Bite Size Online Learning Catalogue

Minutes of learning
saving you time forever

"It is refreshing to work alongside such competent and upbeat external partners.
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An incredible service and one that is exceptionally competitive in such a crowded marketplace.
Keep up the great work guys"   **L&D Manager, Finance Sector**

Personal Development

Courses

August 2025

Bite Size Personal Development Courses (the library of eLearning courses are accredited by The CPD Certification Service).

Career Development	Developing a Career Plan	Do you know how to reach your career goals?	Identify the steps you need to take to develop a career plan and learn how to formulate, plan, research, measure and reflect to make sure you achieve your dream job.
	Making Great First Impressions at Work	This course demystifies first impressions and their role in the workplace. It covers effective and practical strategies for in-person and digital interactions, ensuring you leave a lasting and favourable impression in a professional setting.	By the end of this module, you will be able to explain the importance of first impressions at work, recognise how to make a positive first impression and list actions to manage the digital-first impressions.
	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
	Communication	This course looks at all aspects of communication; what it is, the barriers of communication and the communication process.	This course covers how the importance of communication in a face to face, written, digital environment, how to weigh up the right communication method for your message, how bad communication can impact the messages we are trying to give out How to deliver open and closed questioning and the importance of adapting our tone of voice

		Communicating with Body Language	Body language forms an essential part of communication, with the accurate interpretation of non-verbal signals as important as understanding what's being said. This module dives into a holistic approach to body language as well as highlights its aspects that will help you improve your everyday communication and prevent you from misreading others	This course covers how to recognise the importance of body language in your communication, list key considerations for interpreting body language, improve your face-to-face and virtual communication with body language and explain the best approach to decoding the body language of others.
		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 Hybrid Teams new June 2025	This course explores the key aspects of working within a hybrid team, offering practical tips and guidance to help individual contributors thrive in a remote or hybrid work environment. It provides actionable insights to support effective hybrid working across the organisation. Topics include strategies for clear communication within teams and between managers, best practices for engaging in virtual meetings, and essential health and safety considerations for both employers and employees.	By the end of this module, you will be able to explain the advantages and challenges of working as part of a hybrid team, identify strategies for maintain your health, safety and wellbeing while working remotely and discover effective tips and techniques for maintaining your productivity when working remotely

	Effective Research and Reports	Research plays an integral role in both our professional and personal lives, helping us to broaden our knowledge, answer difficult questions or find solutions to problems. This module explores the benefits of research, considering how to set objectives, use this objective to search for information effectively, and organise and keep a record of your findings.	By the end of this module, you will be able to explain the benefits of research, outline how to use objectives to search for information effectively, list ways of organising and keeping a record of your findings.
	Presenting with Confidence	This course is about preparing for presentations and overcoming barriers that may undermine confidence. It provides practical strategies for delivering a successful presentation that truly connects with your audience, as well as tips for boosting confidence.	By the end of this module, you will be able to recognise the importance of confidence when presenting; identify how to deal with common causes affecting confidence levels; follow the 3Ps approach to deliver a presentation with confidence and list ways to boost your confidence while presenting.
	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.
	Workplace Diplomacy	This course demystifies the essential elements of workplace diplomacy, providing practical tips and expert-led insights. Engaging videos featuring real-world scenarios demonstrate how to navigate challenges with tact and diplomacy. It offers expert guidance on applying these skills in key workplace situations, including conflict management, setting boundaries, and giving feedback.	By the end of this module, you will be able to identify what diplomacy and tact at work are, recognise the importance of being diplomatic in the workplace and pinpoint what skills and behaviours contribute to diplomacy at work.

Customer Experience	Building Relationships with Customers	In this course, Christina Dolding, an award-winning, highly experienced consultant specialising in customer and colleague experience, explains the importance of anticipating customers' needs to build positive relationships with them. The course also explores different types of customers and strategies for building better relationships with them.	By the end of this module, the learner will be able to explain why positive relationships with customers are important for better customer experience, identify ways of strengthening relationships with customers, recognise ways of interacting with different types of customers and describe how knowing your customer helps exceed customer's expectations
	Caring for Vulnerable Customers	Caring for vulnerable customers is a cornerstone of customer and client care in modern corporate culture. How a company takes care of customers at a disadvantage reflects on its values and position in the marketplace.	This course will examine how to identify a vulnerable customer and how to consider making the appropriate allowances for their specific needs
	Brand Reputation	In this course, Christina Dolding, an award-winning, highly experienced consultant specialising in customer and colleague experience, explains the impact of customer experience on brand reputation and provides practical tips on creating brand trust. The course also explores what drives and how to boost brand reputation.	By the end of this module, you will be able to recognise the importance of a strong brand reputation, identify how to leverage positive customer experience to boost brand reputation and describe a role of trust in building brand reputation.
	Building a Customer-Centric Culture	In this course, Christina Dolding, an award-winning, highly experienced consultant specialising in customer and colleague experience, discusses the importance of creating a customer-centric culture. The course also explores how to foster the right culture that puts the customer at the centre of everything you do.	By the end of this module, the learner will be able to describe a customer-centric culture, identify the best approaches that you can help you contribute to this culture in your organisation and recognise the role employees and leaders play in creating customer-centric culture

		Creating Customer Advocates	Creating customer advocates is pivotal when building a customer centric culture. In this course, Christina Dolding, an award-winning, highly experienced consultant specialising in customer and colleague experience, explains the power of customer advocates have on an organisation. The course also explores what steps can be taken to develop customer advocacy.	By the end of this module, you'll be able to explain what a customer advocate is, identify best approach to creating customer advocates and explain ways of building and emotional connection with customer
		Customer Complaints	In this course, Christina Dolding, an award-winning, highly experienced consultant specialising in customer and colleague experience, discusses how to turn negative into positive and deal with a difficult customer. The course also explores the difference between feedback and complaints as well as offers best practices for approaching customer complaints.	By the end of this module, the learner will be able to differentiate between a complaint and feedback, list the most common customer complaints, recognise best practice in handling customer complaints effectively and explain the importance of analysing complaints to improve the customer experience.
		Foundations of Customer Experience	In this course, Christina Dolding, an award-winning, highly experienced consultant specialising in customer and colleague experience, explains the importance of customer experience and why having a customer experience focused organisation will lead to positive business performance.	By the end of this module, you'll be able to explain what customer experience is, identify the ways an organisation can assess their customer experience readiness, explain how a customer experience readiness investigation works and ask three key questions to assess your own awareness of customer experience in your organisation.
		Measuring Customer Experience	In this course, Christina Dolding, an award-winning, highly experienced consultant specialising in customer and colleague experience, explains how to measure the end-to-end customer experience.	By the end of this module, you'll be able to explain the three key voice measures to evaluate customer experience and select the appropriate measures for assessing customer experience in your organisation.

