Bite Size Personal Development courses – March 2020

Career Development	Career Planning	This module explores career development and the five career stages. We will look at the importance of goal setting and the creation of an effective career plan. Furthermore, we will look at the importance of development opportunities in the workplace and will uncover the benefits for organisations who invest in their workforce and support career development.	Explore career planning and its benefits for both individuals and organisations.
	First Impressions	It takes just a matter of seconds for someone to form an opinion of you and once formed this opinion can be particularly difficult to change, therefore it's important to make your first impression a good one. In this module we explore how impressions are formed, how to ensure you make a good first impression and the steps you can take to recover when things go wrong.	Explore how impressions are formed and the impact of both verbal and non-verbal communication.
	Inducting a new Team Member	The induction process is an opportunity to welcome new employees, ensuring they have the knowledge and support required to succeed, and to develop an understanding of the business and its objectives. This module explores the induction process, what it involves, common obstacles and the benefits of induction for both the individual and the organisation.	Explore the induction process and its benefits.
	Networking	Networking is an essential skill for individuals. This module explores the purpose and benefits of networking and offers a range of useful tips and techniques for networking both online and in-person, including how to navigate professional networking events.	Explore networking and its benefits.
Communication & Social Skills	Active Listening	Active listening is the key to effective communication. It is important to show the speaker that you are listening to them and one way to do this is to use the S.O.L.E.R technique. We will explore the ways in which you can prepare for effective communication and examine both the verbal and non-verbal signals of active listening.	Show the speaker that you are listening to them with the S.O.L.E.R technique; Explore the ways in which you can prepare for effective communication and examine both the verbal and non-verbal signals of active listening

	Asking the Right Questions	Questions form part of our everyday lives, but why do we ask them? This module explores the different types of questions and the situations in which they are most effective. We will also look at questions that should be avoided and how to set the scene for effective communication.	Explore different types of questions and the situations in which they are most effective; Look at questions that should be avoided; How to set the scene for effective communication
	Body Language	Body language forms an essential part of communication, with the interpretation of non-verbal signals as important as understanding what's being said. In some cases, first impressions are formed without a word being spoken. This module explores the interpretation of body language, eye contact, gestures and facial expressions in everyday communication.	Explore the interpretation of body language, eye contact, gestures and facial expressions in everyday communication
	Communicating with Emotional Intelligence	Emotional Intelligence is your ability to positively manage your own and other people's feelings during interactions. Emotional Intelligence is a key skill for the modern manager. This module will examine the six steps involved in communicating with emotional intelligence. Carrying out the actions in these six steps will help you to build solid, trustworthy and open relationships with your colleagues.	Examine the six steps involved in communicating with emotional intelligence; Explain how to build solid, trustworthy and open relationships with your colleagues
	Communicating under Pressure	Communicating under pressure is an essential skill for all employees, as there may be times where they are confronted with difficult situations and how they handle the related conversations will determine how well the individuals, team and organisation are able to move forward. In this module, we'll explore why people avoid difficult conversations, the importance of understanding your own emotional triggers and reveal top tips on how to structure the conversation to ensure its success.	Learn how to communicate under pressure.
	Effective Writing	Writing is an essential part of working life, but do you know how to write effectively? This module explores how to prepare for writing, how to structure your document, how to express yourself clearly with carefully chosen words and finally how to edit, correct and improve your writing.	How to prepare for writing; How to structure your document; How to express yourself clearly with carefully chosen words; How to edit, correct and improve your writing

	Expressing Yourself	The way in which people present themselves can be affected by a number of factors, both social and cultural. Public speaking can be a daunting task and is often something that people fear. This module will provide you with advice and guidance on preparing your speech, finding your voice and presenting to others.	The way in which people present themselves; Preparing a speech, finding your voice and presenting to others
	How to be Assertive	This module looks at the different types of behaviours: passive, aggressive and assertive and considers the factors that can influence how a person behaves, both cultural and generational. We will examine the skills required for assertiveness and how to put them into practice. When faced with criticism or demands, being assertive can be quite difficult, we will uncover some assertive techniques that can be used under these circumstances.	Types of behaviours: passive, aggressive and assertive; The factors that can influence how a person behaves, both cultural and generational; Skills required for assertiveness and how to put them into practice
	Presenting Data	A key skill for any employee is the ability to present raw data and use it to persuade audiences. This module will explore the different options for displaying data, including bar charts, line graphs, pie charts and pictograms and how to choose the right one to present your data with maximum impact.	Explore the different options for displaying data, including bar charts, line graphs, pie charts and pictograms; Explain the benefits of each to help you present your data with maximum impact
	Presenting with Confidence	Do you want to deliver a confident presentation? This module will guide you through the different stages of your presentation from preparation and planning through to delivery. We will examine the use of visual aids to draw the attention of your audience and look at the importance of personal appearance and how it can inspire a sense of confidence.	Different stages of a presentation from preparation and planning through to delivery. The use of visual aids to draw the attention of an audience; The importance of personal appearance and how it can inspire a sense of confidence
	Social Media Awareness	This video explores how social media platforms have changed the way society interacts. It is more important than ever that organisations understand and utilise this technology to form relationships with customers in real time.	Gain a better understanding of the impact, risks and benefits of using social media as well as the reasons why people share information and the value of producing engaging content.
	What's Not Being Said	Body language is an essential part of communication. We will look at the ways in which body language can be used during an interaction and examine the S.O.L.E.R technique. Interpretations of body language are affected when a person is assigned to a stereotype. Stereotypes are a fixed, oversimplified and widely held image of a particular type of person. We will look at the advantages and disadvantages of stereotypes and will uncover some of the most	The ways in which body language can be used during an interaction and examine the S.O.L.E.R technique; We will look at the advantages and disadvantages of stereotypes and will uncover some of the most common

		common.	
	Workplace Diplomacy	Diplomacy and tact are essential workplace skills which take time, patience and good judgement to develop as each person and situation is unique. By honing these skills you will be able to convey your ideas or opinions without damaging relationships or causing offence. This module explores why diplomacy is important, how to become a diplomat and the key skills involved in effectively communicating with others, including developing your emotional intelligence to help secure a win-win outcome.	Explore diplomacy, why it's important and how to become a diplomat.
Customer Service	A Balancing Act	Whether engaging with co-workers, managers or customers, powerful communication skills will enable you to work more effectively and arrive at better outcomes, faster. This module will help you to improve your communication style and strike the balance between technical knowledge and interpersonal skills, to deliver exceptional customer service.	Find the balance between technical knowledge and interpersonal skills to deliver exceptional customer service.
	Approaching New Customers	This module explores the interaction between the organisation and its customers. We will look at the importance of knowing your product, building a rapport and understanding the customer's needs. You must gather information, present solutions, handle objections and gain commitment to make the sale.	Explore the interaction between the organisation and its customers; Look at the importance of knowing your product, building a rapport and understanding the customer's needs
	Brand & Reputation	Brand and reputation are vitally important to the success of an organisation. This module explores the way in which brands are perceived and the benefits of generating a positive public perception. We will examine the CORR model which links experiences, feelings and behaviours and finally look at the impact of staff attitudes on the reputation of an organisation.	Explore the way in which brands are perceived and the benefits of generating a positive public perception; Examine the CORR model which links experiences, feelings and behaviours; Look at the impact of staff attitudes on the reputation of an organisation
	Email Etiquette	This module explores sending and replying to emails. We will break down the technical terms and explain the different functions associated with emailing. We will provide you with some useful hints and tips for writing business emails.	Explore sending and replying to emails; Technical terms and explain the different functions associated with emailing; Useful hints and tips for writing business emails
	Handling Complaints	This course explores complaints and how they can help an organisation to improve and exceed customer expectations. We will look at types of complaints, how to deal with them and steps that can be taken to resolve them.	Explore complaints and how they can help an organisation to improve and exceed customer expectations; Types of complaints, how to deal with them and steps that can be taken to resolve them

