



# Resellers

## Course Directory

Contains over 100 online courses



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## Introduction

This TradeSimple Reseller Course Directory is designed to provide all TradeSimple Resellers with a comprehensive, up to date listing of all of our courses available for resale.

The selection of courses on offer for resale changes on a regular basis as Virtual College releases new courses for sale and revises existing courses. Courses that have reached the end of their life span or are no longer relevant are removed from the list.

The listing of the courses includes details of the course, the price and the TradeSimple Reseller commission due for each single course. Some courses have a discount structure applied to them. These are detailed in Appendix 1 at the back of the Directory.

The Directory lists the courses in categories to help you evaluate which courses are suitable for your industry and target audience. Some courses are listed in more than one category to allow greater opportunities for learners to access the courses.



To become a TradeSimple Reseller of Virtual College courses, please contact:




Business Development team  
Chartered Trading Standards Institute.  
**[productinfo@tsi.org.uk](mailto:productinfo@tsi.org.uk)**



## TradeSimple Courses

Retail legislation includes a wide range of topics and the rules are constantly evolving and changing making it difficult for organisations to keep up. Whilst Trading Standards officers continue to work to support businesses and advise on consumer law, it is vital that organisations know that they can access information online wherever they are and whenever they need it. There is also a gap between the legislation and what it means for businesses and people working on the front line.

Chartered Trading Standards Institute (CTSI) has joined forces with Virtual College to offer *TradeSimple* – a range of online training resources suitable for businesses of all shapes and sizes covering topics including fair trading, product safety and age restricted goods. *TradeSimple* aims to help with all these issues by equipping staff with the knowledge they need to help them understand their legal and civil obligations. It is vital that not only business owners, but all employees understand how regulation affects their role.

Product	Description
<b>Consumer Contracts – Distance Sales</b>    Retail Price £30 + VAT CTSI Reseller Commission £6	This module looks at how consumer contracts can affect your business and what you need to do to comply with the rules.  Covered in this module: <ul style="list-style-type: none"> <li>• What distance contracts are and the types of contracts that you will enter into</li> <li>• What information you must give consumers and how that can be given</li> <li>• How long consumers have to cancel their contracts</li> <li>• How long you have to deliver the products that consumers have ordered from you</li> </ul>
<b>Consumer Rights Act 2015</b>    Retail Price £30 + VAT CTSI Reseller Commission £6	This course delivers jargon free, step by step guidance to the Consumer Rights Act 2015 which provides traders with a single set of rights for consumers when they buy goods, digital content or services.  Learners will understand <ul style="list-style-type: none"> <li>• A consumer's rights when they buy goods, digital content or services from you</li> <li>• The remedies available to your consumers when the goods, digital content or services you have supplied do not conform with the contract</li> <li>• The time limits for consumers making claims against you and the limits on you restricting your liability to customers</li> </ul>

Product	Description
<p><b>Prevention of Underage Sales</b></p>  <p>Retail Price £15 + VAT CTSI Reseller Commission £3</p>	<p>If caught selling an age restricted product, a retailer would be required to demonstrate due diligence; this includes evidence of effective staff training and that the staff have understood the training.</p> <p>This course aims to help protect organisations and employees from:</p> <ul style="list-style-type: none"> <li>• Prosecution</li> <li>• Bad PR</li> <li>• Fines</li> <li>• Loss of business</li> </ul>
<p><b>Alternative Dispute Resolution (ADR)</b></p>  <p><b>ADR coming soon</b></p> <p>Retail Price £30 + VAT CTSI Reseller Commission £6</p>	<p>ADR describes the legal obligations of a business towards their consumers where they have failed to resolve disputes between themselves and a consumer.</p> <p>The learning outcomes of this course include:</p> <ul style="list-style-type: none"> <li>• Understand the trader requirements and complaints process</li> <li>• Explain the route available to consumers to gain redress from an impartial third party and the duty of the trader to provide this information</li> <li>• List the time limits, if any for the trader to resolve the dispute directly with the consumer or transfer the dispute to the third party for mediation or arbitration</li> </ul>
<p><b>Consumer Contracts – Off Premises Sales</b></p>  <p>Retail Price £30 + VAT CTSI Reseller Commission £6</p>	<p>In this course you will learn:</p> <ul style="list-style-type: none"> <li>• What off-premises contracts are and the types of contracts that you will enter into</li> <li>• What information you must give consumers and how that can be given</li> <li>• How long consumers have to cancel their contracts with you</li> <li>• What happens when consumers cancel their contracts</li> <li>• How long you have to deliver the products that consumers have ordered from you</li> <li>• Why you need to make sure that consumers who call you can ring on a basic rate phone number</li> </ul>