Technology and Innovation	Technology and innovation is part of the excellent Customer Experience suite. In this course, Christina Dolding, an award-winning, highly experienced consultant specialising in customer and colleague experience, discusses how customer intelligence can help create the right customer experience. The course also explores the key tech tools used to deliver customer experience and how to innovate through technology.	By the end of this module, the learner will be able to describe a role technology and innovation plays in delivering exceptional customer experience and identify ways you can leverage technology in customer experience
The Customer Promise and Customer Journey	In this course, Christina Dolding, an award-winning, highly experienced consultant specialising in customer and colleague experience, explains how to create visual representations of the end-to-end customer journey. Christina explains the importance of developing a customer promise by highlighting why a commitment to customers helps to outline an organisations customer centric culture.	By the end of this module, the learner will be able to explain why a customer strategy is important, explain how a customer promise can improve the end-to-end customer experience, explain why customer journey mapping is a great tool to bring a customer experience strategy to life.
Ways of Communicating with Customers	Communicating with customers in the right way is a key for all customer experiences. In this course, Christina Dolding, an award-winning, highly experienced consultant specialising in customer and colleague experience, explains the ways in which communication can enhance the end-to-end customer experience but also discusses the damage that back be done when organisations get communication wrong.	By the end of this module, the learner will be able to describe the benefits of adapting communications to suit the needs of the customer, select an appropriate way of communicating depending on your audience, identify ways of adapting to customers communication styles

Cyber Security & Resilience	Handling Data	This activity covers the importance of data protection, explains the risks of transferring and storing unencrypted personal data and how to dispose of data once it's no longer required.	You will learn how to encrypt, and password protect an email attachment, identify the risks associated with transferring, storing and deleting unprotected personal data and outline what the Data Protection Act 2018 and EU GDPR states all individuals and organisations must do.
	Information Security	In today's high technology environment, organisations are becoming more and more dependent on their information systems. The public is increasingly concerned about the proper use of information, particularly personal data.	At the end of the course, trainees will be able to define information security and identify why it's important. Identify types of information that need to be secured, appreciate different threats in relation to information and distinguish between threats, comply with organisational procedures and best practice to maintain information security and appreciate your role in securing our information assets and identifying any suspicious activity and taking appropriate action.
	Malware Attack	This activity explains what malware is, how cybercriminals use it to gain unauthorised access to personal information or systems, and how to spot and report it.	You will learn how to identify the techniques used, recognise the risks and impact of a malware attack and how to prevent it and what steps to take in the event of becoming a victim of a malware attack.
	Passwords and Authentication	Learn how to create strong passwords and how password managers can be used and what multi-factor authentication is.	By the end of this activity, you will be able to confidently use the NCSC's technique to create strong memorable passwords and understand what a password manager and multi-factor authentication is, and when to use it.

	Phishing	Understand what phishing is, how cybercriminals use it to obtain personal data and how to spot and report it.	By the end of this activity, you will learn how to identify the common signs of a phishing attack and identify the techniques cybercriminals use to phish for information.
	Protecting your Business from Cyber Attacks	This activity explores specific risks, responsibilities and the processes required to enhance your organisational resilience to cyber-attacks.	You will learn how to recognise the importance of planning, applying critical steps to identify and manage supply chain risks and enhance organisational resilience against cyber-attacks.
	Reporting Cybercrime	This activity explains what happens when you report a cybercrime, how to report it and who to report it to.	On completing this activity, you will be able to explain in the importance and benefits of reporting cybercrimes and identify the most appropriate authority, team or organisation to report a cybercrime to.
	Responding to a Cyber Attack	This activity explains how to reduce the impact of cyber-attacks and restore lost data.	You'll learn how to take appropriate steps to mitigate damage, restore data following an attack, report incidents, review lessons learned and update an organisational plan.

	Safe Device Use	This activity explores the possible risks when using devices and removable media and what measures you should take to protect sensitive information.	You'll learn how to recognise the techniques used to gain unauthorised access to data and devices, identify the risks of using personal devices and removable media, how to store, share and use information and storage devices securely and how to protect your devices from unauthorised access.
	Staying Safe Online	This learning demonstrates how cybercriminals can exploit social media, the risks of unsecured networks and explains the steps you can take and things you can look out for to stay safe online.	You'll learn how to identify if a website is secure, understand the risks of using public Wi-Fi networks and what to use instead plus explain the importance of social media online privacy settings and how/when to update/change them.
	Whaling Attack	This activity explains what a whaling attack is, how cybercriminals use it to gain access to personal data or systems, and how to spot and report it.	You will understand why executives and their assistants can become victims of whaling attacks, identify the techniques used, recognise the risks, impact and how to spot the signs of whaling attempts, how to prevent it and what immediate actions to take in the event of becoming victim.
Data Protection	Data Protection UK	This course follows a day in the life of a corporate professional who makes a series of data protection errors. As you follow the series of events, you will learn about the 7 principles of data protection and how to implement measures to safeguard your organisation's data. The Data Protection Act 2018 (DPA) is the UK's implementation of GDPR	By the end of this course, learners will be able to explain what the GDPR is, and how it affects businesses who collect data, recognise the differences between data, personal data and special category data, implement the data processing principles and explain what a data breach is and the enforceable penalties.

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		This Freedom of Information Act pathway will promote an understanding of how freedom of information works in practice. It will enable individuals to gain the skills necessary for analysing and managing freedom of information requests in accordance with the law.	By the end of this Course, you will be able to identify the key principles underpinning the Freedom of Information Act, state who the Freedom of Information Act applies to Analyse and manage freedom of information requests in accordance with the law and identify the criteria, fees and timescales relating to freedom of information requests.
	Freedom of Information Act		
Equality & Diversity	Bullying and Harassment	In this module, you'll look at all aspects of bullying and harassment at work, including what it is, what behaviours constitute bullying and harassment, what the signs are, as well as the underpinning legislation that applies. You'll also cover handling complaints of bullying and harassment and how best to deal with these claims. Including guidance for fair investigations and providing advice and support. We've updated our course to cover the new Worker Protection Act in the UK, with practical examples and case studies to enhance the learning experience.	At the end of the course, trainees will be able to Identify what behaviours constitute bullying and harassment, state what legislation underpins bullying and harassment, take appropriate action if you or your colleagues experience bullying or harassment at work, recognise the benefits of dealing with bullying and harassment promptly and adopt appropriate measures to reduce bullying and harassment at work
	Equity, Diversity and Inclusion	This learning module supports you to embed and champion a positive culture of equity and inclusivity. You'll learn why equity, diversity and inclusion are important and how you have the power to make a difference. You'll cover the impact of inequity, the benefits of a diverse workforce and what protection the law provides. This course has been designed to provide awareness of best practice. Please adhere to your local rules and guidelines to ensure you remain complaint within your workplace.	By the end of this course, you will be able to describe the benefits of a diverse and inclusive workforce, demonstrate and promote equity and inclusivity, and explain how the Equality Act 2010 can provide protection against discrimination and harassment.

