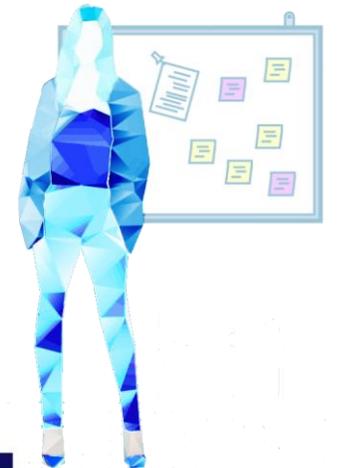




*Inspire. Support. Achieve.*

# COURSE CATALOGUE

Online Professional Development Courses



# Welcome to your Course Catalogue!

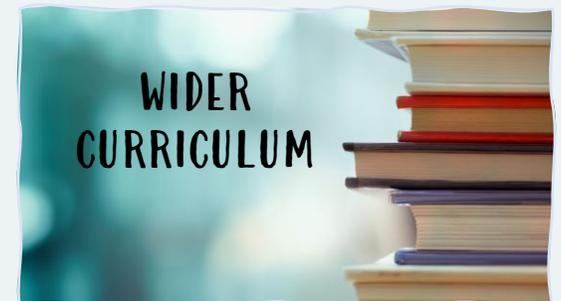
We are really pleased to be able to offer you a variety of courses designed to focus on your own continuous professional development needs.

You can select the course that is most appropriate to your interest or needs.

As an apprentice you receive one of these fantastic courses free of charge as part of your programme and if you would like to undertake more of them they are available at a small cost. Just ask your Trainer Coach.

All of these courses are CPD Certified!

Please click on the subject area below to see the list of courses available to you:



# Health & Safety

Excellent! You want to learn more about Health & Safety.

This is a crucial topic applicable to all workplaces and knowledge of this subject will help you to understand the importance of working safely. We have a variety of courses in this area, please click on the icons below to learn more about them.



Health & Safety in the  
Workplace



Manual Handling



COSHH Risk  
Assessment



Intro to First  
Aid - Zone 1



Intro to First  
Aid - Zone 2

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Intro to First  
Aid - Zone 3



Intro to First  
Aid - Zone 4

# Leadership & Management

Excellent! You want to learn more about Leadership & Management.

This is a great topic to develop your knowledge in. Learning about Leadership and Management will help to set you up for the next steps of your career as well as helping you understand how to get the best out of the people around you. We have a variety of courses in this area, please click on the icons below to learn more about them.



Understanding  
Leadership



Leading &  
Motivating a  
Team



Organising and  
Delegating



Conflict  
Management



# Wider Curriculum

Excellent! You want to learn more about the wider curriculum. We're really pleased that you want to hear more about this topic area and we are keen to help support your development with these important subjects We have a variety of courses available, please click on the icons below to learn more about them.



Understanding  
Equality and  
Diversity



Principles of  
Internet Safety



Safeguarding  
Adults and  
Children



Prepare to  
deliver  
excellent  
customer  
service



Rights &  
Responsibilities



# Health & Wellbeing

These topics are all about you, your health and your wellbeing. This topic area couldn't be more important. Here there are a variety of courses that focus on physical health as well as mental health and wellbeing. Please click on the icons below to learn more.



Understanding  
Anxiety



Understand the  
Principles of  
Exercise and  
Fitness



Mental Health  
Awareness



Principles of  
Healthy Eating



Understanding  
Stress

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# Health & Safety in the Workplace



## Overview:

Health and safety training courses are highly respected by many employers, and having this course on your CV could be very beneficial. This short, auto-marked programme will give you the knowledge you need to carry out risk assessments and to identify and control the risks from common workplace hazards.

## Content:

**Section 1: Roles and responsibilities for health, safety and welfare at work**

In this section, you will develop your understanding of employers' and employees' duties relating to health, safety and welfare. It covers the requirements for training and competence in the workplace and how to effectively communicate health and safety information.

**Section 2: How risk assessments contribute to health and safety**

You will cover the meaning of the terms 'hazard' and 'risk', how risk assessments are carried out and how they contribute to a reduction in workplace accidents and ill health.