Product	Description
<p><b>Trading Fairly</b></p>  <p>Retail Price £30 + VAT CTSI Reseller Commission £6</p>	<p>On completion of this course you will be able to:</p> <ul style="list-style-type: none"> <li>• Understand what the law says about fair trading</li> <li>• Understand how things you do can be deemed to be “unfair”</li> <li>• Understand how things you don’t do can be deemed to be “unfair”</li> <li>• Identify what trading activities can be deemed to be “aggressive”</li> <li>• Identify what trading activities are banned completely</li> </ul>
<p><b>Storing and Selling Fireworks Safely and Legally</b></p>  <p>Retail Price £15 + VAT CTSI Reseller Commission £3</p>	<p>On completion of this module and the associated assessment you will be able to:</p> <ul style="list-style-type: none"> <li>• Identify the risks involved when handling and storing fireworks incorrectly</li> <li>• Outline the actions taken in response to serious fireworks offences</li> <li>• Recognise how legal fireworks should be labelled</li> <li>• Identify which fireworks cannot be sold to the general public</li> <li>• </li> </ul>

## Apprenticeship Courses

Virtual College provides an innovative solution to delivering apprenticeships that will reduce delivery costs whilst improving quality.

The courses in this section include six courses designed to be used to provide the basic elements of an apprenticeship, including the mandatory elements Health and Safety and Employee Rights and Responsibilities.

Other courses in this section have been developed to provide underpinning knowledge for the mandatory units in a number of apprenticeship frameworks.

Product	Description
<b>Apprenticeship Foundation: Employee Rights and Responsibilities</b>  Retail price £15 + VAT Reseller Commission £2.71	<p>This course has been designed to provide learners with an increased awareness of their rights and responsibilities as an employee.</p> <p>Learners will be provided with guidance on the kinds of questions they will need to ask in order to understand the people and processes within their organisation.</p>
<b>Apprenticeship Foundation: Equality and Diversity</b>  Retail price £15 + VAT Reseller Commission £2.71	<p>As we live in a society where everyone is different, it is important to address equality and diversity issues to ensure everyone at work is valued, motivated and treated fairly.</p> <p>This course has therefore been designed to help you become better placed to play your part in promoting Equality &amp; Diversity within your organisation.</p>
<b>Apprenticeship Foundation: Induction</b>  Retail price £15 + VAT Reseller Commission £2.71	<p>Whenever one starts on something new, there will probably be a combination of excitement and fear of the unknown.</p> <p>This course has been designed to introduce learners to what they can expect from their Apprenticeship and familiarise them with the elements of the apprenticeship pyramid.</p>
<b>Apprenticeship Foundation: Introduction to Health and Safety</b>  Retail price £15 + VAT Reseller Commission £2.71	<p>Employers must ensure that employees, including those studying for an apprenticeship, are not exposed to risks to their health and safety.</p> <p>This course has been designed to introduce learners to the health and safety issues that they will witness throughout their Apprenticeship programme.</p>
<b>Apprenticeship Foundation: Learner Charter</b>	<p>Successful apprenticeships rely on the apprentice, the employer and the training provider all working together.</p>

