



# Course Brochure

*Helping you evolve your  
team!*

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## **Contact Us**

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# Technical Info

Our courses can be accessed across multiple devices, please see the recommended system requirements below:

- **Operating System:** Windows 7+ or Mac OSX (10.8+)
- **Browser:** A modern and up to date web browser
- **Video:** Up to date video drivers
- **Memory:** 2Gb+ RAM
- **Additional Software:** Flash Player 10+
- **Download Speed:** Broadband (3Mb+)

# Course Durations

Course duration timings are based on the amount of video content shown. It does not account in any way for loading time or thinking time on the questions.

# Multiple Course Purchases

11-50 courses 10% discount

51-99 courses 20% discount

100+ courses 30% discount

If you would like a quote specific to your requirements, please get in touch.

# Monthly Subscription

We now offer unlimited usage to our customers based on a monthly subscription, contact us for more information.

# Health and Safety Courses

## Abrasive Wheels Training



This course is aimed at anyone who uses abrasive wheels or employs people who use abrasive wheels as part of their work.

There are a wide range of tools and processes that use abrasive wheels and ensuring these are used correctly and safely is of paramount importance.

Applications range from hand grinding to disc cutting. They can be used at all stages of a work process, for making preliminary cuts and scores in materials, or for fine polishing and finishing.

This course covers the anatomy of an abrasive wheel, the dangers associated with their use, storage and handling and much more.

This course will cover the following modules:

<b>Module number</b>	<b>Module Name</b>
1	Introducing Abrasive Wheels
2	The Anatomy of an Abrasive Wheel
3	The Dangers of Abrasive Wheels
4	Abrasive Wheel Safety
5	Safe Speeds
6	Other Wheel Markings
7	Storage and Handling
8	Checking and Testing
9	Training and Certification
10	Inspections
11	Course Summary

**Approved by:** IIRSM and CPD

**Duration:** 100 minutes

**Pass Required:** 70%

**Cost:** £35.00 + VAT

## Achieving Good Hygiene Rating Level 5



In December 2008, the Food Standards Agency agreed a National Food Hygiene Rating Scheme. It is now running in all areas of Wales, Northern Ireland and in 99% of England.

This course is intended to give you an overview of how the National Food Hygiene Rating Scheme works, what the scoring criteria are and how these are assessed by the inspectors, the appeals process, the Safer Food Better Business management system, E-Coli and concludes with some practical advice for ensuring your premises gets the best score possible.

This course will cover the following modules:

<b>Module number</b>	<b>Module Name</b>
1	Food Hygiene Ratings – An Introduction
2	Scoring Criteria
3	Appeals
4	Safer Food Better Business (SFBB)
5	E.Coli
6	Good Hygiene Structure and Cleaning

**Approved by:** CPD

**Duration:** 50 minutes

**Pass Required:** 70%

**Cost:** £35.00 + VAT

## Allergen Awareness



This course covers general allergies, food allergies and food intolerances and explains the differences between them. It covers the 14 allergens controlled by legislation along with food additives and how they can trigger allergic reactions. It takes a detailed look at the symptoms of food allergies and takes in the wider picture discussing the

current theories of why rates are increasing. It then finishes off by covering practical steps that can be taken to reduce the risk from allergens and what steps can be taken both internally and externally to monitor the control measures.

This course will cover the following modules:

<b>Module number</b>	<b>Module Name</b>
1	Food Intolerance and Allergens: The Basics
2	Food Intolerances – Causes and Symptoms
3	Allergies - Causes and Symptoms
4	Allergen Facts
5	Food Allergens and the Law
6	Food Allergens – Practical Steps
7	Allergen Information for Consumers
8	Internal Monitoring and Review
9	External Monitoring and Review

**Approved by:** CPD

**Duration:** 100 minutes

**Pass Required:** 75%

**Cost:** £35.00 + VAT

## Asbestos Awareness



This course covers all areas of asbestos awareness and is designed for anyone who may come into contact with asbestos in their work. Most commonly, that includes builders, plumbers, electricians, carpenters and other building related and maintenance trades.

As well as informing you about the risks of working with asbestos, the course will deliver a lot more information including:

- Recognising asbestos;
- Where it's used;
- Minimising the risks;
- The legislation about working with asbestos.

This course will cover the following modules:

<b>Module number</b>	<b>Module Name</b>
1	Properties and Risks of Asbestos Exposure
2	Different Types of Asbestos
3	Avoiding the Risks from Asbestos
4	An Outline of Asbestos Legislation

**Approved by:** RoSPA and IATP

**Duration:** 65 minutes

**Pass Required:** 100%

**Cost:** £35.00 + VAT

## Asbestos Awareness for Architects and Designers



This course covers the same subjects as our Asbestos Awareness course with an additional module aimed specifically at architects and designers working with buildings that may contain asbestos. It provides information about the legislation governing asbestos in work and outlines the responsibilities of architects and designers.

This course will cover the following modules:

<b>Module number</b>	<b>Module Name</b>
1	Properties and Risks of Asbestos Exposure
2	Different Types of Asbestos
3	Avoiding the Risks from Asbestos
4	An Outline of Asbestos Legislation
5	Content for Architects and Designers

**Approved by:** RoSPA and IATP

**Duration:** 75 minutes

**Pass Required:** 100%

**Cost:** £35.00 + VAT

## Assessing Display Screen Equipment



This course is aimed at companies who employ users of display screen equipment, or DSE as it's often called and is intended to be completed by those who will be assessing the DSE set ups of employees. DSE is a term that covers a wide range of equipment. If equipment like this is not set up correctly, users are at increased risk from certain disorders.

This course will cover the following modules:

<b>Module number</b>	<b>Module Name</b>
1	Introduction
2	Legislation
3	Protecting Your Body
4	Adjusting Your Chair
5	Adjusting Your Screen
6	Work Arrangements
7	Adjusting the Layout of Your Workstation
8	Adjusting Your Work Environment
9	Risk Assessment Overview
10	Principles of Sensible Risk Management
11	Key Health and Safety Legislation
12	DSE Hazards and Risks
13	DSE Assessments
14	Control and Prevention Strategies
15	Practical Element

**Approved by:** IIRSM

**Duration:** 110 minutes

**Pass Required:** 70%

**Cost:** £35.00 + VAT

## Basic Fire Safety



Current legislation, The Regulatory Reform (Fire Safety) Order 2005, applies to all workplaces regardless of the number of employees and requires employers to provide adequate training in fire awareness for all members of their staff. This course will provide candidates with a general understanding of basic fire awareness including what should be done in the event of a fire, how to

prevent a fire occurring and a basic introduction of the protocol of extinguishing a fire.

## Basic Fire Safety for Care



Our Basic Fire Safety for Care Homes covers the same content as the Basic Fire Safety course but with additional content tailored specifically to employees that work in care homes.

These two courses will cover the following modules:

Module number	Module Name
1	Chemistry of Fire
2	Common Causes of Fire
3	Basic Safety Features in Buildings
4	Introduction to Fire Extinguishers
5	What to do in Case of Fire

**Approved by:** RoSPA, CPD and IFE

**Duration:** 60 minutes

**Pass Required:** 70%

**Cost:** £25.00 + VAT

## Basic Legionella Management



Current legislation set out by the Health and Safety at Work Act 1974 along with the HSE's updated code of practice known as L8 which was published in 2001, states that Companies and building owners have a legal duty to manage Legionella.

Our interactive video-based training course is aimed at all employers and staff to assist them in identifying the danger that Legionella poses, as well as covering ways to identify and assess sources of risk from Legionella in the premises and implement and manage a control programme.

This course will cover the following modules:

Module number	Module Name
1	What is Legionella?
2	Risk Areas
3	Legislation
4	Risk Management
5	Water System Monitoring
6	Cooling System Awareness

**Approved by:** RoSPA

**Duration:** 75 minutes

**Pass Required:** 70%

**Cost:** £65.00 + VAT

## Behavioural Safety



This course defines behavioural safety and explains the origins of the concept. It covers how it can be implemented in the workplace and some of the potential benefits. It includes analysis of some examples of 'at risk behaviours' and some examples of ways you can measure how well your organisation is doing when it comes to safety.

Finally, it touches on some of the key laws regarding health and safety in the workplace and how to ensure positive workforce attitudes.