	Know Your Customer	This module explores the different types of customer and the importance of meeting the customer's needs, both stated and un-stated. We will look at ways in which you can get to know your potential customers and how you can inform them of your organisations products and services. The more information you know about your customers, the more able you'll be to meet their needs and deliver a positive experience.	Explore the different types of customer and the importance of meeting the customer's needs; Know your potential customers and how you can inform them of your organisations products and services experience
	Maintaining Existing Customers	This module explores 'moments of magic' and how these 'moments' can generate return business. This involves providing great customer service and exceeding customer expectations. We will look at communication between the customer and the organisation and the importance of a customer care strategy.	Explore 'moments of magic' and how these 'moments' can generate return business; providing great customer service and exceeding customer expectations; Communication between the customer and the organisation and the importance of a customer care strategy
	Telephone Manner	This module explores using the telephone in the workplace and how to answer and make calls professionally. You won't always have the knowledge or information to be able to help a caller with their enquiry and so this module gives advice on how to deal with such instances, from transferring calls and taking messages to putting the customer on hold. You only get one chance to make a first impression, this module will help you to make it a good one.	Explore using the telephone in the workplace and how to answer and make calls professionally; How to deal with transferring calls, taking messages to putting the customer on hold
Data Protection	An introduction to GDPR	The General Data Protection Regulation (GDPR) is a piece of European Legislation designed to reflect technological advances and improve data protection that will impact organisations around the world. This module looks at how GDPR affects your organisation and the procedures you'll need to follow to ensure compliance.	Understand how GDPR affects your organisation and the procedures you'll need to follow to ensure compliance.
	Accountability and Governance under GDPR	Under GDPR, the requirements of accountability and transparency have been elevated in significance from implied to explicit. This module explores the requirements under the regulations and what organisations must do to both put in place and demonstrate comprehensive governance measures	Explore the requirements of accountability and transparency. Put in place and demonstrate comprehensive governance measures to minimise the risk of breaches and protect personal data.

		to minimise the risk of breaches and protect personal data.	
	Data Protection Act 2018	The Data Protection Act 2018 was designed to implement the General Data Protection Regulations (GDPR) into UK law, expanding on areas specific to British interests including law enforcement processing and national security protections. This module looks at what the Act does, how the GDPR applies and what the differences are, as well as the role of the Information Commissioner's Office in regulating the Act to ensure organisational compliance.	Explore the Data Protection Act 2018 and the legal requirements set out under the Act.
	GDPR	The General Data Protection Regulation (GDPR) provides individuals with more control over their personal data, including what's held, how it's used and when it's deleted. This module explores how GDPR affects your organisation and the procedures you'll need to follow to ensure compliance.	Provide an overview of the new regulations and the requirements set out by law; Explore how GDPR affects your organisation; Examine the rights of individuals under this new legislation; Examine the procedures you'll need to follow to ensure compliance
	Individual Rights under GDPR	GDPR is designed to give control of data back to the individuals. This module explores the eight key rights that allow individuals to decide how their data is accessed, used and shared.	Explore the eight key rights set out under GDPR.
	Lawful basis for Processing under GDPR	Under GDPR, organisations must demonstrate that they have a valid lawful basis before they can process an individual's personal data. This module explores the different types of data and the requirements set out for each.	Explore accountability and transparency requirements under GDPR.

Equality & Diversity	Age Module	In this course, we will consider the four main types of discrimination and what the law says to protect individuals, regardless of their actual or perceived age. We will also consider cases where discrimination relating to age can be objectively justified. Protection against age discrimination applies at all stages of employment, from recruitment through to retirement and redundancies. This course considers age discrimination at all ages, both young and older, as a person can experience discrimination at any age.	Consider the four main types of discrimination and what the law says to protect individuals; Consider cases where discrimination relating to age can be objectively justified; Consider age discrimination at all ages, both young and older
	Workplace Bullying	This module explores bullying in the workplace. We will look at the signs and symptoms of bullying, the reporting process and the responsibilities of employers in relation to workplace bullying.	Understand what bullying is, recognise the signs and symptoms, know how to report it and understand the range of potential outcomes following an investigation.
	Disability	What is disability? We will explore this definition throughout the course and consider what kinds of conditions would be considered a disability. The course highlights what the law has to say about disability in the workplace and who is protected under the Equality Act 2010. The term "Reasonable Adjustments" will be explained and the rights of a disabled person under the Act will be highlighted to understand what can be asked and what should be done to avoid discrimination at work. The Video Plus format has a short, 3 question knowledge at the end, designed to reinforce the key messages in the Whiteboard-style video.	Consider what kinds of conditions would be considered a disability; Consider who is protected under the Equality Act 2010; Understand the term "Reasonable Adjustments"; Understand the rights of a disabled person under the Act
	Equality & Diversity Introduction	This course will explore what is meant by equality and diversity and consider how you are protected in your workplace from discrimination. We will consider the Equality Law 2010, which protects all, regardless of characteristics, at work. In order to understand the protection in place, we will explore the four main types of discrimination which are experienced in the workplace. This course considers the different protected characteristics specified under the Equality Act, which include: age, race, religion or belief, disability, sex, gender reassignment, sexual orientation, marriage and civil partnerships and finally, pregnancy and maternity.	How you are protected in your workplace from discrimination; Equality Law 2010; Main types of discrimination which are experienced in the workplace

	Course	Description	Key Points
	Gender Reassignment	What is gender reassignment? This course will help to answer this question and consider the Equality Act 2010 in respect to this protected characteristic. This course explores what an employer and an employee can do to prevent unwanted discrimination. We also consider genuine occupational requirements and how these can apply across a number of circumstances. The Gender Reassignment course also outlines what to do if you feel that you or someone else has been discriminated against in order to resolve the issue.	What is gender reassignment; What an employer and an employee can do to prevent unwanted discrimination; Consider genuine occupational requirements and how these can apply across a number of circumstances; Outline what to do if you feel that you or someone else has been discriminated against in order to resolve the issue
	Marriage & Civil Partnerships	The Equality Act 2010 says you mustn't be treated unfairly in employment because you are married or in a civil partnership. In this course, we'll explore the definition of marriage and civil partnerships and the three types of discrimination which apply to this protected characteristic. We'll consider the law in place to protect everyone in the workplace and what to do if you feel that you have been treated unfairly as a result of your marital status.	The definition of marriage and civil partnerships; The three types of discrimination which apply marriage and civil partnerships; Consider the law in place to protect everyone in the workplace; What to do if you feel that you have been treated unfairly as a result of your marital status
	Pregnancy & Maternity	The Law, in an employment situation, provides women with extra protection during the Protected Period to safeguard against unfair or discriminatory treatment. This course defines the "Protected Period" and explores what protection there is during pregnancy for female workers. We will consider the ways which a pregnant woman must be safeguarded from risks and hazards in the workplace. This course looks at the types of discrimination which can occur and responsibilities of both the worker and the employer to prevent unfair or unsafe treatment during the Protected Period.	Define the "Protected Period" and explore what protection there is during pregnancy for female workers; Consider the ways which a pregnant woman must be safeguarded from risks and hazards in the workplace
	Race	In this course, we explore what is meant by race and consider what the law says to protect people in the workplace from racial discrimination. We will consider the four distinct types of discrimination: direct, indirect, harassment and victimisation. This course considers the law, intended to protect people at every stage of their employment, from recruitment and selection through to redundancy and dismissal and any exceptions. We also cover dress code to ensure the rules do not discriminate directly or indirectly against anyone. We will explore what to do if you feel you or someone else has been discriminated against due to race, and identify how to resolve the issue.	What is meant by race; What the law says to protect people in the workplace from racial discrimination; The law, intended to protect people at every stage of their employment; Cover dress code to ensure the rules do not discriminate directly or indirectly against anyone