**Section 3: Identifying and controlling risks from common workplace hazards**

This module will enable you to identify hazards in the workplace, understand how hazards can cause harm or damage and learn the risk controls for common hazards.

**Section 4: Procedures for responding to accidents and incidents at work**

In this section, you will cover the common causes of workplace accidents and ill health, the actions to take following an incident at work and the importance of recording incidents, accidents and ill health accurately.

# Manual Handling

**Overview:** This short programme will give you the knowledge you need to understand the risks associated with manual handling and how to deal with these risks.



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**Content: Section 1: The reasons for safe manual handling**  
This section covers the injuries and ill health associated with incorrect manual handling, the employers' and employees' duties and the consequences for non-compliance with health and safety requirements at work.

**Section 2: How manual handling risk assessments contribute to health and safety**

You will develop your understanding of the hazards and risks in manual handling work, the process for carrying out a manual handling risk assessment and the principles of the risk control hierarchy for manual handling.

**Section 3: Principles, equipment and testing requirements for manual handling safety**

In this section, you will cover the principles of safe movement for manual handling, the types of equipment used for manual handling tasks and the requirements for testing, servicing and examining manual handling and lifting equipment.

**Section 4: Applying safe manual handling principles**

This section covers efficient and safe manual handling principles, including moving a load manually on your own, using manual handling aids and equipment, and undertaking a manual handling task as part of a team.

# COSHH Risk Assessment

**Overview:** This short programme will provide you with the knowledge you need to undertake a COSHH risk assessment and to classify different hazardous substances and how they cause harm to the body.



**Content:** Section 1: The importance of COSHH risk assessments

In this section, you will develop your understanding of the reasons for conducting COSHH risk assessments and the main legislation relating to COSHH risk assessments.

**Section 2: Types of hazardous substances**

Upon completion of this section, you will be able to identify and classify different forms of hazardous substances and how these substances affect the body to cause harm.

**Section 3: Controlling risks from hazardous substances**

This section helps you to understand the factors to consider when assessing risks from exposure to hazardous substances, covering the hierarchy of controls in relation to hazardous substances.

**Section 4: How a COSHH risk assessment is carried out**

In this section, you will study the stages of a COSHH risk assessment and the circumstances in which a COSHH risk assessment should be reviewed.

# First Aid Zone 1

Content:

## Section 1: The role of the first-aider

In this section, you will look at what first aid is, what shock is, the key aims of first aid, managing infection, the contents of a first aid kit and the importance of reporting and recording workplace accidents.

## Section 2: Managing an emergency

This section covers the methods used to approach incidents and manage an emergency. You will look at different ways of identifying dangers to a casualty and eliminating common dangers in an emergency.

## Section 3: Basic patient assessment skills

You will learn about primary and secondary surveys that can be used when assessing a casualty in this section. You will also look at how to observe a casualty and observe their breathing and pain.

## Section 4: Minor injuries

This section covers the techniques used for administering first aid for small cuts and grazes, for minor burns and scalds, for a casualty with a burn and for small splinters.

**Overview:** This course aims to provide you with the knowledge you need to understand the key areas of first aid. The course will enable you to increase the safety of yourself and others in the workplace and in other everyday environments. This is a great course for anyone who is interested in first aid, as it will provide you with crucial skills that apply to all aspects of work and everyday life.

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# First Aid Zone 2

Content:

## Section 1: Asthma

In this section, you will learn what asthma is, what the signs are that an individual is about to have an asthma attack and the correct first aid procedures for dealing with an asthma attack.

## Section 2: Bone, muscle and joint injuries

This section covers different types of fracture, sprains, strains, as well as the signs and symptoms of a fracture, sprain and strain. You will also look at how to treat these bone, muscle and joint injuries.

## Section 3: Shock

In this section you will look at the signs of shock, the causes of shock, and the different types of shock. You will also learn how to treat a casualty who you suspect is in shock.

## Section 4: Severe bleeding

You will look at the different types of bleeding in this section, such as arterial bleeding and venous bleeding. You will also learn how to control external bleeding.

**Overview:** This course aims to provide you with the knowledge you need to understand the key areas of first aid. The course will enable you to increase the safety of yourself and others in the workplace and in other everyday environments. This is a great course for anyone who is interested in first aid, as it will provide you with crucial skills that apply to all aspects of work and everyday life.