This course will cover the following modules:

Module Number	Module Name
1	Introduction
2	Essential Terms and Business Benefits
3	How Behavioural Safety Works
4	Setting Up a Programme
5	Ensuring Positive Workforce Attitudes

**Approved by:** IIRSM

**Duration:** 45 minutes

**Pass Required:** 70%

**Cost:** £35.00 + VAT

## CDM Awareness



The Construction (Design and Management) 2015 Regulations cover the management of health, safety and welfare when carrying out construction projects. Whatever your role in the construction industry these regulations are there to improve your health and safety.

They are intended to ensure that projects are planned and run effectively and safely right from the start.

This awareness course covers the core concepts of the regulations and details the various roles that are required for a construction project along with the key documents that need to be produced. It starts with an introduction to CDM, then covers some of the parameters that need to be checked when a project is being planned. It finishes by detailing a number of example projects that illustrate how the regulations can be applied.

This course will cover the following modules:

Module number	Module Name
1	Legislation
2	CDM Application and Notification
3	Duty Holders and Documents
4	Duties and Legal Documents
5	Example Projects and Summary

**Approved by:** IIRSM

**Duration:** 40 minutes

**Pass Required:** 70%

**Cost:** £35.00 + VAT

# Control of Substances Hazardous to Health (COSHH) Training



So, what do we mean by ‘Substances Hazardous to Health’?

In legal terms, these are substances that are classified as “very toxic, toxic, harmful, corrosive or Irritant” under the Classification, Labelling and Packaging Regulation (CLP).

This course will cover the following modules:

Module number	Module Name
1	Introducing COSHH
2	Different Types of Hazard
3	Different Types of Exposure
4	Regulations and Approved Labelling
5	Assessing COSHH Risks
6	The Risk Assessment in Practice
7	Exposure Control
8	Staying in Control
9	Training and Emergency Planning
10	Course Summary

**Approved by:** IIRSM

**Duration:** 125 minutes

**Pass Required:** 70%

**Cost:** £35.00 + VAT

## Display Screen Equipment Awareness



This course is aimed at users of display screen equipment, or DSE as it's often called. DSE is a term that covers a wide range of equipment. If DSE equipment like this is not set up correctly, users are at increased risk from certain disorders.

As an employee, you share the responsibility to keep people safe at work. That means undergoing relevant training and ensuring that rules are followed.

This course will cover the following modules:

Module number	Module Name
1	Introduction
2	Legislation
3	Protecting Your Body
4	Adjusting Your Chair
5	Adjusting Your Screen
6	Work Arrangements
7	Adjusting the Layout of Your Workstation
8	Adjusting Your Work Environment

**Approved by:** IIRSM

**Duration:** 50 minutes

**Pass Required:** 70%

**Cost:** £25.00 + VAT

## Electrical Safety



Electricity is the lifeblood of modern society, it enhances our quality of life and we are becoming increasingly reliant on it to power tools and devices we use for work and entertainment. However, although electricity has many benefits it can also be a hidden killer as it can't be seen, felt, smelled or heard until someone comes into contact with it.

This course will start by covering the many benefits electricity brings to society, as well as its key components voltage, current and resistance. It will explain the two main types of electricity, cover UK accident and death statistics, and describe a simple way of remembering the electrical hazards. It then goes on to provide basic instructions about how you could safely help someone you suspect has received an electric shock. Towards the end of the course it includes an overview of the main standards, guidance and legislation that control the use of electricity in the workplace and finish off by looking at simple maintenance plans and portable appliance testing including who within an organisation would be best to carry out the various checks.

This course will cover the following modules:

Module number	Module Name
1	Overview and benefits of electricity
2	What is electricity?
3	How electricity can cause harm
4	Legislation, standards and key steps
5	Portable appliance testing standards and guidance

**Approved by:** IIRSM

**Duration:** 45 minutes

**Pass Required:** 70%

**Cost:** £35.00 + VAT

## Emergency First Aid at Work (Annual Online Refresher)



What is Emergency First Aid? Well it's exactly that, the first aid to be offered if an incident occurs. Not many of us are confronted with scenes of blood and gore in our everyday lives – so usually first aid could be as simple as sticking a plaster on a small cut.

But what if you did find yourself confronted with a more serious situation.

This course will cover the following modules:

Module number	Module Name
1	What is First Aid?
2	Barriers, ABCD and the Recovery Position
3	CPR and AEDs
4	Choking
5	Bleeding
6	Shock
7	Spinal Injuries
8	Breaks
9	Head Injuries
10	Sprains
11	Managing an Incident and Record Keeping
12	Burns and Scalds
13	Electric Shock
14	Eye Injuries
15	Anaphylaxis and Diabetes
16	Heart Attack and Stroke

**Approved by:** IIRSM

**Duration:** 150 minutes

**Pass Required:** 70%

**Cost:** £35.00 + VAT

## Fire Extinguishers



This course provides training in the use of different types of fire extinguishers and the protocol of tackling a fire.

Module number	Module Name
1	Fire Extinguishers
2	Pre-Engagement Action
3	Using a Fire Extinguisher

**Approved by:** RoSPA and CPD

**Duration:** 25 minutes

**Pass Required:** 70%

**Cost:** £25.00 + VAT

## Fire Marshal



Fire marshals (sometimes known as fire wardens) are civilians trained to assist in emergency fire evacuation procedures at businesses and other organisations. It is a legal obligation that workplaces must have a sufficient number of fire marshals to deal with fire emergencies

The main outcome of this training course is to provide you with the knowledge to carry out the functions of a fire marshal. - Please note, this course also contains all of the content in the Basic Fire Awareness and Fire Extinguisher courses.

This course will cover the following modules:

<b>Module number</b>	<b>Module Name</b>
1	Chemistry of Fire
2	Common Causes of Fire
3	Basic Safety Features in Buildings
4	Introduction to Fire Extinguishers
5	What to do in Cases of Fire
6	Fire Statistics
7	Current Fire Safety Legislation
8	Fire Risk Assessment
9	Preventative Measures
10	Safety Features within Buildings
11	Role of the Fire Marshal
12	Action on Fire Discovery
13	Fire Drills and Evacuation
14	Fire Extinguishers
15	Pre-Engagement Action
16	Using a Fire Extinguisher

**Approved by:** RoSPA and CPD

**Duration:** 220 minutes

**Pass Required:** 70%

**Cost:** £35.00 + VAT

## Fire Marshal for Care Homes



The main outcome of this training course is to provide you with the knowledge to carry out the functions of a fire marshal. - Please note, this course also contains all of the content in the Basic Fire Awareness and Fire Extinguisher courses. This course is a variation on the Fire Marshal course that contains information that is specific to employees of care and residential homes.

**Note:** This course requires Adobe Flash Player.

This course will cover the following modules:

Module number	Module Name
1	Chemistry of Fire
2	Common Causes of Fire
3	Basic Safety Features in Buildings
4	Introduction to Fire Extinguishers
5	What to do in Cases of Fire
6	Fire Statistics
7	Current Fire Safety Legislation
8	Fire Risk Assessment
9	Preventative Measures
10	Safety Features within Buildings
11	Role of the Fire Marshal
12	Action on Fire Discovery
13	Fire Drills and Evacuation

**Approved by:** RoSPA and CPD

**Duration:** 220 minutes

**Pass Required:** 70%

**Cost:** £35.00 + VAT

## Introduction to HACCP Level 2



HACCP stands for Hazard Analysis and Critical Control Point. It is an internationally recognised food safety management system that is used to identify, evaluate and control hazards which are significant for food safety.

Rather than being a reactive system, HACCP is proactive. The focus is on prevention of hazards rather than relying mainly on end-product testing.

This course will start by covering some of the key terms you will need to understand before moving on to identifying critical control points and analysing some of the key hazards. It'll show you how to determine control points and how to avoid cross-contamination in the food chain. It will also cover some of the control measures that can be taken along with how to address a problem if a critical limit is breached.

This course will cover the following modules:

<b>Module number</b>	<b>Module Name</b>
1	Key definitions
2	Microbiological hazards and controls
3	Chemical hazards and controls
4	Allergens and avoiding cross-contamination
5	Physical hazards and controls
6	Pre-requisite programmes
7	Implementation of HACCP
8	The 7 principles of hazard control in practice

**Approved by:** CPD

**Duration:** 80 minutes

**Pass Required:** 70%

**Cost:** £35.00 + VAT

## Introduction to Personal Safety for Lone Workers



This course acts as an introduction to personal safety for lone workers and applies to those that work alone within business premises, mobile workers and home-workers.

