Online training Course List

To select one of these courses you must have registered your details. Details of how to access the Learner Management system will be sent to the email address that you registered with. Once you have logged in, you are able to select these courses via the Requested learning Tab, visible within your learner profile.

Domestic Violence & Abuse

This course is aimed at professionals who are required to offer effective support to victims of domestic violence and abuse in a sensitive and understanding manner. This course aims to give you an awareness of what domestic violence and abuse is and how to identify it whilst also describing best practice when supporting those experiencing domestic abuse.

Hate Crime

Having completed this e-learning course, learners will have an increased understanding of hate crime and the impact these types of crime have on victims. Learners will also be provided with advice and guidance on how to recognise hate crime as well the appropriate actions to take when reporting hate crime.

Safeguarding Children Refresher

It is a statutory requirement for anyone who works with children to update their knowledge of legislation and guidance and maintain the ability to act on concerns about the safety and welfare of children and young people. The government guidance states that refresher training should take place at least every three years.
An Introduction to Female Genital Mutilation (FGM), Forced Marriage, Spirit Possession and Honour Based Violence

This course is specifically designed to help people coming into contact with young people and their families during the course of their work to promote good safeguarding practice, whilst being culturally aware.

Risk Assessment – Understanding Risk Assessment when Working with Children, Young People and Families

The aim of this module is to help practitioners from all agencies develop an understanding of theories of risk assessment and become competent in applying them when working with children, young people and their families.

Safeguarding Adults

This course has been updated in line with the Care Act 2014. This course is suitable for workers in the health and social care sectors and has been mapped to the CQC Common Induction Standards. This training course is for anyone who encounters adults at risk of abuse in the community, in a person’s own home, in a hospital, in a day care or residential setting. This includes formal and informal carers, volunteers, health and social care professionals.

Lesbian, Gay, Bisexual and Trans Awareness

This e-learning module has been developed to help raise awareness of lesbian, gay, bisexual and trans issues, including the differences between sexual orientation and gender identity. It has been designed to challenge people’s views, raise awareness of LGBT issues and outline how LGBT issues relate to a study and work environment.
An Introduction to Contract Management

Project managers, contract managers, HR managers and other professionals involved in contract management must be able to work effectively with customers, vendors, partners or employees to achieve key objectives. This introductory course combines theory and best practice to help improve understanding and performance when it comes to managing contracts.

The Basics of Tenancy Management

When you have completed this online course, you will have an understanding of the following topics in the context of basic tenancy management for a Registered Social Housing Provider includes, Regulatory framework, legislative background, types of tenancy agreements, what is a tenancy agreement, landlord responsibilities, tenant rights and responsibilities, ending tenancies, changes to a tenancy, relationship breakdown, access to a tenants home, abandoned properties, tenancy fraud and unauthorized sub-letting, former tenants belongings

Principles of Effective Income Management

The Principles of Effective Income Management course will look at rent arrears and the importance of prevention and control. It also addresses the challenges facing social housing providers in ensuring that rent can be paid and tenancies sustained.

An Introduction to Estate Services

Providing estate services is all about looking after the environment around tenant’s homes to ensure that neighbourhoods are attractive, clean and safe. Providing good quality estate services is a core activity and key to creating successful neighbourhoods where people are proud to live. This course will outline the things individuals need to consider when working to achieve good standards in estate services.
An Introduction to Governance for Registered Providers

This course is primarily aimed at Social Housing Providers who are regulated for governance by the Social Housing Regulator. Those who are not such as local authorities or Arm’s Length Management Organisations (ALMOs) and Tenant Managed Organisations (TMOs) who do not own their stock, may also find it useful in terms of general good practice.

An Introduction to Social Housing

This e-learning module provides background into the history of social housing, and looks at the roles and responsibilities of social housing providers and their tenants. On completion of this module you will be able to describe what rented housing is, give examples of the range of housing organisation operating in England, explain what services housing organisations offer and describe the relationship between tenant and landlord.

Effective Anti-Social Behaviour - Management

The content looks at the legal background, the regulatory framework, the CIH Respect ASB charter. It will help you to understand the challenges and the measures that RP’s may need to put in place to prevent or reduce occurrence of ASB.