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# First Aid Zone 3

Content:

## Section 1: Choking (Adult)

In this section, you will learn what choking is, the signs of choking and a blocked airway, how to respond when someone is choking, and how to administer first aid to an individual who is

## Section 2: Chest pains (including heart attack)

You will learn how a heart attack occurs, the signs and symptoms of a heart attack, the effects of and treatment for angina, the first aid that is appropriate for a conscious patient and the first aid that should be administered to an unconscious or unresponsive patient.

## Section 3: Seizures

In this section, you will look at what a seizure involves, the signs and symptoms of a seizure, the different types of seizures, when to call an ambulance and the actions to take if an individual has a seizure. You will also learn what a first-aider should do in response to a seizure and what they should not do.

**Overview:** This course aims to provide you with the knowledge you need to understand the key areas of first aid. The course will enable you to increase the safety of yourself and others in the workplace and in other everyday environments. This is a great course for anyone who is interested in first aid, as it will provide you with crucial skills that apply to all aspects of work and everyday life.

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# First Aid Zone 4

## Content:

### Section 1: Head Injuries

This section explains what a head injury entails, the signs and symptoms of a minor head injury, the signs and symptoms of a serious head injury, and the appropriate treatment for head injuries.

### Section 2: Severe Allergic Reaction

In this section, you will learn what an allergic reaction is, what a severe allergic reaction is, the signs and symptoms of an allergic reaction, and how to treat an individual for an allergic reaction.

### Section 3: Strokes

This section covers the different types of strokes, the causes of strokes, how to treat a casualty suffering from a stroke and the appropriate first aid response for a stroke.

**Section 4: Unconscious casualty**  
In this section, you will look at what unconsciousness is, how to check if an individual is breathing, how to open someone's airway, how to place someone in the recovery position, and the importance of the recovery position.

### Section 5: Resuscitation

This section covers CPR, how to carry out CPR, how to carry out hands only CPR and the importance of carrying out CPR correctly. You will also learn how to carry out CPR for children of different ages, and will gain an understanding of the legal protection for first-aiders.

**Overview:** This course aims to provide you with the knowledge you need to understand the key areas of first aid. The course will enable you to increase the safety of yourself and others in the workplace and in other everyday environments. This is a great course for anyone who is interested in first aid, as it will provide you with crucial skills that apply to all aspects of work and everyday life.

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# Understanding Leadership

## Overview:

Are you looking to improve your leadership qualities by completing a leadership skills training course? This short, programme will develop your understanding of leadership styles and qualities, providing you with the core skills needed to progress as an effective leader.

## Content:

### Section 1: Leadership styles

This section will develop your understanding of leadership styles, including the different types of leadership, the roles and responsibilities of leaders and the effects of different leadership styles on individual and group behaviour.

### Section 2: Developing an effective leadership style

In this section, you will assess your own leadership qualities and potential, and will consider ways of enhancing your own leadership behaviour.



# Leading & Motivating a Team

Content: Section 1: Communicating a vision and strategy

In this section you will learn what an organisational vision and mission is, how to develop team objectives and how to communicate clearly and accurately.

Section 2: Motivating and developing the team

This section will cover different theories in relation to motivation and how to use motivational factors to support your team.