It covers the legal responsibilities of both employers and employees, some of the common security precautions that can be implemented, practical steps you can take to avoid conflict in lone worker situations and other elements that can contribute to lone worker safety.

This course will cover the following modules:

<b>Module number</b>	<b>Module Name</b>
1	Lone Worker Personal Safety: The Basics
2	The Law: Responsibilities
3	Assessing the Risks
4	Personal Safety Solutions
5	Practical Tips to Avoid Conflict
6	Reporting and Recording Incidents

**Approved by:** IIRSM

**Duration:** 45 minutes

**Pass Required:** 70%

**Cost:** £35.00 + VAT

## Introduction to Risk Assessment



Risk assessment is a systematic method of looking at work activities and considering the things that could cause significant harm to people, property or the environment. The most important purpose of risk assessments is to help prevent accidents and ensure the safety of employees and anyone affected by workplace activities. At the end of this course, candidates will have an understanding of

what a risk assessment is and how to complete one. To achieve this the course will define important terms, provide some basic background information to explain how important risk assessments are and discuss some of the legislation that applies. It will then go on to provide practical advice on how to identify hazards and analyse risk before finishing off by explaining the responsibilities of both employers and employees with regards to risk assessment.

This course will cover the following modules:

<b>Module number</b>	<b>Module Name</b>
1	The Basics
2	Legislation, Regulation and Civil Law
3	Strategy – Options and Elements
4	Identifying hazards
5	Who Might be Harmed and Evaluating the Risks
6	Evaluating Risk – The Practicalities
7	Recording and Reviewing
8	Management and Responsibilities

**Approved by:** IIRSM

**Duration:** 90 minutes

**Pass Required:** 70%

**Cost:** £35.00 + VAT

## **Food Safety Training**

Food Handlers and their employers have a legal duty to manage Food Safety. These obligations are set out by a number of EU and UK Laws. These Laws state that food handlers must make sure that food which is prepared, cooked, served or sold, is safe for human consumption. Failing to follow food safety standards can cause food to become contaminated with potentially fatal consequences.

Training your employees with our online system will go a long way to giving them greater awareness of the dangers that poor food safety standards pose, as well as covering how food safety risks actually arise and how to control and prevent them.

### **Level 1 Food Safety (Manufacturing, Catering and Retail)**



The Level 1 Awards in Food Safety provide an ideal solution to staff induction training including:

- New employees with minimal or no prior food safety knowledge;
- Employees handling low-risk or wrapped foods (category A);
- Front of house employees, such as waiting or check out staff;
- Back of house employees, such as kitchen porters or warehouse staff.

This course will cover the following modules:

<b>Module number</b>	<b>Module Name</b>
1	Food Safety Legislation
2	Hazards from Delivery to Service
3	Risk Control (Prevention of Contamination)
4	Pests, Premises and People

**Approved by:** RoSPA and CPD

**Duration:** 50 minutes

**Pass Required:** 75%

**Cost:** £15.00 + VAT

## Level 2 Food Safety (Manufacturing, Catering and Retail)



Level 2 Awards in Food Safety are suited for anyone working in a catering, manufacturing or retail setting where food is prepared, cooked and handled.

Typical environments may include:

- Pubs, hotels, restaurants;
- Supermarkets and retail environments;
- Food and drink manufacturers;
- Hospitals;
- Care homes;
- Schools.

This course will cover the following modules:

Module number	Module Name
1	Food Safety Legislation
2	Hazards from Delivery to Service
3	Risk Control (Prevention of Contamination)
4	Pests, Premises and People

**Approved by:** RoSPA and CPD

**Duration:** 75 minutes

**Pass Required:** 75%

**Cost:** £25.00 + VAT

## Manual Handling



Manual handling, or to be accurate, incorrect manual handling, is one of the most common causes of injury at work. To try and combat manual handling problems, the Manual Handling Operations Regulations were introduced.

The Regulations lay out duties for both employees and employers. They give a general requirement that employees must be trained to manually handle correctly including the use of any equipment their employer provides to handle loads safely.

**Important note:** Please note that this is an awareness course only, if your duties include manual handling you will also need further practical training.

This course will cover the following modules:

Module number	Module Name
1	What is Manual Handling
2	Manual Handling Regulations
3	Safe Handling
4	Learning Safe Handling Habits
5	Practical Manual Handling Solutions
6	Use of Mechanical Aids

**Approved by:** IIRSM and CPD

**Duration:** 75 minutes

**Pass Required:** 75%

**Cost:** £35.00 + VAT

## Noise Awareness



Noise at work can cause hearing damage that is permanent and disabling. This damage is preventable if the right steps are taken but once your hearing has gone it will not come back. It can also interfere with communications by stopping people from being able to understand or follow conversations and it can make verbal warnings or alarms harder to hear. These issues can lead to

further safety risks that put people at risk of injury or even death. This course will show you how dangerous noise can be in the workplace, and the main safety issues you should be aware of. It will take you through some of the simple science, the main laws that apply and introduce you to noise level limits. It also covers some of the specific health risks and how to avoid them by producing risk assessments, action plans and through the provision of appropriate Personal Protective Equipment. It concludes by examining how to provide information and instruction to employees, along with the most professional way to conduct health surveillance of the workforce.

This course will cover the following modules:

Module Number	Module Name
1	Noise in the Workplace
2	Legislation
3	Health Risks
4	Action Plans
5	Prioritising Controls
6	Personal Protective Equipment
7	Information and Health Surveillance

**Duration:** 55 minutes

**Pass Required:** 70%

**Cost:** £35.00 + VAT

## Slips, Trips and Falls



Slips, trips and falls account for almost a third of non-fatal injuries at work. It is a widely held belief that with just a few minor changes to working practices and attitudes this could be reduced significantly.

This course will introduce you to some of the statistics relating to slips, trips and falls and dispel some of the myths surrounding them. It also touches on the law as it relates to slips, trips and falls. It contains real examples of where things have gone wrong and some practical steps that could have been taken to prevent these incidents. The course also covers some of the straightforward changes that can be made in most businesses to significantly reduce the risk of a slip, trip or fall incident occurring. The final module takes this to the next level and looks at it from a management perspective.

This course will cover the following modules:

Module number	Module Name
1	Serious Facts and the Law
2	Slip Hazards: Causes and Controls
3	Trip Hazards: Causes and Controls
4	Management Issues

**Duration:** 60 minutes

**Pass Required:** 70%

**Cost:** £35.00 + VAT

## Working at Height Training



This course is aimed at anyone who undertakes work at height, or who employs people who regularly work at height.

The term work at height applies to a wide range of situations ranging from the obvious ones like working on platforms, ladders, scaffolds or stages to working alongside deep trenches. This is because the crucial thing to understand about work

at height is that it's not how far you climb, but how far you can fall.

'Falls' doesn't just mean people falling from heights. If materials or equipment fall, that will obviously present an equally dangerous hazard to anyone below.

All working at height situations are covered by health and safety legislation. Chief among these is the Work at Height Regulations 2005. These regulations confer legal duties on employers and employees to assess, control and minimise risks and hazards from work at height.

**Important note:** Please note that this is an awareness course only, if your duties include working at height you will also need further practical training, you can get in touch with us to arrange this.

The course will cover the following modules:

Module number	Module Name
1	Introducing Work at Height
2	The Dangers of Work at Height
3	The Work at Height Regulations
4	Summary of Duty Holder's Responsibilities
5	Employer's Responsibilities
6	The Hierarchy of Control
7	Avoiding Work at Height Wherever Possible
8	Prevent Risk of Falls
9	Minimise Consequences
10	Risk Assessment
11	Course Summary

**Approved by:** RoSPA

**Pass Required:** 70%

**Duration:** 105 minutes

**Cost:** £35.00 + VAT

## Working in Confined Spaces Awareness



This course will cover the legislation associated with working in confined spaces. What constitutes a confined space, the potential hazards, safe operating procedures, emergency procedures and rescue.

At the end of this course you'll be able to demonstrate your understanding of the control measures to be followed when working in, or near to, confined spaces as detailed in a safe working procedure.