<p>Retail price £15 + VAT Reseller Commission £2.71</p>	<p>This course has been designed to offer learners an overview of the standards of behaviour that will be expected from them and outlines what action can be taken to resolve difficult situations that may arise.</p> <p>By completing this course you should be able to :</p> <ul style="list-style-type: none"> <li>• Understand how the spirit of a Learner Charter will be supported by those involved in apprenticeships</li> <li>• Understand how the apprenticeship experience can be harmed and what actions can be taken to prevent this.</li> </ul>
<p><b>Apprenticeship Foundation: Personal Learning and Thinking Skills</b></p> <p>Retail price £15 + VAT Reseller Commission £2.71</p>	<p>This course has been designed to introduce learners to the concept of personal learning and thinking skills (PLTS) which they will develop throughout their Apprenticeship programme.</p> <p>Learners will develop an increased understanding of what PLTS is and the six PLTS skill groups.</p>
<p><b>Principles of Managing Information and Producing Documents</b></p> <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>All workers have a requirement to manage information relating to their work and their organisation. Fit-for-purpose documents ensure information meets the expectations of the company and its intended audience. The effective use of Information Technologies ( IT ) in business environments is imperative to ensure speed, efficiency and accuracy when storing, retrieving and sending information and documents.</p> <p>On completion of this course, learners will understand information technologies and the benefits of using them for work tasks; be able to manage electronic paper-based information; be able to develop fit-for-purpose documents and understand the procedures for producing these documents.</p> <p>The content of the course has been mapped to the underpinning knowledge within the following unit on the Qualifications and Credit Framework (QCF):</p> <ul style="list-style-type: none"> <li>• Principles of managing information and producing documents (Level 2)</li> </ul> <p>This unit is a mandatory unit within the following qualifications :</p> <ul style="list-style-type: none"> <li>• Level 2 Certificate in Principles of Business and Administration</li> <li>• Level 2 Award in Principles of Business and Administration</li> <li>• Level 2 Diploma in Business Support</li> <li>• Level 2 Certificate in Legal Administration</li> </ul>
<p><b>Principles of Providing Administrative Service</b></p>	<p>All organisations have their own specific procedures that they follow when planning, directing and coordinating supportive services. The development of effective administration procedures will help to ensure a continuity of supply that matches the demand for that product or service.</p>








<p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>In turn this will enable the organisation to maintain productivity through the successful completion of everyday business activities.</p> <p>This online training has been developed to provide learners with the understanding required to complete core administrative tasks in a business environment.</p> <p>On completion, learners will understand:</p> <ul style="list-style-type: none"> <li>• How to use office equipment, handle mail, use telephone equipment and minimise waste.</li> <li>• Provide reception services and effective customer service.</li> </ul> <p>The content of this course has been mapped to the underpinning knowledge within the following unit on the Qualifications and Credit Framework (QCF):</p> <ul style="list-style-type: none"> <li>• Principles of Managing Information and Producing Documents (Level 2)</li> </ul> <p>This unit is a mandatory unit within the following qualifications :</p> <ul style="list-style-type: none"> <li>• Level 2 Certificate in Principles of Business and Administration</li> <li>• Level 2 Award in Principles of Business and Administration</li> <li>• Level 2 Diploma in Business Support</li> <li>• Level 2 Certificate in Legal Administration</li> </ul>
<p><b>Understanding the Principles of Customer Service</b></p> <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>Customer Service is the provision of service to customers before, during and after a purchase. To guarantee high quality customer service, you must ensure your products and services consistently meet or surpass customer expectations. In a competitive marketplace where businesses compete for customers, the development of customer service skills is seen as a fundamental differentiator and increasingly has become a vital element of business strategy.</p> <p>This course has been developed to provide learners with an increased understanding of the principles behind providing a good service to the customer.</p> <p>The content of this course has been mapped to the underpinning knowledge within the following unit on the Qualifications and Credit Framework (QCF):</p> <ul style="list-style-type: none"> <li>• Understand the Principles of Customer Service (Level 1)</li> </ul> <p>This unit is a mandatory unit within the following qualification :</p> <ul style="list-style-type: none"> <li>• Level 2 Certificate in Principles of Customer Service (QCF)</li> </ul>

## Work Skills and Employability Courses



With employers recently warning that students straight out of education are not 'work-ready', it's now more important than ever to help your students on the road to employment.





We've created a suite of employability courses to give students the skills they need to secure and sustain a job. The suite of courses is perfect to be added into a study programme for independent learning for your post-16 students, whether it's to help them get part-time work whilst studying, look for full-time work once they leave school or secure a position once they have graduated.