	Unconscious Bias	Understanding and addressing unconscious bias is essential for fostering an inclusive and equitable workplace. This course will help you do so through defining unconscious bias, identifying the forms it can take and offering steps for mitigating its effects. Featuring realistic scenarios and knowledge checks, this course will help you build an effective firm culture for addressing unconscious bias.	After completing this course, you will be able to define unconscious bias, describe harms caused by unconscious bias and the benefits of addressing it, recognise and challenge biases when they arise and implement steps to mitigate bias.
Finance	Effective Budget Management	This course demystifies the importance of budget management at work. It covers the basics of budget management for business leaders as well as team or project managers including types of budgets, necessary steps for budgeting and practical tips for effective budget management.	By the end of this module, you will be able to recognise why effective budget management is important at work, identify ways to manage budgets effectively and describe the best approaches to address common challenges.
	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.
	Payment Card Industry (PCI) Awareness	Payment Card Industry Data Security Standard, also known as PCI DSS, are the technical and operational requirements set by the PCI Security Standards Council (PCI SSC) to protect cardholder data. These standards apply to all organisations that store, process or transmit cardholder data, with guidance for software developers and manufacturers of applications and devices used in those transactions.	By the end of this Course, you will be able to understand what the Payment Card Industry Data Security Standards (PCI DSS) is, recognise the PCI Security Standards and requirements, appreciate the benefits for the organisation and its customers, take appropriate action to prevent common fraudulent practices, take appropriate action to protect cardholder data and identify why it's important to create secure passwords and understand how you report issues.

	Understanding Budgets & Finance	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
Food Safety & Hygiene	Food Allergies updated June 2025	Food allergies affect between 1-2% of the UK population. Some allergens can have a serious effect on a person's health causing anaphylaxis, which can be life threatening. This course highlights key allergens in foods, how to reduce and mitigate any risk of cross-contamination and what to do in the event of an emergency. Food businesses have a legal responsibility to offer food that is safe to consume. This means that allergens must be declared, and ingredients listed clearly to warn of any ingredients that might cause an allergic reaction. A system must be in place for testing allergens in foods, managing the risks associated with allergens and responding to emergencies.	At the end of the course, trainees will be able to Explain the differences between food allergies and intolerances, recognise responsibilities when dealing with food allergies, apply control measures for storing and labelling food, take steps to prevent cross-contamination in the workplace and identify what to do in an emergency
	Food Law updated June 2025	It is the responsibility of all involved to ensure food is kept free from contamination and remains fit for consumption. If you are employed in the food industry you must be aware of the relevant laws and how to maintain the correct levels of cleanliness. Written specifically for a food business, this learning pathway ensures that you understand what hygiene routines you should follow, and your illness reporting responsibilities.	When you've completed all the activities in this pathway, you should be able to recognise the risks to food businesses from poor food hygiene, assess food safety management practices and prevent risks to food safety by controlling hazards
	Food Safety Refresher	Food Safety is vitally important for keeping food safe during the production, processing, preparation, delivery, and storage through to consumption. It is the responsibility of all involved to ensure its kept free from contamination and remains fit for consumption. If you are employed in the food industry you must be aware of the relevant law and how to maintain the correct levels of cleanliness.	This course aims to refresh your knowledge of the factors that influence food safety and the measures you can use to keep food and consumers safe.

	Food Safety – Level 1	This course is suitable for anyone who works in food production or retail and handles low risk or wrapped foods - e.g. Bar Staff, Waiting Staff, Healthcare Workers, Kitchen Porters. This course aims to provide a level 1 understanding of food hygiene, food contamination and best practices when working with food.	By the end of the training, you will be able to use the right protective clothing (PPE) effectively, wash your hands to prevent the spread of bacteria, state the importance of effective and regular waste disposal, describe what contamination and cross-contamination are, list the basic rules for safe food storage and recall how you can avoid and prevent pest infestations.
	Personal Hygiene	Written specifically for food handlers, this learning pathway ensures that you understand what hygiene routines you should follow, and your health and illness reporting responsibilities. The pathway starts with an overview of what personal hygiene is and the specific standards that must be met when working with or around food. It goes on to demonstrate an effective hand washing technique that will help prevent the risk of cross contamination between raw and ready-to-eat foods. As a responsible and competent food handler, you must prevent risks to food safety by reporting when you are feeling unwell and follow good hygiene practices. This information is covered in the third activity, reporting responsibilities.	By the end of the course you will understand what personal hygiene is and it's three fundamental aspects, establish an effective personal hygiene routine, prevent risks to food safety by reporting when you are feeling unwell

Health & Safety	Building Healthy Boundaries	Healthy boundaries are important to our physical and emotional health. So, setting healthy boundaries can help prevent you from doing things that you don't enjoy and feeling used or exhausted. You can learn ways to take charge of your life. Whether you want to set clearer rules with your family or assert your space when it comes to strangers.	By the end of this module, you'll be able to explain what a healthy boundary is, why boundaries are important for our mental health and wellbeing, reflect on what a health boundary means for you, consider what to do when someone doesn't agree with a boundary you've set.
	Business Continuity	Even the most established organisations can be caught off guard when faced with something unexpected. Business continuity planning aims to allow organisations to respond quickly to events which could pose a risk to their daily operations.	By the end of this course, you'll be able to understand the need to have plans in place for health & safety emergencies and/or disruptive events, identify the key components required to prepare for business disruptions, demonstrate the importance of auditing and testing emergency arrangements and understand the benefits of sharing best practice and lessons learned.
	Control of Substances Hazardous to Health (COSHH)	There are thousands of accidents every year involving hazardous substances. Hazardous substances can threaten short- or long-term health. This course is designed to raise awareness of the key points in the safe handling and use of hazardous substances that could harm you or those around you.	By the end of this course, learners will be able to recognise what is classed as a hazardous substance, identify who is affected by COSHH regulation, take the steps to prevent or minimise exposure to hazardous substances and explain the need for, and importance of, safety data sheets, product labels, and hazard warning symbols.
	Display Screen Equipment (DSE) and Workstation Safety	This is the part where we tell you that prolonged sitting can be dangerous for your health, because it can be! Working with a poor workstation setup can lead to fatigue and soreness of the fingers, hands, wrists shoulders and neck, and in more severe cases, can lead to injuries in these areas. We call these 'musculoskeletal injuries' or 'MSDs'. When we are thinking about desk set up and how we work, we also need to consider the stress we are under. Stress is a major cause of occupational ill health.	Don't despair, there are ways that we can make desk work healthier! This activity will enable you to assess your own workstation, to make sure it's as well arranged and safe as it can be!