**Important note:** This is an awareness course only, designed for people who need to be aware of the hazards and risks of confined space working but are not required to enter a confined space. If you are required to perform any work activity in, or in the proximity of a confined space then you will also need to have an 'approved' standard of practical training at the 'appropriate' level.

The course will cover the following modules:

Module number	Module Name
1	The Law
2	Confined Space and the Dangers
3	Safe Procedures
4	Communication, Emergencies and Paperwork

**Approved by:** IIRSM

**Duration:** 25 minutes

**Pass Required:** 70%

**Cost:** £35.00 + VAT

## Working Safely



Working safely is in the interest and concern of all staff - both the employers and employees. Workers have an expectation to go home at the end of the working day not having been injured - or having had their health affected by - any workplace activity, or as a result of it.

This course will cover the following modules:

Module number	Module Name
1	Introducing Working Safely
2	Defining Hazard and Risk
3	Identifying Common Hazards
4	Improving Safety Performance
5	Protecting the Environment
6	Final Assessment
7	Hazard Perception

**Approved by:** RoSPA and IIRSM

**Duration:** 150 minutes

**Pass Required:** 70%

**Cost:** £65.00 + VAT

# Business Skills

## Anti-Harassment and Bullying



Your Company should be committed to providing a working environment free from harassment and bullying and ensuring all staff are treated, and treat others, with dignity and respect. This course covers the commitments that will be laid out in your company's anti-harassment and bullying policy. It then explains the differences between harassment and bullying, the steps that can be taken if either of these occur in or out of work, and some case studies to illustrate the points covered throughout the course.

This course will cover the following modules:

Module Number	Module Name
1	Policy Commitments, Harassment and Bullying
2	Informal Steps, Raising A Formal Complaint and Investigations
3	Action Following Investigations
4	Case Studies

**Approved by:** CPD

**Duration:** 35 minutes

**Pass Required:** 70%

**Cost:** £35.00 + VAT

## Conflict Resolution in the Workplace



‘Unmanaged conflict is the largest reducible cost in organisations today, and the least recognised’. Our society, and therefore our workplaces, are full of individuals with very different backgrounds, beliefs, values and attitudes. With such diversity, conflict at some point is inevitable. Conflict in workplaces is not only inevitable, it can actually be valuable, if it is handled correctly and focused on the right areas.

This course will consider what conflict is, as well as its impact and role in the workplace. We will consider some of the triggers for workplace conflict and how it develops before looking at a number of different ways of managing it.

This course will cover the following modules:

Module Number	Module Name
1	The Causes and Symptoms of Conflict at Work
2	Resolving Conflict
3	The Five Conflict Modes
4	Using the Modes
5	Assertiveness
6	Making Positive Outcomes

**Approved by:** CPD

**Duration:** 45 minutes

**Pass Required:** 70%

**Cost:** £35.00 + VAT

## Customer Service



Customer service is the act of taking care of the customer's needs by providing and delivering professional, helpful, high quality service and assistance before, during, and after the customer's requirements are met. But how is this done? How do you ensure it's consistent across your business? What are the benefits of delivering great customer service? This course will start by making it very clear exactly what we mean by customer service, and why it's so vital. It then goes into detail about the goals of great customer service, communication skills both verbal and non-verbal, discovering and understanding customer needs and much more.

This course will cover the following modules:

Module Number	Module Name
1	About the Course
2	What is Customer Service
3	The Goals of Great Customer Service
4	Discovering and Understanding Customer Needs
5	Delivering Maximum Levels of Customer Service
6	Making Customers Feel Great From the Start
7	Communication Skills
8	Non-verbal Communication and Body Language
9	Dealing with Customer Complaints

**Approved by:** CPD

**Duration:** 75 minutes

**Pass Required:** 70%

**Cost:** £35.00 + VAT

## Data Protection in the Workplace



If you or your organisation handles personal information about individuals you have legal obligations to protect that information. The benefits of good data safety are numerous and include, good business practice, the protection of people's rights and the protection of your organisation's reputation. In recent years some companies and individuals have experienced serious legal consequences for data protection breaches and this highlights why it is so important to get it right. Training should be a vital part of any company's data protection policy.

This course will cover the following modules:

Module Number	Module Name
1	Benefits of Good Data Safety
2	Rights and Conditions
3	The Data Protection Act
4	Data Sharing and Security
5	Creating a Data Protection Policy
6	Putting it into Practice
7	Handling the Requests for Personal Data
8	Introduction to GDPR

**Approved by:** CPD

**Duration:** 80 minutes

**Pass Required:** 70%

**Cost:** £35.00 + VAT

## Developing Teamwork



Developing Teamwork is all about building stronger relationships within your team by getting to know each other better and creating the foundations for an exceptionally high performing group of people.

This course will start by explaining in detail what team working is and cover some of the basic principles, for putting together a group of people who will work well together. It then goes on to cover conflict within teams, explaining some of the reasons conflict occurs and some strategies for managing conflict. It finishes off by exploring some of the different styles of management behaviour and how to develop a resilient team.

This course will cover the following modules:

Module Number	Module Name
1	What is Team Working?
2	Conflict
3	Management Behaviour
4	Resilience

**Approved by:** CPD

**Duration:** 30 minutes

**Pass Required:** 70%

**Cost:** £35.00 + VAT

# Digital Marketing

## Facebook for Business



Facebook is the world’s largest social network. With over a billion users it’s very likely that a proportion of your target customer audience will have a Facebook account. In the ‘Social Media for Business’ course you’ll have been encouraged to research and investigate the preferred social media platforms used by your target audience, so you should have a good idea at this point if Facebook is one of the right platforms for you. Using Facebook in your business is about providing an effective means for your customers to interact with you and connect their friends to your business. Recommendation is the most powerful way a potential customer can be connected to a business, particularly when it’s being recommended by a friend. So, if you know that a trusted friend likes a particular brand, you’re much more likely to engage with that brand. Facebook is essentially a platform designed to facilitate social interaction between people with whom you’ve already established some mutual recognition.

This course will cover the following modules:

<b>Module Number</b>	<b>Module Name</b>
1	An Introduction to Facebook
2	Setting up a Facebook Brand Page
3	Administrating your Facebook Brand Page
4	Adding Content to your Brand Page
5	Custom Applications
6	Getting People to your Brand Page
7	Facebook Advertising
8	Getting Website Traffic from Facebook

**Approved by:** CPD

**Duration:** 80 minutes

**Pass Required:** 75%

**Cost:** £90.00 + VAT

## LinkedIn for Business



LinkedIn is a very well established and respected social network with over 259 million users in more than 200 countries. It's known as "Facebook in a Suit" or the most professional level of Social networking for businesses. LinkedIn is a very valuable tool to find the key decision makers within certain companies. It's used for finding the best

point of contact, gaining familiarity with their background before a call or sales pitch, making such contact much more effective.

It's a social network for professional people. Normally a person would create a LinkedIn profile that would include career details and would update their information periodically as to their current appointment. It would often include a personal statement, personal web address and possibly testimonials from employers and members of staff. If the person has particular interests both professionally and personally, they may subscribe to one or more interest groups to receive updates and discussion opportunities.

Module Number	Module Name
1	Introduction to LinkedIn
2	Company Policies Relating to LinkedIn
3	How LinkedIn Works
4	Setting up your LinkedIn Profile

**Approved by:** CPD

**Duration:** 45 minutes

**Pass Required:** 70%

**Cost:** £90.00 + VAT

## Search Engine Optimisation for Business



Right now, potential customers will be searching for your products and services - and if they don't find their way to your site, you could be deferring them to a competitor. Imagine if your website could rank above your competitors', using the kind of search terms that turn your visitor traffic into revenue.

When it's done well, search engine marketing can give search engines exactly what they need to put your website in a prime position on Search Engine Results Pages. The key is understanding what search engines need - and since 90% of all searches in the UK are via Google, this pretty much means understanding Google. This course will explain the proven techniques that will help you reach and maintain the number one results spot.

