.

#### Topic 1: Staff Duties and Responsibilities.

Staff Duties and Responsibilities.  
Staff Obligations.  
Statutory Assessments.  
Recognising the Signs of Abuse.  
Peer on Peer Abuse.  
Summary.  
Knowledge Check.

#### Topic 2: Safeguarding Management.

Safeguarding Management.  
Safeguarding Policy.  
Multi Agency Working.  
Summary.  
Knowledge Check.

#### Topic 3: Reporting.

Reporting.  
Key Principles.  
Summary.  
Knowledge Check.

#### End of Learning Module.

Learning Module Summary.



Health and wellbeing plays a pivotal role in fostering an individual's overall health and wellness to ensure a balanced lifestyle. These courses provide the knowledge and skills necessary to promote physical, mental, and emotional wellbeing.

Equipping individuals with the tools to make informed decisions about their wellness empowers them to take proactive steps towards successful health and wellbeing.

### COURSES:

1. Looking After Our Wellbeing.
2. Healthy versus Unhealthy Strategies for Coping with Stress.
3. Dealing with Stress, Pressure and Burnout.
4. Struggling with Impostor Syndrome.
5. Coping With Workplace Change.
6. Transitioning to Remote Working.
7. Maintaining Wellbeing for Remote Workers.
8. Healthy Eating.
9. Positive Mental Health in the Workplace.
10. Understanding the Power of Mindfulness.



## Looking After Our Wellbeing

The aim of this learning module is to provide the learner with the tools and knowledge for effectively managing their health and promoting overall well-being.

### On completion of this module, learners will be able to:

- Understand what is meant by the term 'Wellbeing'.
- Identify the different elements of wellbeing.
- Recognise the significance of fostering physical, mental, social, and occupational wellbeing.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Introduction.

What is Wellbeing?  
Understanding Wellbeing.

#### Topic 2: Different Elements of Wellbeing.

Physical Wellbeing.  
Mental Wellbeing.  
Social Wellbeing.  
Occupational Wellbeing.

#### Topic 3: Key Takeaways.

Key takeaways for overall wellbeing.

#### End of Learning Module.

Learning Module Summary.



## Healthy vs Unhealthy Strategies for Coping with Stress

The aim of this learning module is to provide the learner with an understanding of using healthy coping strategies when dealing with stress.

### On completion of this module, learners will be able to:

- Understand the nature and causes of stress.
- Identify the difference between healthy and unhealthy coping methods.
- Change unhealthy coping habits with healthier strategies.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Coping With Stress.

Introduction.

#### Topic 2: Coping Strategies.

What are Coping Strategies?  
How we use Coping Strategies.  
Healthier Coping Strategies

#### Topic 3: Key Takeaways.

Key takeaways for coping with stress.

#### End of Learning Module.

Learning Module Summary.





## Dealing with Stress, Pressure and Burnout

The aim of this learning module is to provide the learner with an understanding of the key differences between stress, pressure, as well as with the necessary skills to manage them effectively.

### On completion of this module, learners will be able to:

- Understand the different aspects of stress, pressure and burnout.
- Recognise the signs of stress, pressure and burnout.
- Identify practical strategies to reduce the effects of stress, pressure, and burnout.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Dealing With Stress and Pressure.

Introduction.

The relationship between pressure and performance.

How to manage your stress and increase mental focus.

How to perform well under pressure.

#### Topic 2: Burnout.

What is burnout?

Causes and symptoms of burnout.

Recovering from burnout.

#### Topic 3: Key Takeaways.

Understanding burnout.

#### End of Learning Module.

Learning Module Summary.



## Struggling with Impostor Syndrome

The aim of this learning module is to provide the learner with the skills to identify and overcome the negative emotions associated with impostor syndrome, ultimately fostering a more confident and empowered self-perception.

### On completion of this module, learners will be able to:

- Explain what is meant by the term 'Impostor Syndrome'.
- Assess personal experiences to identify encounters or ongoing experiences with impostor syndrome.
- Understand how impostor syndrome can impede personal advancement.
- Identify and implement six proactive strategies to confront and overcome insecurities associated with impostor syndrome.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Understanding Impostor Syndrome.

What is impostor syndrome?  
Impacts of impostor syndrome.