	Driving Safety	Many workers are now required to drive as part of their job. Often, people don't take any further driving courses once their test has been passed, so it's important that all workers are aware of the risks and hazards involved when driving for work.	By the end of this module, you'll be able to recognise how workers should prepare themselves for a journey and demonstrate how to prepare the car before travelling, recognise any potential hazards drivers could face journey inside the car, whilst travelling, list the correct steps that need to be taken during breakdowns and emergencies and describe any hazards or threats outside of the car when travelling.
	Electrical Safety updated June 25	Electricity is part of our daily lives and we use devices and tools regularly without giving it a second thought. There are dangers that come with working with electrical equipment that can be avoided with the right precautions taken. Whilst using electrical equipment in the workplace, consideration must be given to these dangers. A risk of injury comes from any electrical item, even some battery systems can become dangerous depending on the circumstances, such as the environment. From understanding how electricity works to knowing what to look out for in faulty equipment, this can all help prevent any unnecessary incidents and injuries.	By the end of the training, the learner will be able to explain what electricity is and how it works, identify the hazards of electricity, apply general electrical safety guidelines in the workplace and recognise the process of testing and maintaining electrical equipment
	Fire Safety assessment included	In the event of a fire, would you know the correct procedure to follow? This fire safety training course provides guidance on how fires start, how to prevent them and what to do in the event of an emergency.	By the end of this course, you will be able to explain how a fire starts by referring to the fire triangle and how you can minimise the sources of fire, identify when to use different types of fire-fighting equipment, demonstrate knowledge of an effective evacuation procedure, define your role in an emergency and describe the key steps of a fire risk assessment.

	First Aid at work	Workers in all occupations and industries are exposed to a wide variety of accident and injury risks. Employers have responsibilities to minimise the risk of accidents in the workplace, but the fact is that injuries happen every day. Your colleagues could rely on you to respond in an emergency, either through direct action, or by recognising life-threating signs.	This refresher course aims to show you how to respond in an emergency and provide guidance on how to treat the range of injuries you may encounter.
	Health & Safety for Homeworkers	Homeworking comes with its own set of potential health and safety challenges. This course is designed to raise awareness of the risks and hazards that are prevalent within the home based workforce and identify arrangements that should be made to ensure homeworkers are able to work in a safe, healthy, and productive environment.	By the end of this course you will be able to recognise the risks and hazards that are associated with working at home, use best practice to mitigate or remove the risks and hazards of homeworking and ask for support when dealing with the risks and hazards of homeworking.
	Introducing Health & Safety updated June 25	Health and Safety is aimed at preventing mental or physical harm to all employees, and both employer and employees have responsibilities for Health and Safety in the workplace. When you begin a job in a new organisation, it is essential that you know the Health and Safety requirements relevant to your role to protect yourself and others from injury and harm while at work.	This course aims to refresh your knowledge of important Health and Safety legislation, the hazards you may encounter in your workplace and the methods for maintaining your safety at work
	Manual Handling	Manual handling is an everyday occurrence for most of us, both in the workplace and at home but it is one of the major causes of workplace accidents	By the end of this course you will be able to explain what manual handling is, talk about effective techniques to lift and handle loads safely and also explain the importance of assessing and reducing manual handling risks
	Moving or Falling Objects	The course starts by identifying hazards. It goes on to examine how you can reduce risk and keep safe by implementing appropriate safety measures.	By the end of this course you will understand and recognise the risks of moving and falling objects, develop an awareness of the risks within their own workplace environment and actively demonstrate good practice in keeping a workplace safe

	Course	Description	Learning Outcomes
	Office Safety Introduction updated June 25	This course equips office staff with the knowledge and skills needed to maintain a safe and compliant working environment. It focuses on recognising and managing common workplace hazards while promoting health and wellbeing. Learners will explore fire safety regulations and emergency protocols, develop safe manual handling techniques, and adopt best practices for using computers and electrical equipment. The course also covers strategies to prevent slips, trips, and falls by identifying and addressing potential risks. Participants will be prepared to implement effective safety measures, contributing to a secure and healthy office environment.	By the end of the training, the learner will be able to demonstrate knowledge of fire safety regulations and correctly follow emergency procedures, apply safe manual handling techniques and implement effective office safety practices, and identify and manage risks related to computer use and electrical equipment recognise and prevent slips, trips, and falls through hazard awareness and control measures.
	Respiratory Illness and Pandemic Awareness	Respiratory disease covers a variety of conditions, including common conditions such as asthma and chronic obstructive pulmonary disease (COPD), lung cancer, infections such as pneumonia and flu.	By the end of this course, you'll be able to identify the different symptoms associated with respiratory illness, apply appropriate controls during a pandemic and list ways of preventing the spread of respiratory illnesses.
	Risk Assessment	All workplaces are likely to have hazards and risk that could present dangers to workers. Many people suffer ill effects or accidental injury from hazards while at work.	By the end of this module, you'll be able to explain what risk assessments are and why they are important, identify ways of conducting a risk assessment, list who might be harmed in and around the workplace and list different ways of protecting people from real harm.
	Slips, Trips and Falls	Slips, trips, and falls are one of the most common causes of major injuries at work across all workplaces	By the end of this course you will be able to describe what is meant be slips, trips, and falls, list the common types of injuries associated with slips, trips, and falls, identify the common causes of slips, trips, and falls and lastly explain the different ways of preventing slips, trips, and falls.

	Stress Awareness	Feeling stressed and being under pressure is a normal part of work life. But becoming overwhelmed by stress at work can lead to physical and mental health problems or make existing problems worse.	By the end of this course learners will be able to describe what is meant by work-related stress, recognise the signs and symptoms of work-related stress, identify the risk factors of work-related stress, demonstrate an awareness of how to manage work-related stress.
	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
	Violence & Aggression	Any workplace can experience incidents of violence and aggression which is why it's important to be prepared to help prevent, control and manage the risks.	This course will help to identify the common causes of violence and aggression as well as what your organisation can do to reduce the risks and provide support for victims of violence and aggression.