This course will cover the following modules:

Module Number	Module Name
1	Introduction to SEO
2	Link Building
3	On-Site SEO
4	Social Media as part of SEO
5	Local Search
6	Pay Per Click (PPC)

**Approved by:** CPD

**Duration:** 80 minutes

**Pass Required:** 70%

**Cost:** £149.00 + VAT

## Social Media for Business



The Internet has changed our lives both personally and commercially. The boundaries between personal and business communication are now much less defined. Three quarters of us in the developed world use the internet, and social media has become a serious business marketing technique with over 90% of businesses with an in-

house marketing department using social media for marketing and committing up to 20% of marketers time in that direction.

So far as your social media audience in concerned, 43% of people aged 20-29 spend more than 10 hours a week on social media sites.

The starting point in any social media activity for business is your website or microsite and your social media activities will invariably be referencing this site so the first measurement of success in your social media activity will be the traffic you're generating for your site through social media channels This course is designed to assist people in business to understand how social media techniques can be used as an effective business marketing tool.

This course will cover the following modules:

Module Number	Module Name
1	Introduction
2	What is Social Media?
3	Introduction to POST Methodology
4	Websites and Microsites
5	Facebook
6	LinkedIn
7	Twitter
8	Blogging
9	Video
10	Bringing it all Together
11	Is Social Media Worth It?

**Approved by:** CPD

**Pass Required:** 70%

**Duration:** 100 minutes

**Cost:** £149.00 + VAT

## Twitter for Business



Twitter is a social media platform that is used by a wide range of people, from celebrities, who use it to communicate with their fans to companies and brands who can use it to engage their customers and attract new ones. It is also used by people for the social aspect – to chat and share information with friends. In fact, there is no restriction to who or what can have a Twitter account and often a larger

company such as Starbucks will also have individual accounts for each product such as Frappuccino's and even individual store locations. Using Twitter successfully requires a significant commitment of time – being active is key to your success. It's all about the image you create, and the best-viewed companies are the responsive ones. Twitter is a real-time information sharing network where users can share messages, news, images, opinions and links via short bursts of information called 'tweets' – these tweets have a character limit of 140 including spaces, which may sound very short but you might be surprised at how much you can get into a little space and how much influence that can have. Even though Twitter is a fairly simple service, it's still important to understand the mechanics of it thoroughly.

This course will cover the following modules:

Module Number	Module Name
1	An Introduction to Twitter
2	Getting Started on Twitter
3	Using Third-Party Applications
4	Being Social

**Approved by:** CPD

**Duration:** 55 minutes

**Pass Required:** 70%

**Cost:** £90.00 + VAT

## Disciplinary Procedures



The aims of the disciplinary procedure are to provide a framework within which managers can work with employees to maintain satisfactory standards of conduct and to encourage improvement when necessary.

This course covers the aims of the disciplinary procedure, penalties including investigations, allegations and suspensions, procedures for carrying out hearings, and appeals.

This course will cover the following modules:

<b>Module Number</b>	<b>Module Name</b>
1	Disciplinary Procedure and Confidentiality
2	Investigations, Allegations and Suspensions
3	Notification of a Hearing, The Right To Be Accompanied and Procedure
4	Penalties, Their Effects and Appeals
5	Holding Disciplinary Hearings and a Case Study

**Approved by:** CPD

**Duration:** 45 minutes

**Pass Required:** 70%

**Cost:** £35.00 + VAT

## Effective Delegation



Effective delegation is an essential skill to learn if you want to be an effective manager. After all, the best managers don't strive to be super-heroes. Instead, they are exceptional at picking good people to do what they need to have done and then letting them get on with it. However, delegating effectively can be difficult. It means identifying the right tasks to delegate, overcoming

barriers to delegation and taking the time to delegate properly so that everyone knows what they're expected to do and by when. When it's done right, the benefits are numerous and improve the working lives of everyone involved, from the managers to the staff and it has wide ranging benefits to the organisation as a whole. This course will start with the essentials - defining exactly what we mean by delegation and why it's so important. It then goes into details about, the elements of delegation, overcoming the barriers to delegation, how you can choose which tasks to delegate and who to the process of delegation and much more.

This course will cover the following modules:

Module Number	Module Name
1	The Course Structure
2	What is Delegation and Why is it so Important?
3	Elements of Delegation
4	The Benefits of Delegation
5	Overcoming the Barriers to Delegation
6	Choosing What to Delegate
7	Who You Should Delegate To
8	The Process of Delegation
9	Completion, Follow-up and Evaluation

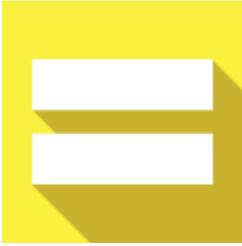
**Approved by:** CPD

**Duration:** 110 minutes

**Pass Required:** 70%

**Cost:** £35.00 + VAT

## Equality, Diversity and Discrimination



We've all heard and used the words 'equality' and 'diversity' before but what do they actually mean and how do they affect you as an employer or employee? Well if you take the words on their own they are actually quite different, equality is the state of being equal, especially in rights and opportunities. Diversity is the state of being different or varied. However, these 2 things should

not be seen as opposite to each other, after all people can be different but they still have the same rights. When it comes to places of work there is legislation in place to ensure that we all meet our responsibilities in relation to equality and diversity... And one way to make sure we meet these responsibilities is through training.

This course will cover the following modules:

Module Number	Module Name
1	What is Equality and Diversity
2	Equality and Diversity Legislation
3	What do we Mean by Discrimination
4	Promoting Diversity
5	Links Between Values, Attitudes and Beliefs
6	Stereotypes, Prejudices and Discrimination
7	Institutional Discrimination
8	Valuing Others
9	Resistance to Feedback
10	Course Summary

**Approved by:** CPD

**Duration:** 70 minutes

**Pass Required:** 70%

**Cost:** £35.00 + VAT

## Leadership Skills



A leader doesn't necessarily have to be a 'manager', but it's difficult to see how a Manager could be truly effective without having at least some leadership skills. This course will introduce you to some of the important techniques and theories that can help you to improve your leadership skills and be more effective in your role.

This course will cover the following modules:

Module Number	Module Name
1	Leadership and Management Presenter
2	Leadership Theories
3	Team Development and Leadership
4	Individuals Within Teams
5	Communicating One-to-One with Individuals
6	Moving Forward Together

**Approved by:** CPD

**Duration:** 90 minutes

**Pass Required:** 70%

**Cost:** £35.00 + VAT

## Managing Sickness and Absence



Employee absence can be costly in terms of both lost time and money. It impacts businesses, managers, and colleagues in ways that range from them having to take on extra work or undertake additional training, to experiencing additional stress and a drop-in morale. This course will help you to understand the different types of absence and identify ways of measuring absence. It covers why you should complete return-to-work forms and how to conduct effective return-to-work meetings. The course finishes off by explaining the formal processes involved in managing absence and how to apply appropriate policies.

This course will cover the following modules:

Module Number	Module Name
1	The Costs and Impact of Employee Absence
2	Measuring and Managing Employee Absence
3	Legislation, Processes and Pay

**Approved by:** CPD

**Duration:** 30 minutes

**Pass Required:** 70%

**Cost:** £35.00 + VAT

## Negotiation



Negotiation is a basic means of getting what you want from others. It's a back and forth communication designed to reach an agreement when you and the other side have some interests that are shared and others that are opposed. This course covers the basics of what constitutes a negotiation, the key stages of a negotiation, skills you can apply to your negotiations and some practical advice so you can bring all of this together and become a more effective negotiator.

This course will cover the following modules:

Module Number	Module Name
1	What is Negotiation?
2	The Key Negotiation Stages and Skills
3	Negotiating Positions
4	The Negotiation

**Approved by:** CPD

**Duration:** 45 minutes

**Pass Required:** 70%

**Cost:** £35.00 + VAT

## Objective Setting



Setting clear and precise goals and objectives ensures that everyone is working towards the same goal, allowing for business and personal growth. Objectives clarify priorities and allow employees to allocate their time and resources more effectively. They also introduce a way of understanding how work will be measured and evaluated, thus enabling employees to evaluate

their own performance and adjust as necessary.

This course aims to help you write effective objectives that deliver results. It covers the importance of goals and objectives and why we need them, the barriers to you achieving your objectives and how to overcome them, what SMART objectives are and how to write and identify them and concludes with some tips for successful objective setting.