	Religion or Belief	This course explores the Equality Act 2010 with respect to religion or belief. We will explore what is meant by a religious belief, as well as a philosophical belief. This course looks at the four types of discrimination: direct, indirect, harassment and victimisation. We will also cover what an employer and an employee can do to prevent unwanted discrimination and what to do if you feel that you or someone else is being discriminated against at work.	The four types of discrimination: direct, indirect, harassment and victimisation; What is meant by a religious belief, as well as a philosophical belief; What an employer and an employee can do to prevent unwanted discrimination; What to do if you feel that you or someone else is being discriminated against at work
	Sex Discrimination	This course explores the Equality Act 2010 in respect of Sex. We will explore the types of discrimination: direct, indirect, harassment and victimisation, as well as associative discrimination. The course covers how the protection works in practice and considers objective justification in certain circumstances. We will also consider how the Act applies to all elements of employment from recruitment and selection, employment terms and conditions, pay and benefits, training, promotion, transfer opportunities, redundancy and dismissal.	Explore the types of discrimination: direct, indirect, harassment and victimisation, as well as associative discrimination; How the protection works in practice and considers objective justification in certain circumstances; Consider how the Act applies to all elements of employment from recruitment and selection, employment terms and conditions, pay and benefits, training, promotion, transfer opportunities, redundancy and dismissal
	Sexual Orientation	What is sexual orientation? This course helps to define sexual orientation under the Equality Act 2010 and considers how discrimination occurs as a result of this protected characteristic. We will consider each of the four types of discrimination to understand how the law applies in the workplace. This course raises awareness of the most common form of sexual orientation discrimination and ways in which this can be combatted at work. We look through what should be covered in equality training in order to highlight what you need to know to ensure everyone avoids discrimination and treats all people with respect.	Define sexual orientation under the Equality Act 2010; Consider each of the four types of discrimination to understand how the law applies in the workplace; What should be covered in equality training in order to highlight what you need to know to ensure everyone avoids discrimination

	Unconscious Bias	Unconscious bias is when you either favour or discriminate against one group, or person, without being aware of your actions. This module will help you better understand how unconscious bias can affect your behaviour and impact the workplace, recognising the nine different types of bias and discovering ways in which you can mitigate its influence.	Understand how unconscious bias can affect your behaviour and impact the workplace; Recognise the nine different types of bias; Discover ways in which you can mitigate the influence of bias
Food Safety & Hygiene	Food Allergy	In this course, we will explore food allergens and the consequences of food allergy on the human body. We will look at routes of exposure and cover some important allergen statistics.	Explore food allergens and the consequences of food allergy on the human body; Look at routes of exposure; Cover important allergen statistics.
	Food Law	What's the point of Food Law? This course will explore what laws and legislation are in place to protect the health, safety and welfare of consumers. We will consider the main responsibilities under the Act and the consequences of breaches! We're sure you'll agree that knowing what the law says and understanding your duties is of paramount importance to you, to your organisation and to the consumer.	Explore what laws and legislation are in place to protect the health, safety and welfare of consumers; Consider the main responsibilities under the Act; Consider the consequences of breaches
	Food Safety Hazards	This course explores hazards in relation to food safety. We will explore biological, chemical and physical contamination in the food chain and look at ways to manage the risk of exposure to each of these hazards. Furthermore, we will look at who is responsible for the safety of food.	Explore hazards in relation to food safety; Explore biological, chemical and physical contamination in the food chain; Look at ways to manage the risk of exposure to each of these hazards; Look at who is responsible for the safety of food

	Food Safety Introduction	In the UK, the Food Industry is massive and consumer confidence is essential for a successful business. We will consider consumer concerns and why it is important to all business involved in the preparation, processing, distribution or service of food to main high standards. This course looks at who is responsible for food standards in the UK and the laws in place to protect consumers and businesses. This course outlines the differences between food safety and food hygiene, as well as food hazards and the risks these pose to human health. We will consider microbiological, chemical and physical contamination of food and how the risk of food-borne illness can be prevented. Correct food storage practices will be explored to ensure that food is stored safely. It's the responsibility of all involved with food to ensure it is kept free from contamination and that it remains fit for consumption.	Consider consumer concerns and why it is important to all business involved in the preparation, processing, distribution or service of food to main high standards; Who is responsible for food standards in the UK and the laws in place to protect consumers and businesses; The differences between food safety and food hygiene. Consider contamination of food and how the risk of food-borne illness can be prevented
	Food Safety Management	This course will explore food safety management based on the principles of HACCP. We will look at the different stages of HACCP and how to apply these in practice. Furthermore, we will examine the difference between a hazard and a risk and cover the process of risk assessment.	Explore food safety management based on the principles of HACCP; Look at the different stages of HACCP and how to apply these in practice; Examine the difference between a hazard and a risk; Cover the process of risk assessment.
	Food-Borne Illness	In this course, we will explore food-borne illness and its consequences. Furthermore, we will provide you with some vital statistics to highlight the importance of food safety.	Explore food-borne illness and its consequences; Acknowledge vital statistics to highlight the importance of food safety
	Hygienic Premises	This course explores hygiene in relation to food premises. We will examine the legal requirements for any premises responsible for the preparation, distribution and sale of food.	Explore hygiene in relation to food premises; Examine the legal requirements for any premises responsible for the preparation, distribution and sale of food

	Personal Hygiene	In this module, we will look at the importance of personal hygiene and the practices and procedures that must be followed when working with food.	The importance of personal hygiene and the practices and procedures that must be followed when working with food
	Temperature Control	This course explores the importance of temperature control in food preparation. We will examine how both time and temperature influence the growth of bacteria. Furthermore, we will look at the law in relation to temperature control and the consequences of non-compliance.	Explore the importance of temperature control in food preparation; Examine how both time and temperature influence the growth of bacteria; Look at the law in relation to temperature control and the consequences of non-compliance
Health & Safety	Dangerous Substances	What are dangerous substances? This course explores the definition of Dangerous Substances and considers different types of substances and the possible short and long term health implications. We will consider the responsibilities of the employee and the organisation to ensure everyone is safe from the hazards and risks of Dangerous Substances in the workplace.	The definition of Dangerous Substances; Different types of substances and the possible short and long term health implications; Consider the responsibilities of the employee and the organisation
	Display Screen Equipment	Take a look at the device you're using right now…we all use display screen equipment. This course will help you to ensure you have a correctly set up DSE workstation. We will explore the risks of a poorly set up workstation and provide you with some tips and techniques to ensure you are using your DSE safely.	Correctly set up DSE workstation; Risks of a poorly set up workstation; Ensure you are using your DSE safely
	Electricity	We all take it for granted that when we switch on a plug socket, our appliance will work. That's because of electricity, but what is it? We will answer this question and consider the ways in which electricity poses a threat in the workplace and how we can reduce the risk of this hazard actually causing harm. This course explores the laws in place to protect you at work and consider the employer's and employee's duties to ensure everyone is safe from the dangers of electricity.	What is electricity; Consider the ways in which electricity poses a threat in the workplace; How can we reduce the risk of this hazard actually causing harm; The laws in place to protect you at work; Consider the employer's and employee's duties to ensure everyone is safe from the dangers of electricity