Interview Techniques	Conducting Annual Performance Reviews	The learner will complete a 20 multiple choice pre-assessment activity at the beginning of the module. Based on the results of the learner's assessment the course will automatically generate content based on their incorrect answers. The module therefore will only focus on the learner's gaps rather than asking them to complete a full module if they have pre-existing knowledge or experience.	By the end of this module, you'll have covered selecting an appropriate environment, the importance of informing those involved ahead of time Setting new objectives and how to review objectives, discussing career development, planning, and sharing team objectives and making training become a reality.
	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
Management & Leadership	A Manger's Guide to Leading on AI NEW June 2025	This course equips managers with practical insights and strategies for leading with AI. It covers everything from addressing AI-related fears to optimising workflows and boosting efficiency, all while ensuring AI integration is human-centred, safe and ethical. You'll learn how to spot opportunities for AI integration, apply a step-by-step approach to use AI in processes and build important human-centred skills that work alongside AI technology.	By the end of this module, you will be able to recognise opportunities to integrate AI effectively within your workplace, apply a structured approach to implementing AI for optimising workstreams and develop essential human-centred skills within your team to complement AI-driven processes.
	Building a Strong Support Network for Employees NEW June 2025	Employee networks play a crucial role in fostering connection, collaboration and a sense of belonging in the workplace. This course explores their importance and their impact on organisational culture and employee wellbeing. This course explains different types of employee networks and their role in creating supportive environments. The course also provides practical steps for building strong networks and highlights the role managers play in fostering strong employee networks.	By the end of this module, you will be able to describe employee networks and their role in the workplace, recognise how managers can support employee networks and identify ways to build and maintain strong networks for employees.

	Change Management	Change is part of life both personally and professionally. This module will cover the different change management models businesses can use when adopting a new way of working.	By the end of this module, you'll be able to reflect on your own change management skills, identify the three stages of change, consider how your organisation is set up to support employees who are experiencing change.
	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.
	Company Culture	Company culture refers to the working environment created by an organisation, and the relationship that employees will have with the organisation as a result.	This module will explore the different kinds of company culture, considering how the workplace environment can play a pivotal role in the success of organisations. It will also detail how best to create, develop and transform company culture to suit the changing needs of the business.
	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.	

	Effective Meetings for Managers and Leaders	Meetings are essential for promoting team building, generating new ideas, and contributing to the growth of an organisation, yet studies show that less than 50% of time spent in meetings is considered productive. Learning how to better design, run, and participate in a meeting can prevent the misuse of people's time.	By the end of this module, you'll be able to recognise the importance of running a meeting effectively, identify the elements of an effective meeting determine whether a meeting is necessary and create an inclusive atmosphere during a meeting.
	Flexible Leadership	Most workplace teams are diverse, featuring a variety of individuals that cover a range of abilities, backgrounds, personalities and work styles. As an effective, flexible leader, you'll need to modify your style to accommodate their needs, making them feel more comfortable and therefore more engaged with the interaction, team and work.	By the end of this course, you will be able to recognise the importance of being flexible when leading people; Understand how to adapt your leadership style to different behaviours; Adjust your approach to different teams and situations and apply steps to increase your flexibility as a leader.
	From Manager to Leader	Leadership is a critical component of successful organisations, as employees need someone to look to, learn from and thrive with. When shifting from managing into a leading role, employees might struggle to understand what this transition actually involves. This course dives into what a leadership role is all about.	By the end of this course you will be able to distinguish between managing and leading, identify your strengths and areas for development as a leader, list the key duties new leaders should take on and recognise elements of great leadership.
	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

	How to Form and Mobilise a Team	All leaders and employees want to be part of a high performing team and team dynamics are vital to the overall success of an organisation. How a team is created and then utilised is critical to high performance. This module looks at the different stages of team development and what can be done to influence the dynamics of in order to achieve high performance.	By the end of this course, you'll have covered the four stages of team development, the traits of high performing teams, how you, as a manager, can positively influence the dynamics and achievements of the team.
	Managing Hybrid Working/Teams	Hybrid working is a flexible way of working where an employee divides their time between the workplace and remote working. Working from home is the most common way of working remotely. This digital guide is designed to give managers and leaders practical tips to help facilitate successful hybrid working.	By the end of this module, you'll be able to explain the reasons for having a collaborative culture at work, to identify the different types of collaboration and to explain the key elements to creating a collaborative working environment.
	Managing High Performing Teams	In today's dynamic workplace, high-performing teams are the driving force behind organisational success. This course demystifies the critical role these teams play and the elements that make them exceptional. As well as learning how to build the right environment for your team to thrive, you will also explore how to support your team to consistently perform at the highest level.	By the end of this module, you'll be able to recognise the importance of high-performing teams within an organisation, list key elements of high-performing teams, identify the best approaches to maintain performance in high-performing teams.
	Mentoring UPDATED June 2025	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.	By the end of this learning module, the learner will be able to discuss the basic principles of mentoring, identify four types of mentoring, explain the role and characteristics of a mentor and mentee, explain the relationship between mentor and mentee and use with the stages of the mentoring process

	Operational Agility UPDATED June 2025	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 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.	By the end of this module, you'll be able to explain what operational agility is, identify ways of assessing operational agility effectiveness within an organisation, consider how technology can help support operational agility and explain the role leadership has on operational agility.
	Managing an Intergenerational Team NEW June 2025	For the first time in history, five generations are working together, creating a unique opportunity for leaders to build some of the most diverse and dynamic teams ever seen. This course equips you with the knowledge and practical skills to navigate the challenges of leading an intergenerational team while leveraging the strengths each individual brings. You will explore the concept of generational diversity and understand its value, learn how to tackle common challenges like stereotypes and miscommunication and discover strategies to cultivate a team culture that embraces generational diversity and drives team success. Estimated Course duration is 35 minute	By the end of this module, you will be able to explain generational diversity and its benefits for a team, identify how to tackle challenges coming from managing a multigenerational team and recognise ways to build a culture where intergenerational team thrives.
	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 today's fast-paced and unpredictable world, effective crisis management is crucial for organisational resilience and success. This module gives an overview of crisis management principles, strategies, and best practice. Learners will consider what actions organisations can take to help for the unexpected, they'll think about who should be involved in planning and what communications should be done.	By the end of this module, you will be able to explain how an organisation can prepare for an unexpected crisis, list who should be involved in the crisis management team and describe how the response can be communicated to both internal and external audiences when a disaster strikes.
	Succession Planning UPDATED June 2025	Succession planning is a vital part of the overall running of an organisation. Succession planning helps to preserve the longevity of the resources within an organisation. This module outlines the different areas of succession planning. Learners will discover what succession planning is, how to successfully deliver a succession plan as well as understand the different challenges organisations may face.	At the end of this module learners will be better able to define what succession planning means, appreciate the benefits of succession planning and the downsides of failing to act, follow an effective succession planning process – including communication and an ongoing commitment to diversity and understand additional aspects to consider and potential pitfalls.
	Talent Management	This course introduces the key elements of talent management, what it is and why it is important.	At the end of the course, trainees will be able to define talent management and recognise its importance, appreciate the value of a top-down commitment to talent management, assess ways of attracting top talent to your team and boosting the talent in it, manage and reward talent appropriately and manage employee turnover to retain talent and Measure the effectiveness of talent management in your organisation.