This course will cover the following modules:

Module Number	Module Name
1	Why Goals and Objectives are Important
2	SMART Objectives
3	Tips for Successful Objective Setting

**Approved by:** CPD

**Duration:** 30 minutes

**Pass Required:** 70%

**Cost:** £35.00 + VAT

## Presentation Skills



Giving a successful presentation can be one of the hardest parts of many people's jobs. Ultimately preparation will be the key to success when it comes to giving a presentation, but how do you make sure you are prepared enough? What about the structure? The content? How should you use visual aids? Being a successful presenter also involves understanding your audience, their expectations and needs.

This course covers the common mistakes people make when preparing for and giving a presentation, so you can avoid these, as well as going over good practice and providing some practical advice that you can put to good use the next time you have a big presentation to make.

This course will cover the following modules:

Module Number	Module Name
1	Presentation and its Structure
2	Content
3	Visual Aids
4	The Presentation
5	Listening
6	Learning Names

**Approved by:** CPD

**Duration:** 55 minutes

**Pass Required:** 70%

**Cost:** £35.00 + VAT

## Project Management



The effective management of projects is an essential skill in many workplaces. Correct control of stages and different aspects of projects helps to increase the chances of projects being successful. There are many tools and approaches to managing projects, from a simple ‘to do’ list, to complex methodologies. When a project is managed correctly it ensures that there’s a sound

business reason for undertaking the project, that it’s clear who’s involved in delivering the project, what the expected outcomes are and how resources and risks will be managed throughout the project. When it’s done poorly the project can suffer from feature creep, delays, go over budget or not get finished at all.

This course covers some of the common project management methodologies, setting goals, and actually achieving them, identifying the need for a project to be started, using key project management tools and much more.

This course will cover the following modules:

Module Number	Module Name
1	Introducing Project Management
2	Terminology and Project Lifestyle
3	Identifying Needs, Project Aims and Objectives
4	Project Aims, Objectives and Initiation
5	Gantt Charts, Budgets, Risks and Issues
6	Monitoring Change, Stakeholders and Terminology

**Approved by:** CPD

**Duration:** 90 minutes

**Pass Required:** 70%

**Cost:** £35.00 + VAT

## Sales Skills



The course will start by providing an overview of the basic rules for sales people, along with the right mindset, self-assessment and the goals you'll need in the short, medium and long term. It'll cover cold calling, including how to prepare, what to say and how to deal with gatekeepers as well as walking you through a typical face-to-face meeting. You'll learn how to start a meeting, the questions you need to ask your prospect, practical tips for presentations including, staying relaxed, getting across your main messages, handling questions and using presentation aids. We'll also be analysing how you can sell by stressing the results prospects can expect if they buy and how best to play to their emotions. We'll take a look at negotiation, I highlight how you can avoid it, what to say if you're drawn into it and how you can use your negotiating skills to land the sale and much more.

This course will cover the following modules:

Module Number	Module Name
1	Basic Rules for Sales People
2	Cold Calling
3	Face-to-Face Meetings
4	Rapport Building
5	Sales Presentations
6	Results Selling
7	Handling Negotiations
8	Dealing with Objections
9	Closing the Sale

**Approved by:** CPD

**Duration:** 120 minutes

**Pass Required:** 70%

**Cost:** £35.00 + VAT

## Stress Management



The Health and Safety Executive states that ‘work related stress develops because a person is unable to cope with the demands being placed on them’. This can come from any aspect of their life, but it often comes from demands placed on them at work. So why is stress a problem in the workplace? Well the latest estimates show the total number of cases of work-related stress depression

or anxiety account for 39% of all work-related illness. Some occupations may be more susceptible to stress, but it can affect anyone and can impact on health, ability to function effectively at work and at home and in relationships.

This course will cover an introduction to stress and why it’s a problem, some of the causes of stress and some ways to minimise the risk of stress.

This course will cover the following modules:

Module Number	Module Name
1	What is Stress and Why is it a Problem
2	The Causes and Symptoms of Stress
3	The Law on Stress and its Contravention
4	Minimising the Risk of Stress

**Approved by:** CPD

**Duration:** 30 minutes

**Pass Required:** 70%

**Cost:** £35.00 + VAT

# The Principles of Performance Management



In any organisation, the traditional model of strict command and control wastes a significant amount of time and money. Mutual trust, employee motivation and readiness to perform can easily be undermined. Performance management, on the other hand offers a different, much more effective approach. In formal terms, performance management involves the achievement of

performance targets through the effective management of people and the environment in which they operate. It's about setting achievable goals for the organisation and targets for individuals and teams.

This course will cover the following modules:

Module Number	Module Name
1	The Course Structure
2	Definition and Benefits
3	Successful Performance Management Planning
4	Setting Goals, Objectives and Targets
5	Implementation
6	Motivation
7	Evaluation, Monitoring, Feedback and Coaching

**Approved by:** CPD

**Duration:** 55 minutes

**Pass Required:** 70%

**Cost:** £35.00 + VAT

## Time Management



Good time management will improve and enhance the time spent in the workplace and can even go a long way to improving the quality of the work you produce. For most people however, this is easier said than done. We've all experienced that feeling of having more work to do than we can possibly complete in the time we have. This can lead to increased stress, dissatisfaction and demoralisation.

This course can help, by introducing you to some of the theories and techniques of time management that can really make a difference.

This course will cover the following modules:

Module Number	Module Name
1	Key Terms and the Benefits of Time Management
2	The 6 Laws of Time Management
3	Time Stealers and Interruptions
4	Time Saving Methods
5	Monkey Management
6	Meetings and Summing up

**Approved by:** CPD

**Duration:** 105 minutes

**Pass Required:** 70%

**Cost:** £35.00 + VAT

# Health and Social Care

## Autism Awareness



Autism is a lifelong developmental disability that affects how a person communicates with and relates to other people around them. According to the National Autistic Society, autism affects about 700,000 people in the United Kingdom, which equates to 1 in 100 of the population and the number of children being diagnosed with the condition is continuing to increase.

This course will provide you with an understanding of what autism is and how it affects a child's daily life. It will touch on what factors contribute towards a child developing autism as well as some of the typical behaviours associated with it and how to can provide effective support for those with the condition. It also discusses what happens during the diagnosis process, some of the intervention methods that can help manage the condition and suggests some simple adaptations you can make to improve a child with autism's day to day life.

This course will cover the following modules:

Module Number	Module Name
1	Definitions, Context and Background
2	Understanding Autism Spectrum Disorder
3	Diagnosing Autism Spectrum Disorder
4	Testing and Support

**Approved by:** CPD

**Duration:** 30 minutes

**Pass Required:** 70%

**Cost:** £25.00 + VAT

## Dementia Awareness



Dementia is used to describe the symptoms that occur when the brain is affected by specific diseases and conditions. Dementia is a chronic progressive problem of cognition - which is failure of the brain's functions. IT affects people at different stages of life, it affects different parts of the brain and it affects it at different speeds. This course is intended to give you an overview of the

common types and symptoms of dementia as well as going into how it can affect the brain in different ways. It also covers strategies to use with clients with dementia and dealing with challenging behaviour. The course is intended for anyone who works with or around people that may be suffering with dementia.

Module Number	Module Name
1	What Is Dementia?
2	The Brain
3	Types of Dementia
4	Strategies to Use with Clients with Dementia and Dealing with Challenging Behaviour

**Approved by:** CPD

**Duration:** 25 minutes

**Pass Required:** 70%

**Cost:** £25.00 + VAT

## Diabetes Awareness



Diabetes is a serious lifelong health condition that occurs when the amount of glucose, or sugar, in the blood is too high. If left untreated, high blood glucose levels can cause serious health complications. Diabetes can develop in anyone at any point in their life although there are certain groups and age ranges where it is more common.

There are a range of symptoms that could indicate that someone had Diabetes, these range from excessive thirst to feeling more tired than usual. It is believed that up to 26% of residential and nursing home residents have Diabetes so being able to recognise the symptoms and knowing how you can help them to manage the condition is essential.

This course is aimed at people working in the health and social care sector and will provide an overview of the condition, the common symptoms that might indicate someone has diabetes, methods of diagnosis, some possible treatments and common complications that can affect those with the condition.

This course will cover the following modules:

Module Number	Module Name
1	Diabetes – What it is and its Prevalence
2	Symptoms, Diagnosis and Treatment
3	Complications

**Approved by:** CPD

**Duration:** 45 minutes

**Pass Required:** 70%

**Cost:** £25.00 + VAT

## Dignity and Privacy



There are two crucial attributes you must have when working with people in a caring, supportive environment. First, all service users must be treated with dignity and the second crucial attribute is privacy.