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# Organising & Delegating

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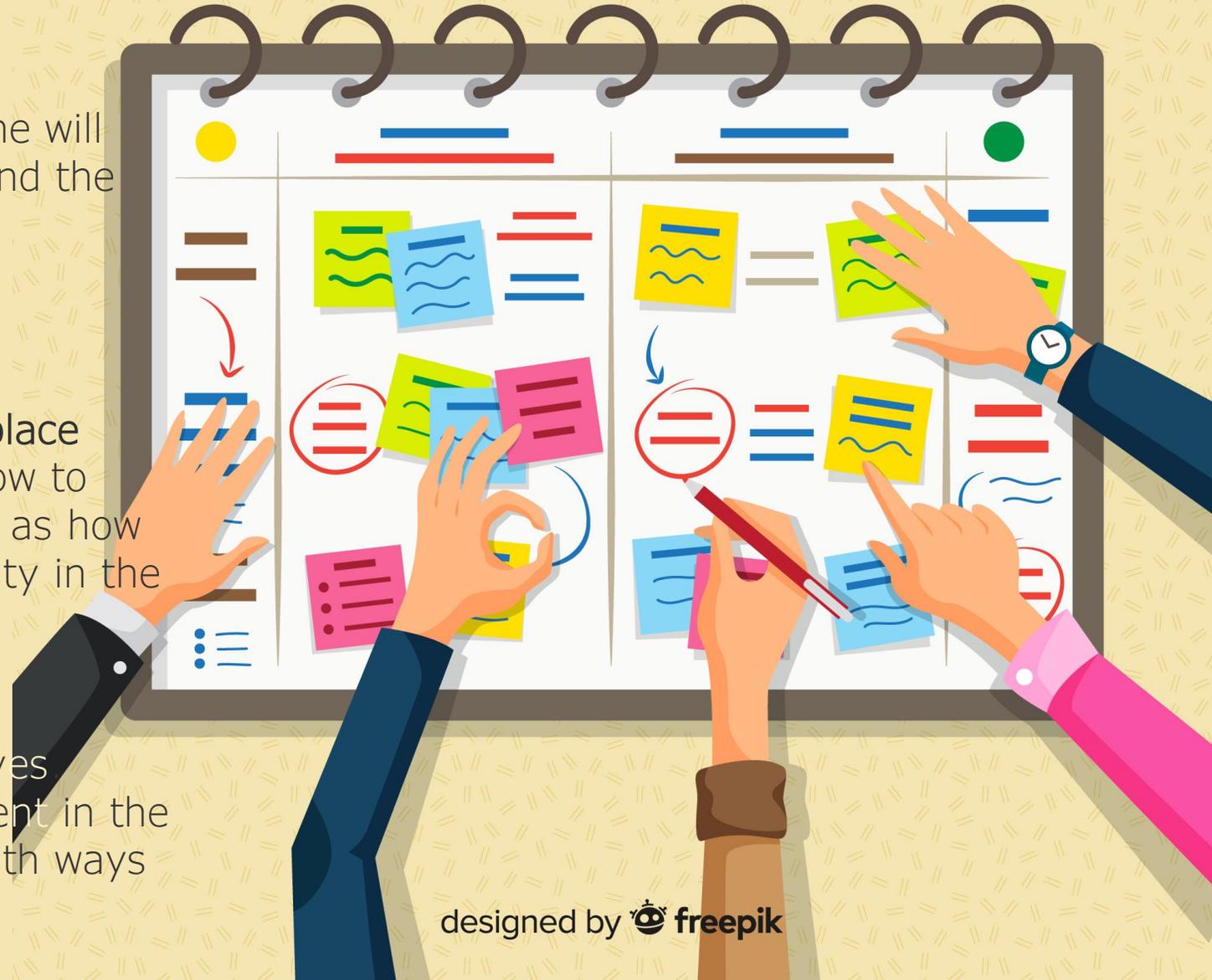
**Overview:** This short, auto-marked programme will give you the knowledge you need to understand the core skills required to deal with management responsibilities and to develop as a leader.

## Content: Section 1: Organisation in the workplace

This section will develop your awareness of how to organise people to achieve objectives, as well as how to identify the appropriate person for an activity in the workplace.

## Section 2: Delegation skills

In this section, you will learn how to delegate tasks effectively to achieve workplace objectives. You will also cover the benefits of empowerment in the workplace and barriers to delegation, along with ways to overcome these barriers.



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# Conflict Management

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## Overview:

This course aims to give you the knowledge and understanding to manage conflict in many forms, as well as learning how to best positively support individuals – an essential skill in anyone looking to move into a team leader or management position.

## Content:

### Section 1: Identifying and resolving conflicts

This course will allow you to develop knowledge and understanding of managing conflict and supporting individuals as required by a practising or potential first line manager.

# Understanding Equality & Diversity

## Overview:

This course introduces you to the key aspects of equality and diversity and the importance of equality and diversity in the workplace, in society and in communities. You will look at the main principles of equality and diversity, the rights and responsibilities of both employers and employees in the workplace, diverse communities and the importance of working or learning in a place that promotes diversity.