	The Effective Leader	All business aspects work harmoniously together under effective leadership. The effective leader guides diverse groups of people with different talents and abilities toward the shared goal, building confidence among employees and creating a positive professional environment.	By the end of this course, you will be able to explain the necessary skills a leader needs to be effective; Define effective ways of prioritising activities & planning workload in a team; Recognise the importance of active listening when communicating in a team and identify elements of successful teamwork.
	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.	By the end of this module, you will be able to describe the training cycle, explain how POPEA is used when writing training materials and describe different approaches to delivering training.
	Workplace Ethics - Code of Conduct	This course will outline why an organisation will have in place a code of conduct. Explaining what a code of conduct is for, what it might include and why they are important.	By the end of this module, you will be able to explain what a code of conduct is, describe why an organisation has a code of conduct in place and list the different elements a code of conduct will include.
Managing Change	Challenging the Status Quo	This course will help learners to think about what it means to challenge the status quo. The learner will be guided through the benefits of challenging the norm and how they can go about doing this at work.	By the end of this module, you will be able to explain what it means to challenge the status quo, list ways of challenging the status quo in your organisation and describe how social change can happen in society.
	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 separating imagined fear from reality in order to adapt to change.	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

	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	This course explores why a clear strategy is critical for guiding an organisation toward its long-term goals. It also provides the practical steps for creating a strategy as well as implementing it effectively in a workplace.	By the end of this module, you will be able to explain the role strategy plays in a workplace, identify benefits of having a strategy in place in a workplace and recognise the necessary steps to plan and implement a strategy.
	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 – Building Confidence at Work	The course demystifies workplace confidence, explaining how it can feel and look, how it works, and what affects it. With lots of useful tips, the course gives you practical steps to boost your confidence, even after facing setbacks or challenges. You'll learn how to build and keep your confidence, helping you handle work situations with ease and resilience.	By the end of this module, you will be able to explain why confidence is important at work, identify the right steps to build confidence at work and recognise the best approach to deal with setbacks.
	Dealing with Stress	We've refreshed our Dealing with Stress module making sure the content reflects up to date best practice. The learner will explore why we get stressed and the impact it can have on our lives by looking at how stress can develop in the workplace but at home as well. The module explores ways of supporting yourself when experiencing stress and the ways to prevent stress from developing.	By the end of this module, you'll be able to explain what stress is and how the body reacts to stress, identify the indicators of stress, recall ways of preventing stress from happening, list ways in which you can support yourself when feeling stressed and explain the legal workplace requirements for dealing with stress.
	Decision Making - Making Effective Decisions at Work	This course looks at the different kinds of decisions made at work and what makes a decision a good one. It gives practical tips to help learners make decisions that lead to positive results. The course positions different decision-making models that can support employees in making smart choices in both simple and complex situations, helping them feel more confident and effective in their jobs.	By the end of this module, you will be able to define the main types of decisions at work, identify the benefits of effective decision making at work and explain how effective decisions are being made.
	Demystifying AI	Designed for learners of all backgrounds, this course aims to dispel some of the misconceptions of Artificial Intelligence (AI). In this module, learners will explore what AI is and the different types. Explore how AI can be used to benefit society as a whole but also understand how AI is already been used in technology and our everyday lives.	By the end of this module, you'll be able to define what Artificial Intelligence (AI) is in simple terms, explore how businesses are integrating AI into their operations and explain the benefits of embracing AI in the workplace.
	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

	Personal Productivity	Productivity is essential to the success and smooth running of any business. It revolves around the ability of an individual, a team or a department to work efficiently to meet organisational objectives	By the end of this course, you will be able to recognise how personal productivity contributes to overall workplace productivity, identify elements required to increase productivity at work and apply steps and techniques to boost your own productivity.
	Planning your own Development	Taking ownership over your own development is critical to ensuring you meet your professional goals. This module will explore with the learner different ways that they can enable themselves to get the most out of their career development. The learner will discover what it means to develop their own personal branding and also the practical steps they can take to develop themselves.	By the end if this module you will understand what career development is; know how to start your career development journey and be able to write your own personal development plan.
	Problem Solving	Whether you are supporting your team to deliver their objectives, launching a project or dealing with workplace conflict, problems can crop up everywhere. Identifying and resolving them is part of the continuous improvement process but the sooner you do it, the better your performance will be.	By the end of this course, you will be able to recognise the importance of problem solving at work, list key steps of problem solving and identify the best approaches to problem solving.
	Setting Objectives	Objectives provide individuals with a sense of direction. This video explores the different types of objectives and the characteristics of each. We will look at the SMART method of setting objectives.	By the end of this course, you will be able to explain how employee objectives are linked to the wider goals of an organisation, outline what a SMART objective is and examine how to structure a SMART objective
	Time Management	A well-planned day, a practical approach to urgent and important tasks, and a harmonious relationship with your manager are all essential to effective time management. Applying techniques to address these areas can help you avoid roadblocks and increase your productivity, effectiveness, and efficiency.	By the end of this course, you'll be able to understand the difference between urgent and important tasks, apply techniques to minimise the impact of interruptions on day-to-day tasks and recognise effective ways to reshape the relationship with your manager.

Safeguarding	Safeguarding Children	All organisations who work with or come into contact with children must have a safeguarding policy and procedures in place and all employees and volunteers must receive safeguarding training. Safeguarding is the action taken to prevent harm, promote the welfare of children and protecting them from harm. This course is designed to help recognise potential indicators of abuse, harm, and neglect by following a series of videos that tell a story.	Identify the potential signs of child abuse and the vulnerabilities associated with children, describe the different types of abuse, explain the risks associated with the internet and social media, explain how parental/carer/ family facts and risks outside the home can impact the wellbeing of children List the rights of a child within a safeguarding or child protection context and list the different steps that need to be taken if you've a concern.
	Safeguarding Vulnerable Adults	Safeguarding is the actions taken to promote the welfare of vulnerable adults and protect them from harm. Safeguarding is everybody's responsibility. It's about people and organisations working together to prevent and stop abuse and neglect. This course is for those looking to gain an understanding of what it means to safeguard vulnerable adults.	Define who an adult with care and support needs is, recognise potential indicators of abuse, harm, and neglect explain what action to take if you've concerns, identify who you should report your concerns to including who to seek advice from
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
	Bribery Act	Paying, accepting, or even just agreeing to a bribe is a criminal offence and organisations that don't prevent bribery could be prosecuted and face unlimited fines and run the risk of going out of business.	This refresher course is suitable for sales, procurement, and senior management staff by providing information on what is appropriate and not appropriate in a business negotiation process.