The course will start by defining dignity and privacy within the healthcare sector and will explain how the two are quite often linked. It will then go on to give you a range of useful professional tips about setting up the right working relationship with your service users and discuss some of the issues that can arise when dignity and privacy are not respected.

This course will cover the following modules:

Module Number	Module Name
1	Overview of the Course
2	Understanding the Principles
3	Dignity - Good Practice Part 1
4	Dignity - Good Practice Part 2
5	Privacy - Good Practice
6	Self-care
7	Overcoming Barriers to Dignity and Privacy

**Approved by:** CPD

**Duration:** 50 minutes

**Pass Required:** 70%

**Cost:** £25.00 + VAT

## End of Life Care



End of life care should be several things, compassionate, holistic and effective. There are usually a number of people involved in the care of people at the end of their life and it can be a difficult process to be part of.

This course will provide you with information about what to expect, how to handle some of the emotions associated with this time and working with the other professionals involved in end of life care.

This course will cover the following modules:

Module Number	Module Name
1	End of Life Care
2	Feelings and Emotions
3	Patterns of Dying
4	The Dying Process
5	Support and Aftercare

**Approved by:** CPD

**Duration:** 25 minutes

**Pass Required:** 70%

**Cost:** £25.00 + VAT

## Epilepsy Awareness



When introducing epilepsy, we must first recognise that there are around 40 different types of seizures. Statistics show that one in five people will have a seizure at some time in their life although only some of these will be caused by epilepsy. Epilepsy is a neurological condition that affects the brain and the nervous system and is covered by the Equality Act 2010. The condition can affect people for only a portion of their life or it can be lifelong. Because of the varied nature of the condition an awareness of epilepsy and the actions you can take if you are present during a seizure is incredibly useful for those who work in health and social care.

This course will give you an overview of epilepsy. It lists the methods of diagnosis, what a seizure is and how the brain can be affected. It will introduce some possible seizure triggers and describe what to do when someone has a seizure. It will also discuss some of the treatments offered to people with epilepsy and provide practical advice on what you can do if you witness someone having a seizure.

This course will cover the following modules:

<b>Module Number</b>	<b>Module Name</b>
1	What is Epilepsy?
2	Types of Seizure
3	What to do

**Approved by:** CPD

**Duration:** 30 minutes

**Pass Required:** 70%

**Cost:** £25.00 + VAT

## Handling Information in a Care Setting



When working in a care setting it is so important to build positive relationships with care users. Confidentiality and the correct handling of personal information are vital for trusting relationships and a breach in this may lead to a service user becoming unwilling to cooperate with their care providers.

This course provides an introduction to the concept of handling information in care settings. At the end of the course you will understand the need for secure handling of information and you will know how to access support if you have any questions regarding access to information. The course will cover the important role confidentiality plays in developing trusting relationships with the people in your care and it will define key terms such as 'need to know' and 'consent'. It also touches on the legislation that is in place relating to the handling and storing of information and the obligations each person has under these laws.

This course will cover the following modules:

Module Number	Module Name
1	Legislation
2	Putting it into Practice

**Approved by:** CPD

**Duration:** 20 minutes

**Pass Required:** 70%

**Cost:** £25.00 + VAT

## Infection Control



Infection prevention and control measures aim to ensure the protection of those who might be vulnerable to acquiring an infection.

But why is this important? Well every year at least 300,000 people develop a health care associated Infection. This has a huge impact on the patient, the staff and the institution it occurs in. Whereas if there is good infection prevention and control,

patients will have better health and more independence. This course will start by defining infection prevention and control and explaining the impact of good and bad infection control. It then goes into detail about, the legislation that applies to infection control, the different types of microorganisms, how bacteria are transmitted, the chain of infection, and much more.

This course will cover the following modules:

Module Number	Module Name
1	The Course Structure
2	Infection Prevention and Control and the Impact of Infection
3	The Different Microorganisms
4	How Bacteria are Transmitted
5	The Chain of Infection
6	The Control and Prevention of Infection
7	Cleaning and Decontamination

**Approved by:** CPD

**Duration:** 60 minutes

**Pass Required:** 70%

**Cost:** £25.00 + VAT

## Introduction to Early Years Foundation Stage



The Early Years Foundation Stage, commonly referred to as the EYFS is a framework that all Early Years providers, including childminders, must follow. This course aims to provide a gentle introduction to the expectations of the Early Years Foundation Stage and it can also act as a refresher for those wanting to update their knowledge. It will introduce you to some of the key documents and

legislation that relate to Early Years providers, the process for registering with Ofsted and the various policies and procedures that need to be in place. It also covers learning and development requirements, how to observe and assess the progress of children in your care and the safeguarding and welfare requirements laid out in the EYFS Framework.

This course will cover the following modules:

Module Number	Module Name
1	Introduction to EYFS
2	Observations and Assessment
3	Safeguarding and Welfare Requirements
4	Ofsted

**Approved by:** CPD

**Duration:** 60 minutes

**Pass Required:** 70%

**Cost:** £25.00 + VAT

## Introduction to the Safe Handling of Medicines



This Introduction to the Safe Handling of Medicines course will start by explaining the key terminology used when handling medicines. It then goes into detail about the roles of the people involved, some of the different groups of medicines, providing different levels of support to patients, infection control, label interpretation and much more.

This course will cover the following modules:

<b>Module Number</b>	<b>Module Name</b>
1	Introduction to the course
2	Terminology explained
3	The Roles of those Involved, Legislation and Licensing
4	Groups of Medicines
5	Levels of Support and Routes of Entry
6	Infection Control and Equipment for Dispensing
7	Label Interpretation, Record Keeping and the Seven Rights

**Approved by:** CPD

**Duration:** 60 minutes

**Pass Required:** 70%

**Cost:** £25.00 + VAT

## Learning Disability Awareness



Learning disabilities, however they are acquired, are lifelong. They are neurological disabilities and as such affect how an individual understands and remembers information, how they learn and communicate. People can be born with learning disabilities or they may acquire them later in life. There are many differing types of learning difficulty

and they can exhibit in many ways and with many different characteristics.

This course will start by giving you an overview of some of the common types and causes of learning disabilities and how they affect people. It will touch on how a person-centred approach to care will get the best results and look at how management must perform and at the needs of the individual. It will also discuss overcoming the stigma attached to learning disabilities and much more.

This course will cover the following modules:

Module Number	Module Name
1	Introduction
2	Learning Disabilities: The Basics
3	New Understanding
4	Person-centred Approach
5	Meeting Needs - Part 1
6	Meeting Needs - Part 2
7	Meeting Needs - Part 3
8	Legal Framework, Opportunities and Safeguarding

**Approved by:** CPD

**Duration:** 50 minutes

**Pass Required:** 70%

**Cost:** £25.00 + VAT

# Mental Capacity Act and Deprivation of Liberty Safeguards



This course describes in detail the many facets and procedures of the Mental Capacity Act. This includes who the Act affects, when it applies, how to assess capacity and the procedures that can be put in place in the home or workplace to ensure best practices are followed and people are treated fairly at all times. It also introduces the deprivation of liberty safeguards. These safeguards provide a framework for approving the deprivation of liberty for people who lack the capacity to consent to treatment or care in either a hospital or care home setting.

This course will cover the following modules:

<b>Module Number</b>	<b>Module Name</b>
1	Introduction
2	What is the Mental Capacity Act?
3	Assessing Capacity
4	The Deprivation of Liberty Safeguards

**Approved by:** CPD

**Duration:** 75 minutes

**Pass Required:** 70%

**Cost:** £25.00 + VAT

## Mental Health Awareness



People often equate the words mental health with mental illness and there are many definitions of what mental health actually is. Mental health issues can happen to anyone despite social background, intelligence, gender or other factors. This course explains the difference between mental health and mental illness. It covers the symptoms of several of the most common mental illnesses, so you will

know what to look out for or what to expect if you are working with someone with one of these conditions. As well as providing some practical advice on how you can work effectively with those affected by these conditions.