#### Topic 2: Overcoming Impostor Syndrome.

Strategies for overcoming impostor syndrome.  
Check Your Understanding.

#### Topic 3: Key Takeaways.

Dealing with impostor syndrome.

#### End of Learning Module.

Learning Module Summary.



## Coping With Workplace Change

The aim of this learning module is to provide the learner with an understanding of how workplace change can cause negative responses for some individuals and how employing effective strategies can enable them to accept and cope effectively with change and focus on aspects within their control.

### On completion of this module, learners will be able to:

- Understand why workplace change can be worrying for some individuals.
- Recognise common negative responses when faced workplace change.
- Identifying strategies to accept and confidently manage change.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Workplace Change.

Why do we struggle with change?  
Common Reactions to Change.

#### Topic 2: Coping Strategies.

4 Strategies for Accepting Change.  
Key Takeaways.

#### End of Learning Module.

Learning Module Summary.



## Transitioning to Remote Working

The aim of this learning module is to provide the learner with an understanding of the benefits and challenges associated with remote work. It encompasses key guidance for employers and employees to achieve a smooth and successful transition into remote working.

### On completion of this module, learners will be able to:

- Understand the process of transitioning to remote working.
- Implement suitable tools and security measures.
- Ensure use of efficient communication channels.
- Demonstrate trust, accountability, and connectivity.
- Identify methods to safeguard remote worker health and well-being.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Going Remote.

Making the Transition and What to Expect.

Choose the Right Tools.

Set up Security Measures.

#### Topic 2: Guidance for Managers.

Establish Team Norms.

Facilitate Effective Communications.

Combat Conflict Due to Misunderstanding.

Foster Trust and Accountability.

Create a Sense of Community and

Connection.

#### Topic 3: Guidance for Employees.

Guide to Setting up a Home Office.

Create a Schedule and Routine.

Develop Self-Discipline.

The Need for Frequent Communication.

Practice Self-Care and Avoid Burnout.

#### Topic 4: Summary.

Do's and Don'ts.

Key Takeaways.

#### End of Learning Module.

Learning Module Summary.



## Maintaining Wellbeing for Remote Workers

The aim of this learning module is to provide the learner with an understanding of the importance of maintaining wellbeing when working remotely. It includes valuable guidance on fostering personal wellbeing in remote work settings.

### On completion of this module, learners will be able to:

- Explain the importance of maintaining wellbeing when working remotely.
- Implement effective procedures and strategies to promote and safeguard wellbeing.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Introduction.

Wellbeing and Remote Work.  
What Does Wellbeing Mean?

#### Topic 2: Four Essential Pillars of Wellbeing.

Physical Wellbeing.  
Mental Wellbeing.  
Social Wellbeing.  
Occupational Wellbeing.

#### Topic 3: Summary.

Key Takeaways.

#### End of Learning Module.

Learning Module Summary.



## Healthy Eating

The aim of this learning module is to provide the learner with an awareness of the different aspects of healthy eating. Exploring the various aspects such as nutrition, dietary choices, and lifestyle habits, learners will gain invaluable insights into how their food choices can profoundly impact their overall health and wellness.

### On completion of this module, learners will be able to:

- Explain the significance of a balanced diet in fostering good health.
- Recognise the five food groups, along with the necessary vitamins and minerals crucial for a healthy diet.
- Describe the eight key principles for eating a healthy diet.
- Highlight the correlation between poor dietary habits and adverse health outcomes.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Introduction to Healthy Eating.

A Balanced diet for Good Health.  
Bread, Other Cereals and Potatoes.  
Fruit and Vegetables.  
Meat, Fish and Alternatives.  
Milk and Dairy Foods.  
Oils and Fats.  
Food Containing Fat and Sugar.  
Vitamins and Minerals.

#### Topic 2: Eight Key Principles for Eating Well.

Principle 1 - Base your Meals on High Fibre Starchy Carbohydrates.  
Principle 2 - Eat lots of Fruit and Vegetables.  
Principle 3 - Eat More Fish.  
Principle 4 - Cut Down on Saturated Fat and Sugar.  
Principle 5 - Try to Eat Less Salt.  
Principle 6 - Get Active and Try and be a Healthy Weight.  
Principle 7 - Drink Plenty of Water.  
Principle 8 - Don't Skip Breakfast.