	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.
	Environmental Awareness	The way we treat our environment is becoming increasingly important. How we live our lives, impacts the earth both on a global and local level. This course is designed to enable the learner to identify the key areas affecting the environment along with workplace related environmental issues.	This course is suitable for anyone who wants to reduce their carbon footprint and promote the importance of a healthy environment.
	Fair Treatment of Customers	Customers want to do business with people they can trust. The fair treatment of customers should be at the core of every organisation. This module explains what consumer protection means for UK citizens in the 21st century, and the benefits that can be derived from these regulations. It continues to detail the legal rights of consumers in the United Kingdom, based on a variety of legislative and statutory instruments and the regulatory bodies that administer and enforce them.	Explore consumer protection legislation in place to ensure customers are treated fairly.
	Fraud Awareness	With fraud costing the UK economy billions of pounds every year, fraud awareness continues to be one of the most fundamental skills to learn in business. This course will delve into the definition of fraud on both a legal and a practical basis and examine some of the different form's fraud can take. It will also detail some of the ways in which you can identify the red flags that can point to fraud and begin to consider the next steps.	Understand the definition of fraud on both a legal and a practical basis and examine some of the different form's fraud can take.

	International Business Travel NEW June 2025	International Business Travel will introduce learners to the key areas that should be considered when planning and undertaking an international trip, ensuring appropriate action is taken to keep you safe, secure and healthy. This course will help protect your company and demonstrate a commitment towards your travelling staff.	By the end of the training, the learner will be able to identify the key issues to consider before and when travelling internationally, plan and prepare well for a successful, secure and safe business trip, identify guidelines for making sure they are safe, secure and healthy while on a business trip, take appropriate action to maintain their safety and security while on business trips and take appropriate action when they return from their journey.
	Introduction to Sustainability	This pathway aims to increase awareness about environmental sustainability. It provides an overview of how our world is changing and what actions individuals can take to reduce their impact on the environment. The activities in this pathway explore the causes of climate change, individual actions to prevent it, ways to reduce carbon footprint, influencing company sustainability practices, and the business risks and opportunities in the ecological crisis.	When the learners complete all the activities in this pathway, they should be able to consider the impact of their actions on the environment, follow best practices at work to promote sustainability and take action to reduce emissions and their carbon footprint.
	Modern Slavery	This pathway is designed to give learners the ability to prevent modern slavery in all its forms. It will describe the seriousness of modern slavery, legislation intended to protect victims, how such criminal activity can be identified and how to stop it.	By the end of this pathway, the learner will be able to recognise the different aspects of modern slavery and exploitation, explain how modern slavery legislation impacts their role, describe the responsibilities of organisations and individuals for preventing modern slavery and carry out the procedure for reporting modern slavery activities.

	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.
	Supporting Wellbeing and Attendance	This course aims to provide learners with the knowledge they need to proactively support wellbeing and attendance in the workplace, and sensitively and consistently respond to absences when they do occur, both short-term and long-term.	By the end of this course, you will be able to: Promote a supportive workplace culture, create the conditions for open and honest conversations and participate in managing absence.
	Sustainable Business Management	This pathway aims to increase awareness about sustainable business management. It provides an overview of how organisations can implement change and transform the way they do business, so they are fit for a net zero economy. This pathway explores key elements of sustainable business management, including strategy development, data measurement and reporting, compliance requirements, greenwashing prevention, and leveraging emerging technologies for a smoother transition towards sustainability.	When the learners complete all the activities in this pathway, they should be able to develop a sustainability strategy, follow sustainable business practices, measure and report sustainability data, stay compliant with environmental regulations, invest in sustainable innovations, and identify and avoid greenwashing practices.
	Whistleblowing with Confidence for Governance, Risk and Compliance	This course supports you and your organisation to confidently 'blow the whistle' to expose misconduct and wrongdoing through championing a speak up culture. You'll learn about your legal rights and responsibilities when making a disclosure, how and to whom you can report wrongdoing and what protection you have when doing so.	After completing this course, you'll be able to confidently disclose wrongdoing through whistleblowing, define your rights and responsibilities when making a disclosure, and, promote a speak-up culture within your firm.

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	Workplace Security	Ensuring the appropriate security is in place is a vitally important part of maintaining a workplace. Whether a threat arises from casual misconduct or serious criminal activity, it's something that can cost the company money, diminish morale and even affect the operation of the business. This module will examine the threats that today's businesses must prepare for, address how those threats can affect the company and the people who work there, and detail the various security measures that can protect you from those threats.	Examine the threats that today's businesses must prepare for, address how those threats can affect the company and the people who work there, and detail the various security measures that can protect you from those threats
Teamwork	Collaborative Working	Being able to work with others is a vital skill employees need to have to be successful in their role. A workforce which can effectively collaborate is also key to an organisation's success. This module explains what it means to collaborate and what can be done to create a collaborative working environment.	By the end of this module, you'll be able to explain the reasons for having a collaborative culture at work; Identify the different types of collaboration; Explain the key elements to creating a collaborative working environment.
	Digital Collaboration	This module explores the 3 elements all businesses need to support digital collaboration with any organisation. Learners will also examine the 6 key considerations all organisations should look at when investigating into developing their digital collaboration tools. This module also gives practical tips to the learner on the dos and don'ts of digital meetings and how to engage with stakeholders digitally.	
	Effective Delegation includes assessment UPDATED June 25	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.	By the end of this module, you'll be able to explain the benefits of effective delegation, explain the best approach when deciding what should be delegated and list reasons why someone might not what to delegate and how to overcome those objections.
	Effective Meetings	This course covers how to plan and lead successful meetings. It helps you understand and tackle common challenges that affect meeting effectiveness, offering practical tips to overcome them. It covers the importance of creating an inclusive environment where everyone can contribute to meeting goals, and how to make it happen.	By the end of this module, you will be able to Identify most common challenges impacting meeting effectiveness; Recognise best practice for running effective meetings; List elements necessary to create an inclusive environment in a meeting.

	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
	Managing a Conflict at Work	In this module, you will look at what conflict management is and why it is important to intervene early. You will also learn how and why conflict arises and then examine the signs and symptoms of conflict. Distinguish between the main stages of conflict and examine different styles, as well as the legal issues and good practices.	At the end of the course, trainees will be able to identify different types of conflict and recognise how and why conflict arises at work, state the signs and symptoms of conflict and state what conflict management is and why it's important to act early, distinguish between the main stages of conflict and use different styles to deal with conflict and state what legal and organisational requirements should be met and use appropriate strategies to successfully manage conflict at work
	Teamwork	This course focuses on teamwork; the key strengths and weaknesses of team working, as well as different types of teams.	By taking this course you will be able to work more effectively as a team, identify different types of teams and identify the key stages of team development