This course looks at the definitions and concepts associated with equality and diversity and examines prejudice and discrimination alongside exploring the Human Rights Act (1998) and its legacy. You will look at the processes that are in place to protect and maintain equality and diversity in the workplace and in educational organisations. Within this course, you will also look at how diversity enriches community life, as well as the multiple threats that sadly still exist today which threaten the development of increased equality and diversity.

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# Principles of Internet Safety



This course aims to increase awareness of e-safety and improve knowledge of the dangers online when using the internet. This course is designed to highlight particular areas of concern for internet users, such as sharing personal information online and the possibility of being groomed online.

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## Section 1: Features of the internet

In this section, you will develop your awareness of what the internet is and consider the advantages and disadvantages of the internet.

## Section 2: How adults, children and young people use the internet

You will discover how to access the internet and consider how people of all ages use the internet, including how they communicate and their online shopping trends. This section also includes information on how to be safe when social networking.

## Section 3: Risks associated with using the internet

In this section, you will be introduced to how your personal information is shared online and learn about cookies, risks to safety and privacy, cyber bullying and trolling. You will also discover how to prevent cyber bullying and risks to your privacy, and you will cover the warning signs of internet grooming.

## Section 4: Staying safe when using the internet

This section will cover the signs and symptoms of online abuse to help you recognise if someone is being abused online. You will also discover how to report online abuse and how to support victims of internet abuse.

## Section 5: Recognising online propaganda

This section covers the benefits and importance of recognising propaganda. You will develop your understanding of the meaning of propaganda, propaganda techniques and how to protect yourself online.

# Safeguarding Adults & Children

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Overview: This course aims to give you the knowledge you need to understand the impact of and key issues surrounding the safeguarding of adults and children. This includes how to recognise, respond to and reduce the likelihood of abuse.

## Course Contents

### **Section 1: Understanding the principles of safeguarding adults**

In this section you will cover the main types of abuse and harm an individual may be at risk of experiencing, as well as the importance of being treated with dignity and respect when coming forward about a case of abuse.

### **Section 2: Reducing the likelihood of abuse**

This section covers the expected levels of dignity and rights within a care environment and you will examine the importance of individualised care, the various safeguarding policies in place and managing potential risks.

### **Section 3: Responding to suspected or disclosed abuse**

In this section you will look at what course of action to take if abuse of an adult is suspected, as well as local whistleblowing policy procedures.

### **Section 4: Protecting people from harm and abuse – locally and nationally**

This section covers possible barriers to alerting or referring relevant agencies to an alleged case of abuse, as well as legislation in place currently which relates to the sharing of information.

### **Section 5: Safeguarding children**

This section explores what procedures to follow if a child or young person is suspected of experiencing abuse.

# Deliver excellent customer service

Overview: This course provides you with key knowledge in relation to the principles of customer service and what it takes to deliver good customer service. You will look at how customer's needs and expectations are identified and the importance of customer service in an organisation. You will gain the crucial skills you need to be a successful customer service advisor, such as handling complaints from customers and the legislation that relates to customer service.

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**Content: Section 1: The principles of customer service in an organisation**

In this section, you will begin to identify products and services provided by the organisation in which they work – the policies and procedures for customer service and the potential consequences of offering poor customer service.

**Section 2: How customer needs and expectations are identified**

You will look at how to identify and meet customer expectations in this section, and will learn to attend to situations where certain expectations cannot be met, potentially leaving a customer upset or frustrated.

**Section 3: How to balance customer expectations against the organisation's offer**

In this section, you will work towards understanding the effect of resource and financial implications, and situations in which customer service is limited and will learn how to meet customer expectations outside of the organisation's offer.