Effective Anti-Social Behaviour - Enforcement

The learning objectives for this module are as follows: Explain the importance of engaging with witnesses, explain how to gather evidence and conduct effective witness interviews, explain what the different types of evidence are, explain how to prepare witness statements, explain the legal tools and powers introduced by the Anti-Social Behaviour, Crime and Policing Act 2014, as well as existing legal tools available to registered providers, the police and local authorities.
Welfare Reform Act – The Essentials for Social Housing Providers

This short e-learning course will help learners to understand the changes brought about through the Act and how these changes will affect their customers and their organisation.

The Regulatory Framework for Social Housing in England

This module will help learners to understand the changes to regulation brought about by the new Regulator and what will happen when social housing providers fail to comply with the required standard.

Managing a Home

On completion of this course you will be able to:
- Understand your responsibilities as a tenant
- Know why cleanliness and home safety are important
- Understand the benefits of healthy cooking
- Manage your incomings and outgoings
- Cope with home stresses

Healthy Living

On completion of this course learners will be able to identify how to eat healthily, access what lifestyle choices can impact upon health, understand the importance of exercise and how to undertake it, understand the importance of hygiene for health, apply the skills needed to promote living a healthy life
Understanding Gypsy and Irish Traveller Identity in Society

By objectively outlining the past, current and present issues faced by Gypsies and Irish Travellers in the UK, this module aims to proactively reduce prejudice and discrimination towards this community. It provides learners with an increased understanding of Gypsy and Irish Traveller history, identity and culture, as well as providing learners with the required knowledge to actively challenge negative social attitudes towards the Gypsy and Irish Traveller population.

Money Matters – Financial Inclusion

Managing tight family budgets is a key issue for many people, simply making ends meet and paying for essentials can be a real challenge, particularly at life transition points such as setting up a home or starting a family. Understanding income and expenditure is the first step in managing your finances.

Managing Your Professional Digital Profile

This course aims to assist learners in establishing the skills required of a professional when using digital social communication tools, to realise the benefits, manage the risks and provide the skills to monitor and maintain your digital profile.

An Introduction to Social Media For Business

The module provides businesses with an understanding of social media as well as providing straightforward advice and guidance on implementing a successful social media campaign. On completion of this course learners will understand what Social Media is, the benefits of Social Media for business, how to get started and how much time it will take, the different ways of using Social Media, how to run a successful campaign and Return On Investment (ROI)
Confidentiality in the Workplace

After completing this course, learners should be able to understand what confidentiality is and why it is important, understand the four key requirements of the Confidentiality model, understand your role in creating a confidential service.

Conflict Resolution

This course has been developed by the National Syllabus for conflict resolution and deals with communication skills, personal safety and 'what if' situations.

Customer Care

This module is designed to show learners how they and their colleagues can make customers feel that their business is genuinely interested in them. On completion of this module learners will be able to recognise why they need a Customer Care Programme, have a plan of campaign to install a Customer Care Programme in their company, understand Customer Care skills and how to use them, develop a complaints handling procedure that strengthens the bond between their company and their customers.

Data Protection

This course will provide you and your workers with a general overview of the Data Protection Act (DPA) and its implications in the workplace. The training material is followed by a short assessment to ensure thorough understanding.
The Law and Equal Opportunities

This e-learning course has been developed to provide learners with a heightened awareness of equal opportunities within the workplace. It provides learners with an increased understanding of the key UK opportunities and anti-discrimination laws relating to a variety of issues including race, age, gender and disability.

Equality, Diversity and Inclusion in the Workplace

On completing the module learners will be able to:

- Understand what is meant by equality & diversity.
- Understand how the law impacts on equality & diversity.
- Understand what needs to be done.
- Promote best practice within the organisation.

Climbing the Career Ladder

This course will provide knowledge on knowing where to look for job opportunities, how to complete an application form, understand what information to include in your CV, know how to prepare for job interviews, understand how to maintain your job and climb the career ladder.

An Introduction to Health and Safety at Work

All businesses have a legal obligation to ensure that their employees are protected from harm in the workplace. This online Health and Safety course helps you to fulfil legal requirements for providing workplace training; it also promotes staff awareness that can lead to greater efficiency, lower insurance costs and a reduction in lost time.
Display Screen and Workstation Assessment

This course has been developed to enable organisations comply with the law by providing learners with an increased understanding of health and safety relating to display screen equipment and workstations. It provides learners with the knowledge and skills required to carry out a thorough assessment of their workstation, identifying potential risks and implementing corrective action where necessary.