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	Fire	Fuel, Oxygen and Ignition…our Fire course takes you through what is necessary for a fire to start, spread and the risks of Fire in your workplace. This course explores the different classes of fire and what extinguishers you need to tackle the fire safely. We cover the things you can do to reduce the risk of fire and the correct procedure to follow if you ever discover a fire in your workplace!	What is necessary for a fire to start; Different classes of fire and what extinguishers you need to tackle the fire safely; What can you do to reduce the risk of fire; The correct procedure to follow if you ever discover a fire in your workplace
	First Aid	Why bother with first aid at work? Well, our First Aid course explains why! We explore the Law, who can become a first aider, and the primary objectives of First Aid. This course considers how many first aiders your organisation needs and will help you to consider the risks which could cause harm.	Who can become a first aider; The primary objectives of First Aid; How many first aiders does your organisation need. Consider the risks which could cause harm
	Health & Safety Introduction	Need a quick and comprehensive introduction to health and safety training? Look no further! This course explores health and safety at work, considering effective health and safety management and the responsibility of both the employer and the employee. The difference between a HAZARD and a RISK is explored, as well as some possible causes and consequences of accidents. This course looks at health and safety law, why this is important and helps you to understand how this applies in practice. The Risk Assessment and Hierarchy of Controls are broken down to explain how to effectively measure and eliminate risks.	Understand why Health and Safety Law is important and help you to understand how this applies in practice
	Manual Handling	Manual Handling is the carrying and moving of any object and in the workplace, this can pose a notable risk. This course explores what you can do to reduce the risk of manual handling related injury. We will consider how to minimise the risk and consequence by implementing control measures. The course looks at what is safe when lifting or moving heavy loads and identifies the correct process to ensure you move and lift safely.	What can you do to reduce the risk of manual handling related injury; How to minimise the risk and consequence by implementing control measures; What is safe when lifting or moving heavy loads; Identify the correct process to ensure you move and lift safely
	Moving or Falling Objects	Statistics show that thousands of employees are hit by moving or falling objects in the workplace every year, resulting in a significant number of injuries and in some cases, fatality. In this module, we'll look at the hazards and how to mitigate the risks. Furthermore, we'll explore the legal requirements in relation to workplace safety and the responsibilities of both employers and employees.	To understand the risks of moving or falling objects and how to mitigate the potential for harm

	Office Health & Safety	According to a recent survey, 90% of employees believe that a healthy workplace is essential to their work-life balance, yet 53% stated that their health has been impaired by working in an office. In this course, we'll explore the hazards posed by the office environment, how they can be overcome and the importance of adopting a movement mindset to your overall wellbeing.	Understand the risks associated with office working and fulfil your legal obligations in relation to workplace health and safety.
	Remove Health & Safety	Flexible working can be the key to a positive work life balance, with many employees choosing to work remotely in order to cut down on commute times and travel costs, but with this new way of working, how do employees and employers ensure health and safety standards are maintained? In this module, we'll explore the definition of remote working, identify who's responsible for the health and safety of remote workers as well as ways to reduce the risk of hazards.	Understand the risks associated with remote working and ensure that health and safety standards are both met and maintained.
	Slips & Trips	Slips and Trips are a major cause of injury at work, so this course is designed to help you avoid the risk of slips or trips in your workplace. We will explore the differences between a SLIP and a TRIP, consider the problem areas which could lead to an accident and what to do if you see a spillage or tripping hazard in your workplace.	Avoid the risk of slips or trips in your workplace; Avoid the risk of slips or trips in your workplace; Consider the problem areas which could lead to an accident; What to do if you see a spillage or tripping hazard in your workplace
	Vehicles In & Around the Warehouse	Vehicles at work are a major cause of warehouse injury and fatality, with over 5000 transport accidents reported each year. In this module, we'll look at the importance of driver safety, how to prevent vehicle related incidents and how to manage the risks. Furthermore, we'll look at the legal requirements in relation to vehicles in the warehouse and what employers and employees must do to comply.	To understand the risks associated with vehicles in and around the warehouse and how to prevent accidents and injury
	Work at Height	Work at height is one of the main causes of injury and fatality in the workplace, and failure to take adequate precautions can present significant risk to an individual's health and safety. This module explores work at height, associated risks, legal requirements and the steps both employers and employees can take to ensure safe working practices.	To understand the risks associated with work at height and how to prevent accidents and injuries

Interview Techniques	Appraisal Interviews	An appraisal interview presents an opportunity for appraisees to clarify anomalies in their job descriptions, review their performance and resolve work-related problems. This module explores how to prepare for the appraisal interview, what types of questions to ask and what to consider moving forward.	Explore how to prepare for the appraisal interview; Look at what types of questions to ask and what to consider moving forward
	Hiring Right First Time	Designed to help interviewers with the hiring process, this module covers how to prepare for an interview, including the consideration of essential and desired criteria, how to start an interview and the types of questions to ask as well as what to do once the process is concluded.	Cover how to prepare for an interview, including the consideration of essential and desired criteria; Look at how to start an interview and the types of questions to ask as well; Learn what to do once the process is concluded
	Tips for the Interviewee	To help interviewees prepare for the interview process, this module explores the different types of interview, offers suggestions on how to prepare for the interview, what to expect from the interview and tips for answering questions.	Explore the different types of interview; Explore how to prepare for the interview; Understand to expect from the interview; Look at tips for answering questions
Literacy Skills	Preparing The Report	The key to a successful, well written report is preparation. This module will explore the stages of report writing from setting objectives to researching your subject and referencing your work.	Explore the stages of report writing from setting objectives to researching your subject and referencing your work
	Spelling & Punctuation	Spelling and punctuation are vital to the success of your writing. Misspelt words and incorrect punctuation can give a negative impression of your organisation. This module explores some common spelling rules. Writing that lacks punctuation can be difficult to understand, this module will look at the different types of punctuation marks and how to use them.	Explore some common spelling rules; Look at the different types of punctuation marks and how to use them
	The English Sentence	It's recommended that writers use a variety of sentence types that flow from one to the next to create a piece of text that's interesting, cohesive and coherent. This module explores the different types of sentence and the components used to build a sentence.	Explores the different types of sentence and the components used to build a sentence

	Writing The Report	An essential part of business is the ability to write reports. This module looks at how to structure a report from the executive summary through to conclusions and recommendations. A report doesn't just rely on the quality of its contents and how it's structured but also the style in which it is written, this module will explore writing styles and look at the importance of text formatting.	Look at how to structure a report from the executive summary through to conclusions and recommendations; Explore writing styles and look at the importance of text formatting
Management & Leadership	Coaching and Mentoring	This module explores the difference between coaching and mentoring. We will look at how to coach and mentor effectively and how to create a personal development plan.	The difference between coaching and mentoring; How to coach and mentor effectively; How to create a personal development plan
	Coaching	Supporting individuals as they develop their skill set, coaching can help enhance performance as it advances both knowledge and learning. In this module, we'll look at the basic principles of coaching, explore the roles of coach and coachee, and consider the benefits of implementing a coaching culture within the working environment.	Explore the basic principles of coaching and its benefits.
	Developing Leadership	The primary responsibility of a leader is to ensure their team achieves its task. This module will look at how to define the task and set objectives. We will explore the different leadership styles and the characteristics of each. The main functions of leadership include controlling the process of achieving the task, evaluating the outcome and keeping the team motivated, we will look at each of these in turn. Finally we will look at the importance of setting a good example.	
	Flexible Leadership	Although it's important to select a leadership style that works best for you, it's recommended that you adopt a flexible approach as research shows that managing your team in accordance with their individual needs creates a more motivated, engaged and effective group. This is especially important in today's dynamic workplaces where workloads, team members, customers and resources are constantly changing. This module explores the different styles of leadership and how to modify your own.	Understand the different styles of leadership, recognize the importance of incorporating elements of these styles into your own and be able to identify how to match your style to the individual based on your assessment of that person.