**Section 4: How complaints are handled**

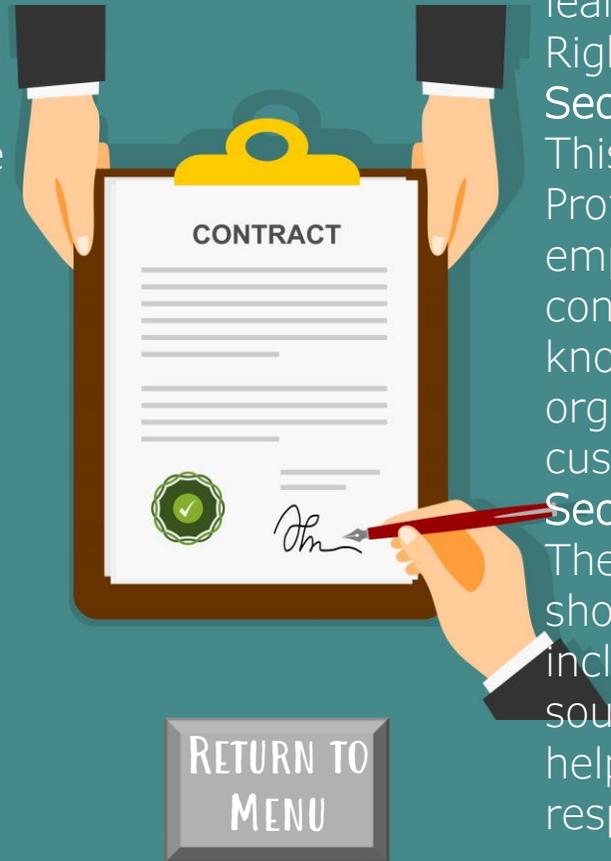
This section helps you understand what leads to customer complaints, the procedures to find a resolution for a customer complaint, the differing effects of complaints and why complaints are monitored.

**Section 5: Legislation relating to customer service**

You will look at the customer-related legislation that affects customer service, individual health and safety responsibilities and gaining approval to make changes to procedures and practices.

# Rights & Responsibilities

**Overview:** This course covers all the key information needed to understand the key roles, rights and responsibilities of both employees and employers in the workplace. You will learn who is responsible for specific things in the workplace, and the legislation that supports rights and responsibilities in the workplace. The course also provides you with advice and guidance in relation to what you can do if your employer or an employee is not adhering to their responsibilities.



## Content: Section 1: Rights and responsibilities

This section covers the rights and responsibilities of both an employee and an employer in the workplace. You will also learn about general employment law and the Employment Rights Act.

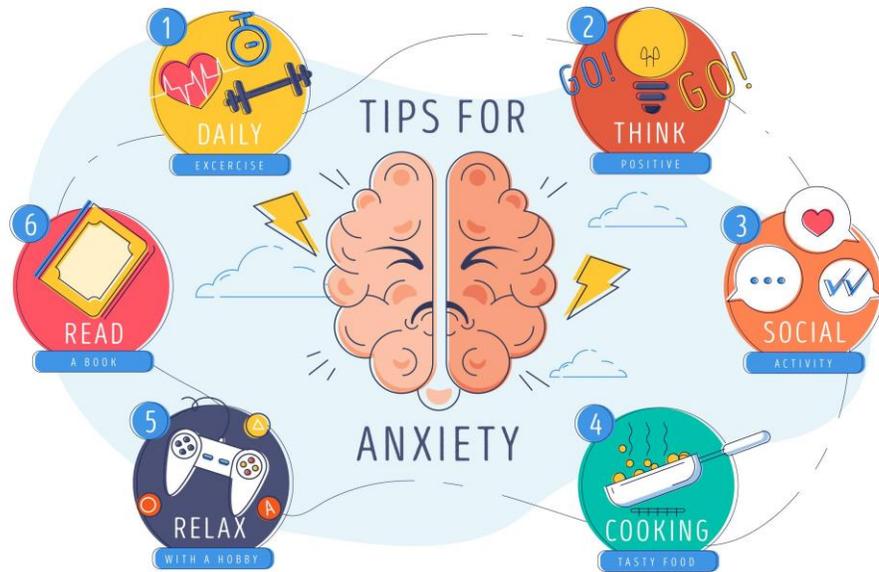
## Section 2: Confidentiality and data protection

This section provides you with key information about Data Protection legislation and how both employers and employees within a business are legally obliged to respect confidentiality. This section covers the eight strict rules known as 'data protection principles', which are crucial in any organisation that deals with data of both employees and customers.

## Section 3: Advice and guidance

The final section covers the help available to employees should they experience any issues with employers – including help at work, joining trade unions and useful sources of relevant advice. You will learn where you can find help if you need some advice in relation to your rights and responsibilities at work.