Manual Handling in the Workplace

This online Manual Handling module provides learners with the knowledge they need in order to reduce the chance of incurring an injury whilst manually handling loads in their work environment.

Fire Safety

Employers are legally required by Fire Safety Regulations (The Regulatory Reform (Fire Safety) Order 2005) to provide information, instruction and training to employees about fire precautions in the workplace. Our online Fire Safety module teaches about the causes of fire, detection and warning systems, evacuation procedure and how to tackle small fires when necessary, covering key required knowledge.

An Introduction to Risk Assessment

All managers or supervisors are responsible for safety in their offices. A key method of ensuring safety is to undertake risk assessments of work environments and activities, and this module outlines the process involved in doing so.
Time Management

Designed to help learners improve their time management skills, covering a wide variety of effective time management techniques, the module provides learners with the knowledge and skills required to help them achieve more, in less time. The module also contains practical strategies which can be used to help overcome the most common challenges to effective time management, and help learners to improve their productivity and efficiency.

Managing Stress and Pressure

This module is all about how, by gaining understanding of what stress and pressure are and what factors affect them, you can have an influence on the wellbeing of your team. Prevention is always better than a cure, so if you understand how the body works you can begin to take active steps to promote positive wellbeing and minimise the effects of stress.

Presentation Skills

This presentation training will provide people at any level, in any sector, with guidance that will help them develop good presentation skills. A range of topics are covered such as preparation, communication, overcoming anxiety and control under pressure to help you deliver a successful presentation.

How to Develop a Culture of Openness and Trust

This online training course has been developed to provide learners with an increased understanding of what the term organisational culture means and the benefits of adopting a culture of openness and trust. In addition, learners will also understand the ways in which managers can influence culture.
How to Manage Coaching

This module has been developed, to provide learners with an increased understanding of the key coaching principles and the different coaching models available. On completion, learners will have an increased awareness of a variety of coaching techniques and also understand the added value that coaching can bring to an organisation and its employees.

How to Manage Conflict

This module has been developed to provide learners with the knowledge and skills required to increase constructive responses to conflict, defuse tensions and find productive solutions to difficult problems. On completion, learners will have an increased awareness of the causes of conflict at work, its effects and how it can be managed and prevented.

How to Manage Effective Meetings

This module has been developed to provide learners with the knowledge and skills required to manage an effective meeting. On completion, learners will understand why meetings are important and know how to ensure that the key outcomes of an effective meeting are achieved.

How to Manage Volunteers

This course has been developed to provide learners with the knowledge and skills required to manage volunteers. On completion, learners will understand how to successfully recruit, induct and motivate volunteers, the essentials associated with volunteers and the law, and the key organisational responsibilities.

Understanding the Principles of Customer Service

The content of this course has been mapped to the underpinning knowledge within the following unit on the Qualifications and Credit Framework (QCF): Understand the relationship between customer expectations and customer satisfaction, Understand the service offer of organisations, Understand how the service chain supports the delivery of good customer service.
Understanding the Use of Communication in Customer Service

This course will cover the following learning outcomes -
Understand non-verbal communication techniques when delivering customer service, understand verbal communication techniques when delivering customer service, understand when communication with a customer should be referred to someone else within the organisation.

Opening Doors: Equality, Diversity and Cultural Awareness

This module is aimed at anyone working for social Housing Providers. Personal and business success requires the ability to live and work with people from a wide range of cultures and diversities. Culture affects how we act and behave within our own cultural group and influences our expectations when communicating with people from other cultures.

Plain English

This online course will emphasise how important it is for you to develop your plain English skills and how doing so will help in every aspect of your life. By completing the course, you will know:
What plain English really is, How to plan communication Plain English techniques, How to put plain English into practice

Positive Attitudes and Behaviours

Positive attitudes and behaviours are important in the workplace, because they lead to productive thinking, productive relationships and productive working. Positivity makes a person approachable, which makes it easier to build relationships and to integrate into a team. It builds morale in teams and is related to being effective at work.
Managing Finances in Local Authorities

This course looks at the important role of budget managers within Local Authorities. It is aimed at anyone who has responsibility for a budget and gives advice and best practice guidance on how to manage public money properly, and achieve best value for the taxpayer. The course delivers an understanding of local authority funding, how budgets are managed, the different types of expenditure a council might incur, how to recognise best value for money and the procedures you might use in a range of purchase scenarios.