	Giving and receiving Feedback	This module will explore the four main work climates: comfortable, stressful, apathetic and high performance and the characteristics of each. We will look at the importance of feedback on improving performance and will look at not only giving feedback but also receiving it.	The four main work climates: comfortable, stressful, apathetic and high performance; The importance of feedback on improving performance; Receiving feedback
	Managing Virtual Teams	Virtual teams work independently on a shared organisational purpose, using a range of technologies to communicate and collaborate. This module looks at the benefits and challenges of working in a virtual team, the importance of a clear communication plan and the role of the manager in ensuring the teams success.	Recognise the benefits and challenges of working in a virtual team, the importance of a clear communication plan and understand the role of the manager in ensuring the teams success.
	Mentoring	Based on a mutually-beneficial partnership, mentoring supports the development of individuals as they attempt to improve their performance, fulfil aspirations and make a lasting change. In this module, we'll look at the basic principles of mentoring, exploring the roles of both mentor and mentee, and consider the benefits the process can offer.	Explore the basic principles of mentoring and its benefits.
	Motivation and Effective Feedback	Motivation is the key to encouraging your staff to go the extra mile. This module will look at the who is responsible for motivating the workforce, the theories behind motivation and six steps to help you motivate both yourself and others.	Explore who is responsible for motivating the workforce; Explore the theories behind motivation; Look at the six steps to help you motivate both yourself and others
	Operational Agility	As our economic, political and societal landscapes change dramatically causing market volatility, it's more important than ever for organisations to demonstrate operational agility, spotting opportunities and adapting to change in order to thrive. In this module, we'll explore the importance of agility, different types of agility and the steps an organisation can take to become more agile including implementing an agile culture and selecting resilient employees to lead diverse, cross-functional teams.	Explore the importance of agility, different types of agility and the steps an organisation can take to become more agile.

	Performance Management	As people are creators of value in an organisation, they need to know what's expected of them, be motivated to achieve their goals and have the necessary skills and resources to thrive, making positive performance management critical to the businesses' success. In this module we'll explore how organisations can support their employees by implementing a performance management cycle, creating clear objectives and remembering to show appreciation when targets are met.	Explore effective Performance Management techniques
	Planning & Monitoring Team Performance	As planning is vital to success, as a manager you need to be clear on your organisation's priorities, so you know what needs to be achieved and by when. This module explores six key steps to improve your ability to both plan and monitor your team performance.	Explore six key steps to improve your ability to both plan and monitor your team performance
	Planning for a Crisis	In 2017 there was a 25% increase in the number of reported crises in comparison to previous years, with 60% of senior executives believing their firms face more crises today than they did a decade ago, both in terms of frequency and intensity. This module explores the crisis management process, looking into how organisations can prepare for the unexpected, who should be involved in the crisis management team and how the response can be communicated to both internal and external audiences when disaster strikes.	Explore the crisis management process.
	Project Management	This module looks at the difference between project management and day-to-day management. Planning a project can often feel like a complex, overwhelming process. This module aims to simplify the task by breaking the project down into six stages. We will look at some techniques to help you both look at the 'big picture' and focus in on the details.	The difference between project management and day-to-day management; Techniques to help you both look at the 'big picture' and focus in on the details
	Taking Action	Once a decision has been made, the next step is to take action and implement it. This module explores several approaches to help you ensure the implementation process is successful including the G.R.O.W (Goal, Reality, Options, Wrap-Up) and V-SAFE (Valuable, Suitable, Acceptable, Feasible and Enduring) models.	Explore several approaches to help you ensure the implementation process is successful; Explore the G.R.O.W (Goal, Reality, Options, Wrap-Up) and V-SAFE (Valuable, Suitable, Acceptable, Feasible and Enduring) models.

	Taking the Lead	Leadership is a critical component of successful organisations, as employees need someone to look to, learn from and thrive with. In this module we'll explore what leadership is, how to become an effective leader, the focus required to make the role a success as well as the concept of servant leadership and the importance of asking for help.	Explore leadership and how to become an effective leader.
	The Effective Leader	This module looks at the four types of leader: directive, consultative, delegative and participative and the characteristics of each. We will explore the three areas of need: task needs, individual needs and team needs and look at ways in which you can motivate your team.	Four types of leader: directive, consultative, delegative and participative; The three areas of need: task needs, individual needs and team needs; Look at ways in which you can motivate your team
	Training for Non-Trainers	Employees are often required to learn new skills. You don't have to be a professional trainer to deliver a lesson. This module will look at the different training methods and the pros and cons of each. The creation of a lesson plan is essential for any training session and this module will guide you through the process.	
	Workplace Ethics	With individuals spending the majority of their time in the workplace, the emphasis placed on ethical standards has never been higher. In fact, recent studies revealed that 38% of employees consider it to be the most important attribute of an organisational culture. This module explores the importance of workplace ethics, the steps that can be taken to create an ethical working environment and the benefits it brings to both employees and employers.	Learn about the importance of upholding workplace ethics
Managing Change	Challenging the Status Quo	Challenging the Status Quo is a vital part of business development, as those that stand still are likely to fail. This module explores the importance of ancestral and adventurous thinking in the decision-making process and uncovers some useful exercises to help you to think outside of the box and gain a fresh perspective. Finally, we will explore the combination of logic, experience and intuition in making sound decisions.	Explore the importance of ancestral and adventurous thinking in the decision-making process; Uncover some useful exercises to help you to think outside of the box and gain a fresh perspective; Explore the combination of logic, experience and intuition in making sound decisions
	Experiencing Change	Security and freedom are two vital elements of our everyday lives, but when a sudden change occurs it can affect the balance between the two. This module explores the seven steps of the change process, known as the change curve and looks at the importance of	Explore the seven steps of the change process, known as the change curve; Look at the importance of separating imagined fear from reality in order to adapt to change

		separating imagined fear from reality in order to adapt to change.	
	Making the Change	One of the biggest obstacles a leader faces is leading change. This module looks at the seven characteristics of effective change agents and explores the decision-making process. A force-field analysis will help you to uncover both the driving and restraining forces for change. We will look at the importance of effective communication and active listening.	Look at the seven characteristics of effective change agents; Explore the decision-making process; Look at the importance of effective communication and active listening
	Seeing Change Through	Once the decision has been made you must see the change through. Change is a complicated process that can often encounter obstacles along the way. This module explores the roadblocks to change and how to overcome them. We will look at dealing with criticism, dealing with stress, why change fails and the benefits of continuous change.	Explore the roadblocks to change and how to overcome them; Look at dealing with criticism, dealing with stress, why change fails; Explore the benefits of continuous change
	The Need for Strategy	Different organisations have different cultures, a system of shared values and beliefs that establish an organisational way of life. It's important to analyse the organisational culture before implementing a change, you therefore need to analyse the organisation itself. This module explores the 7's framework which looks at strategy, structure, systems, shared values, skills, style and staff. We will also look at the political, economic, social and technical factors that could influence an organisation's success and will explore organisational strategies.	Explore the 7's framework which looks at strategy, structure, systems, shared values, skills, style and staff; Look at the political, economic, social and technical factors that could influence an organisation's success; Explore organisational strategies
	Thriving in Change	It is important to understand the potential effects that change can have on your team and organisation. This module will explore the five main forces of change which will help you to anticipate and manage reactions. We will explore the difference between cold and warm organisations and their response to change. Finally we will look at the seven characteristics that effective change agents share.	Explore the five main forces of change which will help you to anticipate and manage reactions; Explore the difference between cold and warm organisations and their response to change; Look at the seven characteristics that effective change agents share