# Understanding Anxiety



## Overview:

Are you looking to increase your understanding of anxiety by completing an anxiety training course? This short programme will give you the knowledge you need to understand the causes and effects of anxiety, along with its management.

## Content:

**Section 1: The meaning of 'anxiety' and 'panic attack'**  
In this section, you will learn what is meant by the terms 'anxiety' and 'panic attack'.

## Section 2: Causes of anxiety

You will study the possible causes of anxiety in this section.

## Section 3: The effects of anxiety

This section covers the physical and emotional symptoms of anxiety and the effects of anxiety on an individual and their family and friends.

## Section 4: How ways of thinking and behaving affect anxiety

You will look at what happens in a cycle of negative thinking, how an individual's personality and outlook on life can increase or decrease anxiety and the effects of positive thinking.

## Section 5: Anxiety management and support

In this section, you will cover examples of self-help for anxiety, activities to manage anxiety, and local support and treatment.

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# Understand the Principles of Fitness & Exercise

## Overview:

This short 'CPD certified' programme of learning is a great addition to your CV to show your commitment to health and fitness and is also ideal for heightening your awareness of positive lifestyle changes and the benefits they can have.

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## Content:

### Section 1: Exercise

Within this section you will learn about the important role exercise plays in maintaining general health and well-being, the types of activities that can improve your health and fitness and why we need to exercise.

### Section 2: Nutrition

Section 2 covers the nutritional guidelines for a healthy diet and explains how nutrition affects our everyday health and fitness.

### Section 3: Anatomy and physiology

The final section will guide you through the different systems in the human body, including the different terms associated with each system and what effects exercise has on these systems.



# Mental Health Awareness

## Overview:

This course will increase your knowledge and understanding of mental health and covers the social and personal effects of mental ill health, cultural diversity and mental health issues, responses to mental health issues and is an ideal starting point if you are interested in mental health, either for your personal life, or professional interest.

## Content

- Section 1: What is meant by mental health
- Section 2: The social and personal effects of mental ill health
- Section 3: The responses to mental health issues
- Section 4: Cultural diversity in relation to mental health issues.

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MENU

# Principles of Healthy Eating

**Overview:** This course will give you the knowledge you need to understand a wide variety of health issues and consider the key aspects of healthy eating when you are preparing meals for yourself and other people. You will become more aware of your own diet and the methods you can use to ensure you manage a healthy diet. You will consider different aspects of food, such as flavour, texture and colour, and studying this course will change the way you plan your food and think about your diet.

## **Content: Section 1: Diet and health**

In this section, you will understand the meaning of the term 'diet', what a healthy diet looks like and how to enjoy and maintain a balanced diet. This section covers topics such as energy and its sources, lifestyle, obesity and the positives and negatives of salts.

## **Section 2: Components of a healthy diet**

In this section, you will identify different food groups, better understand a balanced diet and gain a range of information relating to how best to keep your body healthy.

## **Section 3: Nutrients and their role in maintaining health**

In this section, you will identify the importance of nutrients, fluids and fibre and understand their pivotal role in maintaining good health and well-being.