Product	Description
<b>Confidence and Self-Esteem</b>    Retail price £15+VAT Reseller Commission £2.71	<p>Confidence and self-esteem are not constant; everyone experiences lower levels from time to time. This course will help learners to understand why this happens and what they can do to get back on track.</p> <p>On completion of this course, learners should be able to:</p> <ul style="list-style-type: none"> <li>• Explain what confidence and self-esteem are</li> <li>• Describe the types of feelings that go with confidence and high self-esteem</li> <li>• Identify ways in which confidence and self-esteem can be damaged</li> <li>• Describe effects of damage to confidence and self-esteem</li> <li>• Identify ways of building confidence and self-esteem</li> </ul>
<b>Confidentiality in the Workplace</b>    Retail price £30 + VAT Reseller Commission £5.42	<p>Confidentiality of information is enforced on the 'need to know' principle, which forms the cornerstone of information security in today's corporate world. The 'confidentiality bubble' restricts information flows, with both positive and negative consequences.</p> <p>After completing this course, learners should be able to:</p> <ul style="list-style-type: none"> <li>• Understand what confidentiality is and why it is important</li> <li>• Understand the four key requirements of the Confidentiality Model</li> <li>• Understand your role in creating a confidential service.</li> </ul>
<b>Interview Skills</b>    Retail price £15 + VAT Reseller Commission £2.71	<p>The course is ideal for anyone who needs help in maximising their chances of success at the interview stage.</p> <p>On completion of this course, learners will know about:</p> <ul style="list-style-type: none"> <li>• Different stages of interview</li> <li>• The type of research that is helpful in preparing for interview</li> <li>• The best responses to questions and situations</li> <li>• Asking for and responding appropriately to feedback</li> </ul>
<b>Managing Stress and Pressure</b>	<p>This course educates managers on how to manage pressure in themselves and others and details the legalities and implications of</p>



 <p>Retail Price £30 + VAT Reseller Commission £5.42</p>	<p>stress at work. It looks at what factors affect wellbeing and cause stress, and how to identify stress signs and how they can be prevented.</p> <p>On completion of this course, learners will know about:</p> <ul style="list-style-type: none"> <li>• What factors affect wellbeing</li> <li>• How mental and psychological health problems can affect you</li> <li>• How to manage pressure and stress</li> </ul>
<p><b>Writing an Effective CV</b></p>  <p>Retail price £15 + VAT Reseller Commission £2.71</p>	<p>This course is suitable for anyone who is applying for jobs and would like to learn more about how they can make their CV more attractive to potential employers.</p> <p>This course will:</p> <ul style="list-style-type: none"> <li>• Introduce learners to the process of creating a CV</li> <li>• Give guidance on the suitable styles and layouts</li> <li>• Identify how the information should be presented</li> <li>• Give an insight into the employer's perspective</li> <li>• Explain what should be included on a covering letter</li> </ul>




## Business Courses

Product	Description
<p><b>Customer Care</b></p>  <p>Retail price £30 +VAT Reseller Commission £5.42</p>	<p>Everyone has experienced poor customer care. In today's competitive business environment, good relations are essential to secure new and repeat business.</p> <p>This course emphasises the role that each person plays towards good customer relations within their organisation. Any individual employee alone is very unlikely to achieve major changes in the quality of customer service in an organisation, but this course is designed to show learners how to get the best results out of customers; either over the phone, via email or face to face.</p>
<p><b>Customer Excellence for Frontline Staff</b></p>  <p>Retail price £30 +VAT Reseller Commission £5.15</p>	<p>This course has been produced in partnership with Liquid Voice and is designed for those involved in improving customer service and implementing best practice across the business.</p> <p>The course guides through the various skills and techniques required to open a call professionally, manage the effective communication of a call and how to successfully handle objective callers.</p> <p>To assist with the learning there are scenario based question and answer sessions, designed to put the knowledge gained into practice.</p>