Personal Development	Confidence	Your confidence levels can suffer if you're uncertain about what's expected of you, this module encourages you to use questioning techniques to clarify the situation. We will look at ways in which you can boost and maintain your confidence levels and explore the importance of body language.	Using questioning techniques to clarify the situation; How to boost and maintain your confidence levels and explore the importance of body language
	Dealing With Stress	Stress is the result of being under a pressure that exceeds your ability to cope. This module looks at sources of stress and the behavioural and health indicators. We will all suffer with stress at some point in our working lives, this module offers advice on dealing with stress and explores ways in which you can reduce your stress levels.	Sources of stress and the behavioural and health indicators; Dealing with stress; Reducing your stress levels
	Decision Making	Decisions need to be made on a daily basis, but what is the best way to make a decision? This module looks at the ICES process and the use of a decision matrix to help you to make a choice.	The ICES process; The use of a decision matrix to help you to make a choice
	How to Plan Your Own Development	As the person with the most to gain from your own development, you should take an active role in planning for it. This module encourages you to plan ahead. We will look at the different types of learner and the resources required to complete your plan.	Planning ahead; The different types of learner; The resources required to complete your plan
	Making Objectives Happen	Objectives are part of our everyday working lives. This module explores the four main types of objective and how to achieve these objectives by following the Make Objectives Happen Loop.	Explore the four main types of objective; How to achieve objectives by following the Make Objectives Happen Loop
	Negotiation Skills	The aim of negotiation is to reach an agreement. This module explores the six phases of negotiation: preparation and planning, opening, exploring, testing, bargaining and closing and will equip you with the knowledge to carry out effective negotiations.	The six phases of negotiation: preparation and planning, opening, exploring, testing, bargaining and closing; How to carry out effective negotiations

	Problem Solving	When someone, or something, is not performing as expected then a problem exists that needs to be solved. This module explores the P.A.I.D method of problem solving and the creative techniques that can be used to identify the nature of a problem.	Explore the P.A.I.D method of problem solving; Explore the creative techniques that can be used to identify the nature of a problem
	Remote Networking	Remote working has become increasingly common as organisations recognise the advantages of operating outside of the traditional office based roles, in favour of more flexible options. In this module we look at why people are working remotely and the benefits it can bring for both individuals and organisations.	Explore remote working, its benefits and the relevant health and safety regulations.
	Setting Objectives	Objectives provide individuals with a sense of direction. This module explores the four types of objectives and the characteristics of each. We will look at the S.M.A.R.T method of setting objectives and the two primary approaches, top down and bottoms up.	Explore the four types of objectives and the characteristics of each; Look at the S.M.A.R.T method of setting objectives
	Time Management	This module looks at the sources of time-based problems. Many things can make demands on your time and as those demands build so too will the pressure you're under, therefore it's important to not only manage your time but also to set clear goals and prioritise your workload. This module will provide you with advice and guidance on how to manage your time effectively.	The sources of time-based problems; How to manage your time effectively
Safeguarding	Safeguarding Children (ENG/WAL)	Safeguarding children involves promoting their welfare by ensuring they grow up in circumstances where their health, development and wellbeing aren't impaired, as well as taking action to protect them from harm. By the end of this module you'll be able to recognise signs of abuse, respond to and record disclosures, know how to report a concern and understand how English & Welsh legislation affects policies and procedures.	Learn to recognise signs of abuse; Respond to and record disclosures; Know how to report a concern; Understand how English & Welsh legislation affects policies and procedures
	Safeguarding Vulnerable Adults (ENG/WAL)	Abuse and neglect can cause long-lasting damage to a person's physical and emotional wellbeing which is why it's everyone's responsibility to protect vulnerable adults from the risk of harm. By the end of this module, you'll have a better understanding of the principles behind safeguarding and the impact of English & Welsh legislation as well as know how to recognise the signs of abuse, how to respond to and record a disclosure of harm and how to report	Gain a better understanding of the principles behind safeguarding; Learn about the impact of English & Welsh legislation as well as know how to recognise the signs of abuse. Explore how to respond to and record a disclosure of harm; Learn how to report your concerns to the relevant authorities

		your concerns to the relevant authorities.	
	Safeguarding Children (SCOT)	Safeguarding children involves promoting their welfare by ensuring they grow up in circumstances where their health, development and wellbeing aren't impaired, as well as taking action to protect them from harm. By the end of this module you'll be able to recognise signs of abuse, respond to and record disclosures, know how to report a concern and understand how Scottish legislation affects policies and procedures.	Recognise signs of abuse; Respond to and record disclosures; Learn how to report a concern; Gain an understanding of how Scottish legislation affects policies and procedures
	Safeguarding Vulnerable Adults (SCOT)	Abuse and neglect can cause long-lasting damage to a person's physical and emotional wellbeing which is why it's everyone's responsibility to protect vulnerable adults from the risk of harm. By the end of this module, you'll have a better understanding of the principles behind safeguarding and the impact of Scottish legislation as well as know how to recognise the signs of abuse, how to respond to and record a disclosure of harm and how to report your concerns to the relevant authorities.	Gain a better understanding of the principles behind safeguarding and the impact of Scottish legislation; Learn how to recognise the signs of abuse; Learn how to respond to and record a disclosure of harm and how to report your concerns to the relevant authorities.
	Safeguarding Children (N. IRE)	Safeguarding children involves promoting their welfare by ensuring they grow up in circumstances where their health, development and wellbeing aren't impaired, as well as taking action to protect them from harm. By the end of this module you'll be able to recognise signs of abuse, respond to and record disclosures, know how to report a concern and understand how Northern Irish legislation affects policies and procedures.	Recognise signs of abuse; Respond to and record disclosures; know how to report a concern; Understand how Northern Irish legislation affects policies and procedures
	Safeguarding Vulnerable Adults (N. IRE)	Abuse and neglect can cause long-lasting damage to a person's physical and emotional wellbeing which is why it's everyone's responsibility to protect vulnerable adults from the risk of harm. By the end of this module, you'll have a better understanding of the principles behind safeguarding and the impact of Northern Irish legislation as well as know how to recognise the signs of abuse, how to respond to and record a disclosure of harm and how to report your concerns to the relevant authorities.	Gain a better understanding of the principles behind safeguarding and the impact of Northern Irish legislation; know how to recognise the signs of abuse; Learn how to respond to and record a disclosure of harm and how to report your concerns to the relevant authorities.