Value for Money

With many organisations having budgets reduced and being required to spend less and spend well, this e-learning course has been developed to provide learners with an increased understanding of effective Value for Money strategies and help them recognise the benefits these strategies can have for an organisation, resulting in doing the same for less, or more for the same.

Problem Solving

This course looks at a variety of tools to help individuals and teams solve both simple and highly complex problems. Some of the tools are used in healthcare, while others are new to the field. Every problem is different and may require one or a mixture of tools to solve.

TIGER Freedom of Information

This module gives an overview of the Freedom of Information Act including what the act is all about, how it is implemented in the workplace and what controls apply. Most importantly it lets you know how Freedom of Information relates to your organisation and your workplace.
Common Core of Skills and Knowledge

This module is designed to be relevant for all staff, paid and voluntary, working with children and young people. It is based around the Common Core of Skills and knowledge and the CWDC induction standards.

First Aid - The Primary Survey

This First Aid training course has been created by the Virtual College, in partnership with First Response Training, to give learners the underpinning knowledge of how to act in the event of an incident requiring first aid assistance.

Level 2 Food Safety & Hygiene for Catering

This course is aimed at anyone working in catering or hospitality whether employed or self-employed, working in restaurants, hotels, fast food outlets, takeaways, cafes, bars, kitchens, catering in hospitals, schools and colleges. Upon completion of this online training material learners will sit an online test and on successful completion, will receive a City & Guilds Accredited Level 2 Certificate in Food Safety and Hygiene meeting the legal training required, which must then be applied to work situations.

Food Allergy Awareness Training

The aim of this Food Allergy Awareness Training course is to raise understanding of the impact for those consumers who are allergic to a particular food or ingredient and how to ensure consumers are well informed about their food choices.
Hospitality: Cleaning and Servicing

This course has been created to ensure you know the general cleaning procedures and how to clean and service, bathroom and furniture areas. This course also covers hazards, lifting, handling and maintenance procedures relevant to all roles in the hospitality industry.

By completing this course you will be making sure you are meeting your organisation standards, which in turn will minimise the risk of bad publicity or lawsuits.

Hospitality: Food Hygiene

This course looks at what is required when handling food in a hospitality setting. Learners will be taught about safety and hygiene, work surfaces and equipment, chemical safety, hazards and waste disposal.

By completing this course you can be assured that you will meet your organisation standards, which in turn will minimise the risk of bad publicity or lawsuits.

Hospitality: Giving Customers a Positive Impression

This course provides an overview of key customer service issues in a hospitality setting relevant to all positions within hospitality. By completing this course you will be meeting your legal obligations and minimising the risk of bad publicity or legal action.

Hospitality: Principles of Customer Service in Hospitality, Leisure, Travel & Tourism

This course provides information to teach employees about customer service, which is vital in the hospitality industry.

By completing this course you will be improving your workforce and minimising the risk of bad publicity.
Hospitality: Safe, Hygienic and Secure Working Environments

This course looks at each individual’s responsibility for health and safety in your workplace. Included in the course are topics such as hazards, risk assessment, first aid, fire action and security procedures.

By completing this course you will be meeting your organisation standards and minimising the risk of bad publicity.

Hospitality: Effective Working Relationships

This course is suitable for companies, colleges and training providers offering provision or courses in the hospitality, travel, tourism and catering sectors. It helps to support the QCF unit ‘Effective Team work’ and provides the assessment criteria for this unit.

The course has been written by experienced, hospitality industry professionals and is designed for use on a wide variety of mobile devices.

Statutory & Mandatory Training: Mental Health, Dementia & Learning Disabilities

On completion of this course you will have:
- An understanding of relevant legal frameworks, policy and guidelines
- Knowledge of the social model of disability and how it underpins positive attitudes
- An understanding of what adjustments might need to be made the way care is provided.