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
	Avoiding Burnout	Employee burnout has become more common in recent years, as organisations struggle to manage the impact increased workloads have on employees' mental wellbeing. Over time we will all experience feelings of depletion or mental exhaustion, it is important to recognise these feelings in ourselves and those who we work with. Once feelings of burnout have been identified having steps and measures in place to reduce those feelings or stop them from developing are vital in maintaining employee wellbeing.	This module helps you understand what burnout is; learn to recognise the first signs of burnout and to manage those feelings; explore different techniques to take control of burnout.
	Benefits of Good Sleep	Sleep has a direct impact on your physical and mental health, with a lack of sleep or poor-quality sleep proven to take a serious toll on your mood, energy levels and workplace productivity.	This module explores why sleep is important for your general health and wellbeing and helps to identify habits, behaviours and environmental factors which could be affecting your sleep
	Better Judgements	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.
	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.	This modules gives a better understanding of the scientific processes behind changing a behaviour and how to establish new habits of your own.
	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 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 curiosity
	Digital Wellbeing	Digital technology and the culture it creates has transformed our lives, impacting the way we work, access information, communicate and socialise. This module explores the effects that digital culture can have on our lives and the ways in which we can participate whilst still maintaining our wellbeing.	Help you become aware of the content you consume online and how you consume it; Learn to be mindful of your interactions on social media and other platforms; Explore the need to take care to maintain a healthy perspective while engaging in digital culture.
	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.	This modules explores a better understanding of the different types of empathy and how to develop your own ability to effectively empathise with others.
	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
	Financial Wellbeing	Did you know that the state of your finances has a direct impact on your wellbeing? This module explores ways to look after your finances, the impact of financial difficulty and the benefits of a healthy relationship with money on our overall wellbeing.	Examine the need to live within your means and save for your future. Help you become aware of what to do if you find yourself in financial difficulties; Recognise where to go and what to do if you need support improving your financial wellbeing.

	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.
	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	Our impact on those around us is far greater than we can imagine. Sociologists tell us that the most introverted people influence 10,000 others in their lifetime. People often go about their lives without considering how they affect others. But actually, the easiest way to make an impact is to show kindness.	Recognise how you make an impact on others, differentiate between impact and influence and identify strategies to make a positive impact on a working culture.
	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.
	Let's Talk about Mental Health	Mental health is a subject that isn't widely discussed as the norm. The most powerful way to prevent mental ill-health is to talk about it. This module explores how mental health is normalised and stigmas can be tackled.	Examine the use of small interactions. Help you create an open mental health culture; Explore the best options for mental health support.
	Life Balance	Employee wellbeing and making sure people do not burnout has become an important part of our working lives. Ensuring you have a healthy level of balance between your home and work life is vital, this life balance module allows the learner to explore what life balance means to them.	By the end of this module, you'll be able to understand what Life Balance is, outline 4 examples of what can tip the balance and list examples of how to create life balance.

	Living and Working with Addiction	Addiction can impact not just the individual but also those who support them such as friends, family, work colleagues. This module is designed to raise awareness of how addictions develop and what impact they can have. Learners who complete this course will understand how they can offer support to someone living with addiction but also what support can be offered in the workplace.	By the end of this module, you'll be able to explain what addiction is, recognise how addiction can develop, be aware of different types of addictions and identify ways of supporting someone living with addiction
	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 is, how it forms part of our everyday lives and the benefits it brings individuals in both their personal and professional lives.	Explore mindfulness and its benefits.
	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	Being able to look at a situation from a positive point of view helps enable individuals to be successful and encourage others. Positive thinking also allows us to support our own mental health and wellbeing by not allowing challenging situations from impacting our emotions too much. This module will introduce the learner to the power of positive thinking and ways in which they can practice positive thinking daily.	By the end of this course, you'll be able to talk about the power of positive thinking; Consider ways to improve your own ability to look for hope and opportunity when faced with challenge; List the benefits of positive thinking and explain ways to create daily habits to improve positive thinking.

		Psychological Safety	Ensuring that your organisation has good psychological safety is vital to the success and making sure you have high performing teams. Our psychological safety module explores what it means to have psychological safety in an organisations, the benefits and challenging of psychological safety as well as what can be done to develop psychological safety.	By the end of this module, you'll be able to explain what psychological safety is, how psychological safety is beneficial to the success of an organisation, evaluate the different behaviours which can impact on psychological safety.
		Recognising and Managing Anxiety	We all experience anxiety; it's a natural human state and a vital part of our lives. This module will explore practical ways to help you recognise and manage your anxiety.	Help you understand that everyone has anxiety; Learn to recognise the first signs of anxiety and to manage those feelings; Explore different techniques to take control and find a sense of calm
		Relationship Building in the Hybrid Workplace	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.	By the end of this module, you'll be able to understand why relationships matter in the workplace, build and maintain positive relationships and handle a relationship conflict in the workplace
		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.	This module explores different relaxation techniques and looks at the benefits of rest and recovery from the stresses of everyday life.
		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

	Supporting Yourself and Others with Mental Health	We all need mental health support, and we can all offer support to others. By offering early intervention, most types of mental ill-health can be prevented, and prevention is always better than a cure.	By the end of this module, you'll be able to define the ways mental health impacts our lives, name self-care techniques that work for you, list what support is available when someone is struggling with mental health, determine steps required to help yourself and others in crisis identify how to support others with mental health, recognise how to take care of yourself when supporting others with mental health
	Tackling Mental Health Stigmas and Discrimination	Stigmas and discrimination can manifest itself in many different ways. Sometimes it's subtle, other times it can be more obvious. This module explores what you and your organisation can do to help tackle stigmas and discrimination relating to mental health.	Examine the use of language around mental health. Help you create an open mental health culture; Encourage people to share their stories.
	Understanding Grief and Loss	This module explores what it means to experience grief and loss. This module is divided into 4 small sections, each looking at a different aspect of loss.	The module is designed to give the learner an idea of how to support someone who has experienced loss.
	Understanding Loneliness	This course is designed to give learners an awareness of loneliness and ways in which support can be offered. The 5 different learning sections act as individual nuggets of information which can be downloaded and used individually or as part of the whole module. These learning assets can be used to create larger learning and development programmes.	Explain why some people experience loneliness, Recall ways to support someone who is experiencing loneliness, identify support and connecting services which can be signposted to someone who is lonely
	Understanding Trauma	This module explores what trauma is and they ways it can impact someone. Learners will also be able to explore different techniques and suggestions on how to support someone in the moment of feeling trauma but also over a longer period of time. The 5 different learning sections act as individual nuggets of information which can be downloaded and used individually or as part of the whole module. These learning assets can be used to create larger learning and development programmes.	By the end of this module, you'll be able to explain what trauma is; Describe what happens when we experience trauma; Recall ways to give short-term help to someone who has experienced trauma; Describe how to support someone long term after experiencing trauma.

Value and Purpose	Understanding your personal values and purpose in life can be a skill which transfers across all careers. This module helps the learner to think and consider what they value most and how they can decide what their personal values are and what their purpose is.	By the end of this module, you'll be able to understand the importance of having both values and purpose in life, identify your own values and what is important to you and recognise ways in which you can add value to your life and the lives of others.
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.