Social & Corporate Responsibilities	Anti-Money Laundering	This course explores the act of money laundering and its implications. It looks at ways in which proceeds of crime are hidden, the threat this poses to society and the type of businesses who are particularly vulnerable to becoming a victim of money laundering. We will look at the relevant laws and the penalties for those who are caught in the act!	Explore the act of money laundering and its implications; Look at ways in which proceeds of crime are hidden; Who is particularly vulnerable to becoming a victim of money laundering; The relevant laws and the penalties for those who are caught in the act
	Anti-Slavery	This course explores what is believed to be a historic problem but what is in fact a very current issue and that is slavery. We will look at the origins of slavery and the types of slavery that exist today. We will look at how to identify victims of slavery and what action can be taken.	Explore what slavery is; The origins of slavery and the types of slavery that exist today; How to identify victims of slavery and what action can be taken
	Bribery Act 2010	This course looks at the Law in relation to Bribery. You will learn about offences under the Bribery Act 2010, methods of prevention, what to do if you are being bribed and the consequences for those who participate in the act of paying or receiving a bribe.	The Law in relation to Bribery; Learn about offences under the Bribery Act 2010; Methods of prevention; What to do if you are being bribed; The consequences for those who participate in the act of paying or receiving a bribe
	Competition Law	Competition Law is intended to promote and maintain fair market competition, through the regulation of anti-competitive conduct. This module explores the two main laws that protect competition in the UK and the penalties for non-compliance.	Explore the two main laws that protect competition in the UK; Explore the penalties for non-compliance
	Cyber Security	This course explores cybercrime and its consequences. We will look at effective risk management and what to do if you spot suspicious activity. We will provide you with some important guidance for staying safe and secure online.	Explore cybercrime and its consequences; Look at effective risk management and what to do if you spot suspicious activity; Staying safe and secure online.
	Driving at Work	This course looks at the law in relation to the safety of employees who drive for work. It provides advice and guidance for both employers and employees on managing the risks in the prevention of road traffic accidents and highlights the consequences of non-compliance.	The law in relation to the safety of employees who drive for work; Managing the risks in the prevention of road traffic accidents; The consequences of non-compliance

	Sustainability	This course explores the importance of sustainability and ways in which we can reduce our harmful impact on the environment to make a better world for future generations. It looks at the consequences of inaction, the importance of environmental awareness and looks to individuals, businesses and governments to bring about change.	Explore the importance of sustainability; How can we reduce our harmful impact on the environment to make a better world for future generations; Look at the consequences of inaction, the importance of environmental awareness and looks to individuals, businesses and governments to bring about change.
	Whistleblowing	Officially known as making a disclosure in the public interest, whistleblowing can often seem like a daunting and complicated process, with individuals afraid they won't be taken seriously or will encounter reprisals in the workplace. This module explores the legal protections offered to whistleblowers, the responsibilities of employers to respond to disclosures made in the public interest and what individuals can expect throughout the process.	Explore the legal protections offered to whistleblowers, the responsibilities of employers to respond to disclosures made in the public interest and what individuals can expect throughout the process.
	Right to work	To encourage a fair and open employment market, the UK government introduced Right to Work checks designed to mitigate the impact of illegal working by preventing the exploitation of individuals and ease the potential negative economic impact. This module explores who's eligible to work in the UK, what documents are considered acceptable for proving this eligibility and the consequences of breaking the UK's Illegal Working laws.	Understand who's eligible to work in the UK, what documents are considered acceptable for proving this eligibility and the consequences of breaking the UK's Illegal Working laws.
Teamwork	Collaborative Working	This module explores the reasons for collaboration in the workplace, the different types of collaboration and the key to successful collaboration, including establishing a strong team and picking the right tools for the job.	Explore collaborative working, the reasons for doing it and the benefits it brings.
	Dealing with Conflict	This module explores the reasons for conflict, how to handle it and most importantly how to resolve it.	Explore the reasons for conflict, how to handle it and most importantly how to resolve it
	Effective Delegation	Delegation is vital to the success of a team. This module will explore the benefits of delegation, deciding what to delegate, planning and then briefing your team and monitoring the team's progress.	The benefits of delegation; Deciding what to delegate; Planning; Briefing your team; Monitoring the team's progress

	Effective Meetings	The most common meetings are those which aim to inform, consult, solve problems or make decisions. This module looks at the planning stage, in which you set objectives, create an agenda and decide who will attend the meeting, where it will take place and when. We will also explore some useful hints and tips to make your meeting a success.	Planning meetings, in which you set objectives, create an agenda and decide who will attend the meeting; Where it will take place and when; Make your meeting a success
	Find Your Role	Everyone has a role to play in a team. Management theory identifies nine roles that are essential to the success of a team. This module explores the nine roles and the characteristics of each. We will look at how performance can be improved in teams and uncover some destructive behaviours that can occur if team members are unhappy in their role.	How performance can be improved in teams; Destructive behaviours that can occur if team members are unhappy in their role
	Performance Troubleshooting	Performance problems are likely to occur at some stage in the workplace. This module will examine the Human Performance system, a method of identifying performance problems before looking for solutions. We will look at how the working environment can influence performance and the importance of giving feedback when dealing with performance problems.	
	Working in teams	This module looks at the different types of teams, both short-term and long-term. For the best chance of success teams should set clear, defined objectives, this module explores the SMART method. The key element to a team's success is motivation, here we will look at the different types of motivation and how you can motivate your team to achieve its objectives.	The different types of teams, both short-term and long-term; The SMART method; The different types of motivation and how you can motivate your team to achieve its objectives
Finance	Budgeting Basics	Budgeting is something all employees will be involved in to varying extents. This module explores the reasons for budgeting, how organisations budget, key budgeting terms and the steps involved in the budgeting process.	Explore the reasons for budgeting, how organisations budget, key budgeting terms and the steps involved in the budgeting process
	Insider trading	This video explores the two types of insider trading and the three types of insider. We will look at the requirements set out by law in relation to insider trading and the consequences of non-compliance.	Explore insider trading and its implications.

	PCI – DSS	The Payment Card Industry Data Security Standard (PCI DSS) was established by five major international card schemes to combat card theft by providing a minimum level of card data security for all merchants, hardware and software developers, financial institutions and point-of-sale vendors around the world. This module explores what information card thieves target, the types of security offered by the PCI DSS, how to demonstrate compliance with the regulations and the penalties your organisation could face if it suffers a breach.	Understand what information card thieves target, the types of security offered by the PCI DSS, how to demonstrate compliance with the regulations and the penalties your organisation could face if it suffers a breach.
	Finance for non-Finance Managers	Regardless of your role within an organisation, it's important that you understand how well it's performing on an economic level. This module explores the basic elements of an organisation's accounts, including how its trading activity is recorded on the Profit and Loss Statement, how those figures are then adjusted to reflect the amount of cash generated in the Cash Flow Statement and how the final numbers appear on the Balance Sheet.	Explore the basic elements of an organisation's accounts, including the Profit and Loss Statement, the Cash Flow Statement and the Balance Sheet.
	Bribery & Corruption	This module explores bribery and corruption as well as global legislation and its enforcement. We will look at ways to demonstrate compliance and ways to protect yourself and your organisation.	Explore the definition of bribery and corruption, global legislation and its enforcement, the impact on national interests, organisations and individuals as well as ways to demonstrate compliance to protect yourself and your organisation from the risk of scandal.
	Managing Personal Finances	Learning how to manage your personal finances brings many benefits as the ability to stay on top of bills means you can start to put money into a savings account, pay off debts and think about the future by increasing your pension contributions. This module will look at how to create an effective budget, the importance of picking the right bank account for your financial needs and how you can save money by cutting costs and shopping smarter.	Learn how to budget, save money and cut costs.