Statutory & Mandatory Training: Basic Life Support (Clinical)

On completion you will have:
- Knowledge of current legislation and local resuscitation policies and procedures
- An understanding of how to recognise and respond to patients with clinical deterioration
- Knowledge of how to apply the local 'Do Not Attempt Cardiopulmonary Resuscitation' policy.
Statutory & Mandatory Training: Customer Care

On completion you will have:
• An understanding of why health and social care organisations need a customer care programme
• Knowledge of the key customer care skills and how to use them effectively
• Familiarity with the national and local complaints procedures.

Statutory & Mandatory Training: Conflict Resolution

On completion you will have:
• An understanding of what conflict is, how it arises and how the risk of conflict can be minimised
• Knowledge of what to do if a violent incident occurs and understand what support is available
• An understanding of the role of NHS Protect and Local Security Management Specialists in keeping NHS staff safe.

Statutory & Mandatory Training: Dignity in Care

On completion you will:
• Understand the impact on patients when they are not treated with dignity
• Understand the principles that underpin dignity in care
• Recognise the importance of active participation and self-care in supporting patients’ dignity.

Statutory & Mandatory Training: Infection Prevention & Control (Clinical)

On completion you will have:
• Knowledge of infection prevention and control in your workplace
• Knowledge of specific types of healthcare-associated infections
• An understanding of responsibility to prevent passing on infections in the workplace.
Statutory & Mandatory Training: Mental Capacity Act & Deprivation of Liberty Safeguards

On completion you will have:
- Knowledge of the five statutory principles of the Mental Capacity Act and understand why they are needed.
- Understanding of what is meant by deprivation of liberty
- Ability to describe the key elements of the Deprivation of Liberty Safeguards.

Statutory & Mandatory Training: Moving & Handling (Clinical)

On completion you will have:
- An understanding of the your organisations and your own responsibilities for promoting best moving and handling practices
- An understanding of the factors to be included in a risk assessment and choose suitable risk control strategies
- An understanding of how communication and risk assessments ensure the safe handling of patients.

Statutory & Mandatory Training: Safeguarding Adults

On completion you will have:
- An understanding of the nature of harm to adults at risk and recognise a range of abuse factors
- Knowledge of relevant legislation, local and national policies and procedures and local arrangements for multi-agency safeguarding
- An understanding of what to do if abuse is suspected, respond to alerts and referrals and reduce risks after a disclosure, including emergency systems and protective strategies for those that decline services.

Statutory & Mandatory Training: Safeguarding Children

On completion you will have:
- An understanding of the importance of children's rights as reflected in legislation and key statutory and non-statutory guidance
- Knowledge of how abuse and neglect impacts on child development and how we may recognise this
- An understanding of the risks associated with the internet and online social networking.
Jisc Hairdressing Training: suite of courses

These courses contain curriculum mapped hairdressing and barbering resources from the Jisc Hairdressing Training website. These resources include videos, step-by-step guides and learning and assessment activities. They have been created for and by further education and skills practitioners.

This suite of courses includes: Barbering; Colouring; Cutting; Designing & setting; Dressing & styling; Hair care & treatments; Perming; Personal development; Reception & salon duties.

How to Carry out Portable Appliance Testing

This course has been designed to help provide learners with the required knowledge to become a competent tester of electrical equipment and appliances.

On completion of this course you will know the stages involved in PAT testing and recognise the difference between Class I and Class II appliances. You will also know what standards are required in order for an appliance to pass each stage of PAT testing and know where to find more information about test frequencies.

An Overview of COSHH Course

This course has been created to provide people at any level, in any sector, with guidance that will help them to work safely with substances that are hazardous to health.

On completion of this course learners will be able to understand COSHH legislation, employer and employee responsibilities under COSHH, and harmful substances in the workplace and their effects.

Risk Assessment on Site and at Work

This course aims to provide learners with the knowledge and understanding of the risk assessment process and the skills required to undertake a suitable and sufficient risk assessment of their activities on a construction site or workplace.
An Introduction to Welding Safety

This aim of this short course is to raise understanding and awareness of the safety issues associated with welding.

Identifying Engineering Materials

This course is designed to introduce the main properties that engineering materials can possess, and to assist the learner in identifying materials by their properties. Covering areas such as: Hardness; Brittleness; Toughness; Ductility; Malleability; Corrosion Resistance; Electrical Conductivity; Electrical Insulation; Magnetic; non-Magnetic; Thermoplastic and Thermosetting.