#### Topic 3: The Link Between Diet and Ill Health.

The Link Between Diet and Ill Health.  
Dietary Recommendations.  
The Positive Effects of a Balanced Diet.  
Nutritional Needs and Dietary Preferences.  
Food Intolerance and Allergies.

#### End of Learning Module.

Learning Module Summary.



## Positive Mental Health in the Workplace

The aim of this earning module is to provide the learner with an understanding of positive mental health practices within the workplace to foster a supportive and psychologically healthy work environment. The module covers various aspects of mental health, including awareness, prevention, and intervention strategies, empowering individuals to promote mental wellbeing effectively.

### On completion of this module, learners will be able to:

- Understand the importance of mental health in the workplace.
- Recognise signs of stress and burnout.
- Develop coping strategies for managing workplace challenges.
- Cultivate resilience and emotional wellbeing.
- Foster positive relationships and support networks.
- Implement self-care practices to maintain mental health.

### Module Structure:

#### Learning Objectives.

Aims and Learning Outcomes.

#### Topic 1: Introduction to Positive Mental Health.

The significance of mental health in the workplace.

The benefits of prioritising mental wellbeing.

Common myths and misconceptions.

#### Topic 2: Recognising Stress and Burnout.

Identifying signs and symptoms of stress and burnout.

The impact of stress on mental and physical health.

Strategies for managing and preventing workplace stress.

#### Topic 3: Building Resilience.

Resilience and its role in coping with adversity.

Mindset shifts and positive thinking.

Coping strategies for overcoming challenges.

#### Topic 4: Nurturing Positive Relationships.

The importance of social support in mental wellbeing.

Relationships and connections in the workplace.

Communicating effectively.

#### Topic 5: Practicing Self-Care.

The importance of self-care for mental health.

Identifying personal self-care needs.

Implementing self-care practices.

#### Topic 6: Creating A Culture of Wellbeing.

Mental health awareness and destigmatising mental illness.

Lead by example.

Seeking help and accessing support.

Support and Resources.

#### End of Learning Module.

Learning Module Summary.



# Understanding the Power of Mindfulness

The aim of this learning module is to provide the learner with an understanding of the concept of mindfulness, its benefits, and practical strategies for incorporating mindfulness practices into their daily lives including how mindfulness can help reduce stress, improve focus and concentration, enhance emotional regulation, and promote overall mental and physical health.

## On completion of this module, learners will be able to:

- Understand the concept of mindfulness and its relevance in modern life and the workplace.
- Recognise the benefits of mindfulness for mental, emotional, and physical wellbeing.
- Develop practical mindfulness techniques for reducing stress, improving focus, and enhancing overall quality of life.
- Apply mindfulness principles and practices to enhance work performance, communication, and interpersonal relationships.
- Cultivate a personal mindfulness practice for ongoing self-care and personal growth.

## Module Structure:

### Learning Objectives.

Aims and Learning Outcomes.

### Topic 1: Introduction to Mindfulness.

Definition of mindfulness.

Mindfulness in modern life and the workplace.

### Topic 2: Understanding the Benefits of Mindfulness.

The benefits of mindfulness.

How mindfulness affects the brain and nervous system.

Benefits for mental health, emotional wellbeing, and physical health.

### Topic 3: Core Principles of Mindfulness.

Present moment awareness.

Non-judgmental observation.

Acceptance and compassion.

Letting go of attachment and rumination.

### Topic 4: Practical Mindfulness Techniques.

Mindful breathing exercises.

Body scan meditation.

Mindful walking and movement.

Using mindfulness in daily activities.

### Topic 5: Cultivating a Mindful Mindset.

Overcoming common obstacles to mindfulness.

Developing self-compassion and resilience.

Integrating mindfulness into work routines.

### Topic 6: Applying Mindfulness in the Workplace.

Using mindfulness to manage stress and prevent burnout.

Improving focus, attention, and productivity.

Enhancing communication and interpersonal relationships.

### Topic 7: Mindfulness for Self-Care and Personal Growth.

Practicing self-care through mindfulness.

Setting boundaries and prioritising wellbeing.

Mindfulness for personal growth and development.

Resources.

### End of Learning Module.

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# eLearning Plus<sup>+</sup>