This course will cover the following modules:

Module Number	Module Name
1	What is Mental Illness and Prevalence Rates
2	Symptoms of Bi-Polar, Depression, Psychotic Disorders and Schizophrenia
3	Symptoms of Anxiety, Personality Disorder, Self-Harming

**Approved by:** CPD

**Duration:** 25 minutes

**Pass Required:** 70%

**Cost:** £25.00 + VAT

## Nutrition and Hydration



If you are part of a team responsible for people's nutrition and hydration, it's important that you understand the terms that are being used, the nutritional requirements of the service users and the possible consequences of getting it wrong. This course will start by defining the various terms used when talking about nutrition and hydration in care environments, the basic elements of nutrition and

eating a healthy balanced diet, identify the reasons why vulnerable people might suffer with dehydration and the tools you can use to identify people that are at risk of malnutrition and the steps you can take to deal with this condition.

This course will cover the following modules:

Module Number	Module Name
1	The Course Structure
2	Defining the Term
3	The Eatwell Plate
4	Hydration
5	Through-Life Nutrition
6	Malnutrition and Overnutrition
7	The 'Malnutrition Universal Screening Tool'

**Approved by:** CPD

**Duration:** 65 minutes

**Pass Required:** 70%

**Cost:** £25.00 + VAT

## Person Centred Care



What do we mean by person centred care? Well, the term originated in the 1940's and proposed taking a holistic view of service users in care settings. This means getting to know the person and then tailoring their care as much as possible to meet their specific needs. Person centred care is now a key principle outlined in current legislation and it plays an important part in the standards that

they set out which must be followed by all care professionals working in this country. This course will give you an understanding of person-centred approaches for care and support, and how to implement a person-centred approach in an adult social care setting. It starts by explaining what we mean by person centred care and where this term originated. It then goes on to analyse the values represented by person centred care and explains why care should be as much as possible tailored to each service user. Finally, it will give you an overview of care plans, daily reports, the importance of obtaining consent and much more.

This course will cover the following modules:

Module Number	Module Name
1	Course Overview
2	Definitions and Values
3	Care Plans and Consent
4	Daily Reports
5	Example Care Plans
6	Case Study

**Approved by:** CPD

**Duration:** 45 minutes

**Pass Required:** 70%

**Cost:** £25.00 + VAT

## Positive Handling in Schools



Positive Handling is a very serious subject. Knowing when and how to act in a difficult situation can be the difference between a positive outcome and a potentially career ending prosecution.

This course will start by looking at some examples and statistics which highlight the seriousness and extent of aggressive pupil behaviour, it will then go on to explain how you can identify the stages of aggression and provide some tips on how you could de-escalate a pupil before they lash out. It also looks at where the law stands on this subject and finally best practice in theory if you ever do need to restrain a pupil.

This course will cover the following modules:

Module number	Module Name
1	The Course Structure
2	A Serious Business
3	The Aggression Curve
4	The SCARF Model
5	Government Advice and Guidance
6	Making Decisions: Duty of Care
7	The Law
8	Physical Intervention and Restraint
9	Screening, Searching and Confiscation

**Approved by:** CPD

**Duration:** 100 minutes

**Pass Required:** 70%

**Cost:** £25.00 + VAT

## Prevent Duty



This course starts with an overview of the Government's Prevent strategy and then looks at some of the reasons people become extremists. It goes on to cover the objectives of the Prevent Strategy, how to base your actions on a risk-based approach, what to do if you are concerned and much more.

The course will cover the following modules:

<b>Module number</b>	<b>Module Name</b>
1	Introduction to the Course
2	What is Prevent?
3	Prevent Objectives
4	Delivering Prevent with a Risk-Based Approach
5	Extremism, Radicalisation and Terrorism
6	What Should you do if you are Concerned?
7	The Channel Process
8	British Values

**Approved by:** CPD

**Duration:** 65 minutes

**Pass Required:** 70%

**Cost:** £35.00 + VAT

## Principles of Communication



When working in the adult social care sector, communicating is essential to develop your understanding of a service user's needs, so you can provide them with the support they require. If the information exchanged is inaccurate or misleading, mistakes can be made which can result in ineffective care and a negative view of the service. Professionals will form many different relationships in their work. Some will be formal and others more informal. Whoever you are communicating with and whatever the method you use it is essential that you make sure your communication is appropriate and effective. This course covers some of the different ways of communication, how to identify barriers to communication and how to reduce these, making sure the person you are communicating with understands what you are communicating, how to get help with communication issues and much more.

This course will cover the following modules:

Module Number	Module Name
1	Reasons People Communicate
2	Ways of Communicating
3	Identifying Communication Barriers
4	Reducing Communication Barriers
5	Checking Understanding
6	Getting Help With Communication Issues
7	Confidentiality

**Approved by:** CPD

**Duration:** 75 minutes

**Pass Required:** 70%

**Cost:** £25.00 + VAT

## Safeguarding Adults



This course is aimed at anyone who has a duty of care for, or comes into contact with adults in need of care and support, either as a paid professional or a volunteer. You and the organisation you work for must take appropriate measures for the protection of adults in your care, while still ensuring they are supported and empowered.

This course can bring you one step closer to being able to do this.

This course will cover the following modules:

<b>Module number</b>	<b>Module Name</b>
1	Introduction and Definitions
2	Types of Abuse, and the Rights of Vulnerable Adults
3	Recognising the Signs of Abuse
4	What to do if you Suspect Abuse
5	Safeguarding Legislation

**Approved by:** CPD

**Duration:** 75 minutes

**Pass Required:** 70%

**Cost:** £35.00 + VAT

## Safeguarding Children



Everyone, regardless of their age, gender, religion, ethnicity or background has the right to a healthy, happy life. Safeguarding is about minimising and managing the risks to vulnerable individuals.

This course, 'Safeguarding Children', is aimed at anyone who has a duty of care for or comes into contact with children in their chosen profession.

During this course, you will hear many facts, figures and details surrounding the risk to children, the types of abuse suffered, how to recognise the signs of abuse and key safeguarding legislation put in place to minimise the abuse of children.

Once you can recognise the signs of possible abuse and know the steps you should take if you suspect it, you will be better able to protect the children in your care.

This course will cover the following modules:

Module number	Module Name
1	Introduction to Safeguarding Children
2	Types of Abuse, who may carry it out and why children may not tell
3	How to Recognise the Signs of Abuse
4	What to do if you Suspect a Child is being Abused
5	Safeguarding Legislation

**Approved by:** CPD

**Duration:** 75 minutes

**Pass Required:** 70%

**Cost:** £35.00 + VAT

## Understanding your Role in Care



Social care is the provision of social work, personal care, protection or social support services to children or adults in need, or at risk, or adults with needs arising from illness, disability, old age or poverty. Choosing a job in health and social care means you want to make a difference to other people's lives by supporting and caring for them, so they can thrive, and their quality of life is enhanced.

To work in a professional manner and provide the best quality of care, you need to know the duties, responsibilities and boundaries of your job. This course will define social care and talk about why people choose it as a career and what its goals and objectives are. It will also cover job descriptions, person centred care, understanding code of practices and the basics of government legislation. Finally, it will touch on dealing with conflicts at work.

This course will cover the following modules:

Module Number	Module Name
1	The Course Structure
2	Understanding Social Care
3	Relationships
4	Agreed Ways of Working
5	Keeping Up-to-Date
6	Working in Partnership
7	Resolving Conflicts

**Approved by:** CPD

**Duration:** 40 minutes

**Pass Required:** 70%

**Cost:** £25.00 + VAT

## Your Personal Development



A key part of your progression within the adult social care sector will be focused on your personal development. In several sectors, it is even a legal requirement to continue to develop your skills and knowledge and it is essential to ensure you are working to the most up-to-date standards and guidance.

The course will start by looking at the way standards are set, monitored and regulated for social care organisations and workers throughout the UK. It then goes on to cover the codes of practice and legislation, reflecting on your work to ensure continued improvement, communication, feedback and much more.

This course will cover the following modules:

Module Number	Module Name
1	The Course Structure
2	Setting Standards
3	Codes of Practice and Legislation
4	Reflecting on your Work Activities
5	Personal Attitudes and Beliefs
6	Formal and Informal Learning
7	Feedback
8	Personal Development Plans

**Approved by:** CPD

**Duration:** 35 minutes

**Pass Required:** 70%

**Cost:** £25.00 + VAT