Workplace Wellbeing	Ambiguity	Being able to manage ambiguous situations has increasingly become a common skill required in the workplace, with change quickly becoming the only certainty. Employees are required to act on incomplete information, adapt to change and imagine what's possible in an uncertain future. In this module, we'll explore what is meant by ambiguity and how it can be effectively managed in the workplace as well as consider how the art of mindfulness can help individuals prepare for uncertain futures.	Explore the concept of ambiguity and learning to thrive in the unknown
	Better Judgement	Involving an internal thought process, through which a decision is made, judgements impact all aspects of our lives. This module looks at how judgements are made, the barriers to better judgements and how they can be overcome by countering default bias, taking risks and learning from experience.	Explore how judgements are formed and learn some useful skills for improving your judgement.
	Creativity	Creativity is important in the workplace as it can benefit both the organisation and employees by enabling businesses to be flexible and branch out in different directions. This module explores the importance of creativity in the workplace and how you can make it one of your top skills, as well as support and encourage its development in others.	Understand why creativity is important in the workplace and how you can make it one of your top skills as well as how to support and encourage its development in others.
	Critical Thinking	Critical thinking is essentially your ability to reason and question ideas, arguments and findings. This module explores critical thinking, the importance of taking an analytical and objective approach to problem solving, and ultimately how to think smarter.	Explore and develop the skill of critical thinking
	Curiosity	Curiosity is a strong desire to learn, know and understand something new. It's the key ingredient of learning, helping you to open your mind, broaden your horizons and live a more interesting and stimulating life. In this module, we explore what it means to be curious, why it's important and the multiple benefits it brings.	Explore and develop the skill of curisoity
	Great Conservations	Conversations are an important part of workplace culture. This module explores the importance of conversations in the workplace, techniques for starting a conversation and how a combination of active-listening, questioning techniques and confidence can help to make you a great conversationalist.	Explore the importance of conversations in the workplace.

	Everyday Energy	Our everyday lives can be very demanding and therefore sustaining energy levels can be quite a challenge. This module explores the four key areas of energy, physical, emotional, mental and spiritual and looks at how these energy levels can be increased and maintained.	Explore the four key areas of energy, physical, emotional, mental and spiritual; Look at how these energy levels can be increased and maintained
	Healthy Living	This module explores the importance of a healthy diet, exercise and sleep and the influence each of these have on an individual's health and wellbeing. We will look at a variety of food types and what makes a healthy lunch box. We will explore the benefits of exercise and finally look at some methods for improving the quality and quantity of your sleep.	Explore the importance of a healthy diet, exercise and sleep and the influence each of these have on an individual's health and wellbeing; Look at what makes a healthy lunch box; Explore the benefits of exercise; Look at some methods for improving the quality and quantity of your sleep
	Impact and Influence	Two of life's most important skills are the ability to influence and have a positive impact on the people around you. This module explores a range of strategies to help improve those skills.	Explore a range of strategies to help you impact people around you; Explore a range of techniques to help you influence the people around you
	Letting Go	Letting go involves accepting things as they are and moving on, but the process isn't always easy, in fact, as one of the biggest challenges we can face, it takes some practice. This module explores the process of letting go, providing useful tips to help you let go of the things which no longer serve you to make space for those that do so you can break the negative cycle caused by carrying emotional baggage.	Explore the process of letting go.
	Managing Emotions	Driving both positive and negative behaviour, emotions help us to understand others, and help others to understand us. This module explores the different types of emotion, emotional triggers and techniques for effectively managing your emotions in the workplace.	Effectively manage your emotions in the workplace.
	Mindset	Mindset is a set of beliefs that affect how you think, feel and behave. The mindset you adopt affects your outlook on life, shapes your actions and impacts your future… but your mindset is not set in stone. This module explores the different types of mindset and how to modify your own, to make a positive impact on your life	Explore the different types of mindset and how to modify your own, to make a positive impact on your life
	Mindfulness	Focused on living in the present moment, mindfulness is a form of awareness which over time, and with a bit of practice, can improve an individual's physical and mental wellbeing as well as boosting their performance at work. This module explores what mindfulness	Explore mindfulness and its benefits.

		is, how it forms part of our everyday lives and the benefits it brings individuals in both their personal and professional lives.	
	Mental Health	Mental health affects everyone and should be treated the same way as physical health. As a manager it's your responsibility to look out for the mental well-being of your team and ensure they receive the support they need. This module explores what an organisation can do to support individuals in the workplace who are suffering with a mental health problem.	Explore what an organisation can do to support individuals in the workplace who are suffering with a mental health problem
	Personal Agility	In today's modern world, the pace of life is faster than ever before, so you need to be able to think on your feet and adapt to new situations. Personal agility enables you to handle life's curveballs. This video explores ways in which to develop your personal agility skills	Identify eight key personal agility habits, develop your workplace agility and understand how being agile can benefit you both professionally and personally.
	Positive Thinking	Positivity is not about having your heads in the cloud, it's about recognising the negative aspects of a situation and choosing to focus on the opportunities instead. As a positive workforce is a more productive workforce, this module explores the power of positivity in the workplace and how it can be improved.	Recognise the negative aspects of a situation and focus on the opportunities instead; Explore the power of positivity in the workplace and how it can be improved
	Resilience	In today's fast-paced work, resilience is an important skill for all individuals as it relates to your ability to 'bounce back' and move on from challenging situations. This module will help you develop a better understanding of how to be resilient in the face of adversity, by bending instead of breaking under pressure.	Help you develop a better understanding of how to be resilient in the face of adversity; Learn to bend instead of break under pressure
	Sickness & Absence	Sickness and absence is a key issue for organisations as it presents a significant operational and financial burden. This module explores the impact of staff sickness and absence on the organisation and looks at the role of the manager in dealing with sickness absence in the workplace. We will also examine the requirements with which employees must comply when absent from work.	Explore the impact of staff sickness and absence on the organisation; Look at the role of the manager in dealing with sickness absence in the workplace; Examine the requirements with which employees must comply when absent from work
	Value and Purpose	Value and Purpose help us grow and develop as individuals by representing the things that are important to and have meaning for us. This module explores how both value and purpose influence our professional lives and the ways in which you can add value to the	Explore how both value and purpose influence our professional lives; Look at the ways in which you can add value to the lives of others

		lives of others.	
	Empathy	Empathy is an emotional response to another person's emotional state, where you move beyond your own concerns to recognise their emotions, understand their perspective and offer assistance. We all naturally exhibit some form of empathy, however, it's important, especially in the workplace, to exhibit that empathy effectively. On completion of this module you should have a better understanding of the different types of empathy and how to develop your own ability to effectively empathise with others.	Have a better understanding of the different types of empathy. Learn how to develop your own ability to effectively empathise with others
	Relaxation	Relaxation is essential to help you look after yourself when you're feeling stressed or overwhelmed. This module explores different relaxation techniques and the benefits of rest and recovery from the stresses of everyday life.	Explore different relaxation techniques; Look at the benefits of rest and recovery from the stresses of everyday life
	Relationship Building	When you cultivate positive and supportive relationships, you are more likely to feel happy and fulfilled, however when relationships break down you may find yourself embroiled in conflict. This module looks at how to both build and maintain positive working relationships, as well as how to handle conflict situations in the workplace.	Look at how to both build and maintain positive working relationships; Learn how to handle conflict situations in the workplace
	Life Balance	Achieving life balance will enable you to pursue both professional and personal interests, however achieving this balance can be quite a challenge. On completion of this module, you'll be able to recognise the signs of an unhealthy life balance, discover the secrets of finding and then sustaining a positive work-life balance and finally how to encourage others to achieve it.	Recognise the signs of an unhealthy life balance; Discover the secrets of finding and sustaining a positive work-life balance; Look at how to encourage others to achieve a positive work-life balance
	Changing Behaviours	Changing a behaviour or habit can often seem to be a daunting process, making us resistant to the idea. Yet it's only through change that we can grow and evolve, becoming more productive both in our personal lives and at work. By the end of this module you'll have a better understanding of the scientific processes behind changing a behaviour as well as how to establish new habits of your own.	Gain a better understanding of the scientific processes behind changing a behaviour; Learn how to establish new habits of your own

	Winter Wellbeing	How you feel, both physically and mentally, impacts not only your performance at work but your relationships too, with healthy employees being both more engaged and more productive throughout the working day. But remaining healthy during the winter months can be a challenge. In this module, we'll explore ways of staying physically and mentally healthy during the winter season.	Explore ways of staying both physically and mentally healthy during the winter season.