## **Section 4: Healthy food preparation**

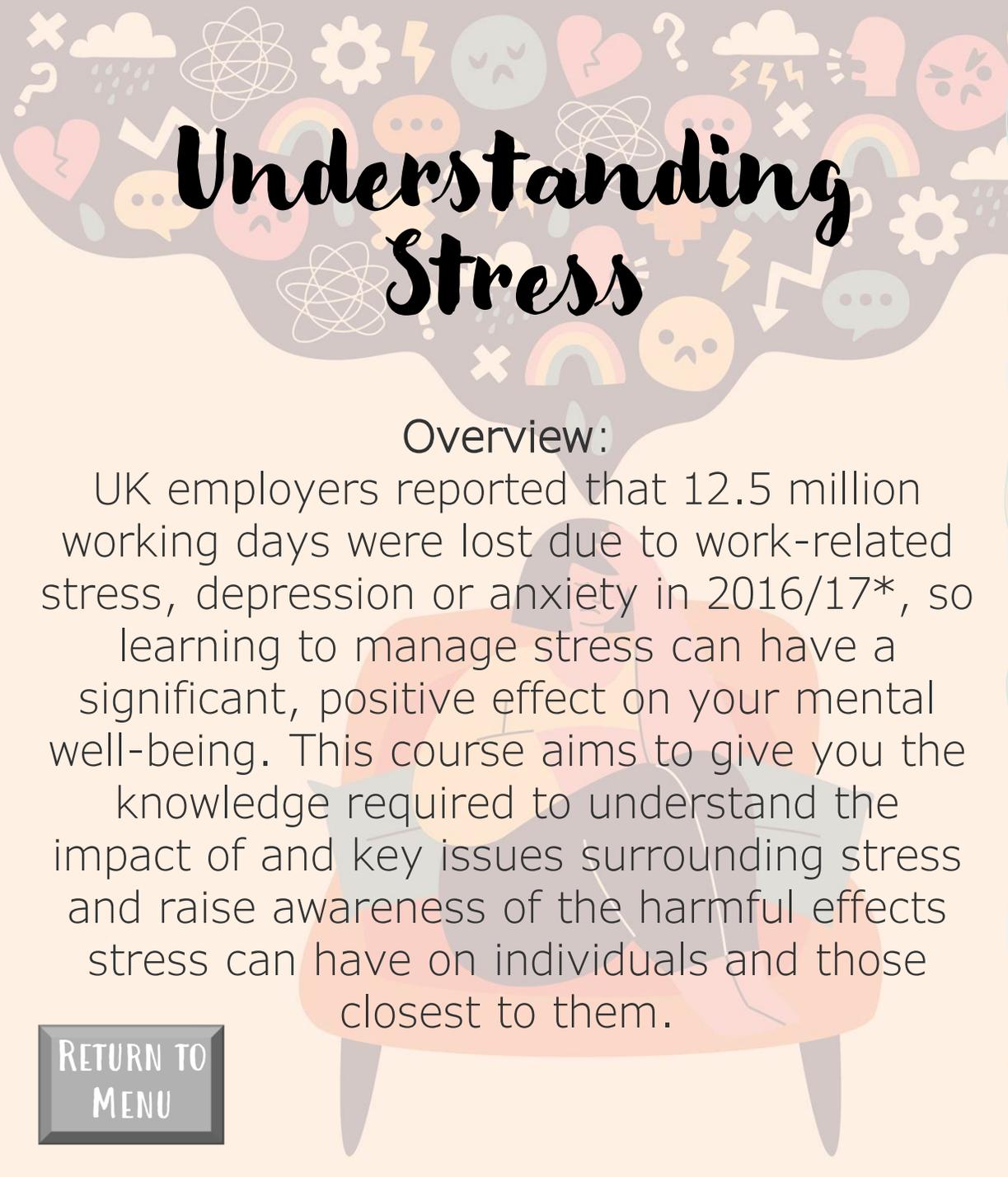
In this section, you will cover the key concepts of food preparation and understand what is essential to consider when planning a meal for both yourself and other people.

## **Section 5: Food safety awareness**

This section will introduce you to food safety and will help you understand about personal hygiene, cleaning and contamination.



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# Understanding Stress

## Overview:

UK employers reported that 12.5 million working days were lost due to work-related stress, depression or anxiety in 2016/17\*, so learning to manage stress can have a significant, positive effect on your mental well-being. This course aims to give you the knowledge required to understand the impact of and key issues surrounding stress and raise awareness of the harmful effects stress can have on individuals and those closest to them.

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## Content:

### Section 1: The definition of stress

In this section, you will understand the definition of 'stress', the causes and effects of stress and internal and external demands of stress and how these can be effectively managed.

### Section 2: Causes of stress

You will examine in greater detail: the main causes of stress, stress in the workplace and the general fear of feeling a lack of control over one's own life.

### Section 3: The effects of stress

In this section, you will identify the physical effects of stress, the body's reaction to stress and the possible side-effects it can have on our health.

### Section 4: Internal and external demands in daily life that can cause stress

You will cover, in more detail, the internal and external demands present in daily life that can cause and heighten levels of stress.

### Section 5: Stress management and support

This section introduces the steps that can be taken to reduce the arduous demands we experience in life which can lead to stress.