<p><b>Data Protection at Work</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>The Data Protection Act 1998 came into force in March 2000. It sets rules for processing personal information and sensitive information and applies to paper records and those held electronically. The aim of this course is to provide an overview of the benefits and legal requirements in adopting data protection principles in the workplace.</p> <p>On completion of this course, learners will be able to:</p> <ul style="list-style-type: none"> <li>• Explain the eight principles of the Data Protection Act</li> <li>• Describe what these principles mean to their role</li> <li>• Explain what subject access requests are and how they should be dealt with</li> </ul>
<p><b>An Introduction to Display Screen Equipment and Workstation Health and Safety</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>This course has been developed to enable organisations to comply with the law by providing learners with an increased understanding of health and safety relating to display screen equipment and workstations.</p> <p>On completion of this e-learning course learners will have covered:</p> <ul style="list-style-type: none"> <li>• The risks from DSE work</li> <li>• The importance of good posture and changing position</li> <li>• How to adjust furniture to help avoid risks</li> <li>• Organising the workplace to avoid awkward or frequent stretching</li> <li>• Avoiding reflections and glare on or around the screen</li> <li>• Adjusting and cleaning the screen and mouse</li> <li>• Organising work for activity changes or breaks if necessary</li> <li>• Completing individual self-assessments</li> </ul>
<p><b>Equality, Diversity and Inclusion in the Workplace</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>Ask the question 'What is Equality and Diversity?' and you will get a variety of answers. There is much confusion, it is often obscured by myths and most people are wary of dealing with Equality and Diversity issues for fear that they may do or say something wrong. This course is aimed at making things clearer.</p> <p>On completing of the course, learners will be able to:</p> <ul style="list-style-type: none"> <li>• Understand what is meant by equality diversity</li> <li>• Understand how the law impacts on equality &amp; diversity</li> <li>• Understand what needs to be done</li> </ul>
<p><b>Fire Safety</b></p> 	<p>Fire is probably the biggest risk to life that most people face in the workplace. As a result, employers are legally required by Fire Safety Regulations to provide information, instruction and training to employees about the fire precautions in the workplace. This course will help employers to fulfil this requirement by offering learners the knowledge and understanding required to act safely in the event of a fire in the workplace.</p> <p>The course provides learners with knowledge of:</p>

<p>Retail price £15 + VAT Reseller Commission £2.71</p>	<ul style="list-style-type: none"> <li>• Key legislation and legal requirements relating to fire safety</li> <li>• Fire detection and warning systems and how to use them</li> <li>• Fire Triangle</li> <li>• Key factors relating to evacuation in the event of fire</li> <li>• Fire types and which extinguishers can be used on them</li> <li>• Precautions to minimise the risk of fire</li> </ul>
<p><b>First Aid – The Primary Survey</b></p>  <p>Retail price £15 + VAT Reseller Commission £2.71</p>	<p>The overall aim of this course is to provide an overview of what you need to know to act safely and effectively in the event of an incident requiring first aid assistance.</p> <p>On completion of this course, learners will:</p> <ul style="list-style-type: none"> <li>• Know what to do if you are first on the scene of an incident</li> <li>• Be able to assess the situation as a potential danger zone</li> <li>• Understand what is meant by AVPU</li> <li>• Know the key processes to follow and what to do for each one: Danger, Response, Shout, Airway, breathing</li> <li>• Understand the importance of the recovery position and how to apply it</li> </ul>
<p><b>An Introduction to Health and Safety at Work</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>All businesses have a legal obligation to ensure that their employees are protected from harm in the workplace.</p> <p>This 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.</p> <p>If you require additional training depending on your specific sector, you can view our additional courses such as Manual Handling, Asbestos Awareness and Risk Assessment.</p>
<p><b>Managing your Professional Digital Profile</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>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.</p> <p>On completion of this course, learners will understand how to:</p> <ul style="list-style-type: none"> <li>• Describe what a digital footprint consists of and demonstrate a clear understanding of its importance to their professional and personal life</li> <li>• Explain how to monitor and maintain their digital profile to enhance their professional reputation</li> <li>• Describe their legal responsibility and obligations with regard to information shared and posted with digital technologies</li> <li>• Assess their digital profile and take the steps necessary to remedy any discrepancies or correct any mistakes.</li> </ul>

<p><b>Manual Handling in the Workplace</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>Back injury is the main reason for absence from the workplace, whilst one third of all reported injuries that result in three days off work are caused by manual handling accidents.</p> <p>Employers are required by law to take reasonable steps to safeguard the health and safety of all employees, one of which is increasing awareness about the hazards related to manual handling, and outlining what can be done to minimise risk.</p> <p>This course 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.</p>
<p><b>Principles of Providing Administrative Service</b></p> <p>Retail Price £30 + VAT Reseller Commission £5.42</p>	<p>All organisations have their own specific procedures that they follow when planning, directing and coordinating supportive services. The development of effective administrative procedures will help ensure a continuity of supply that matches the demand for that product or service. In turn this will enable the organisation to maintain productivity through the successful completion of everyday business activities.</p> <p>On completion of this course, learners will be understand how to use office equipment, handle mail, use telephone equipment, minimise waste, and provide reception services and effective customer service.</p> <p>The content of this course has been mapped to the underpinning knowledge within the following unit on the Qualifications and Credit Framework (QCF):</p> <ul style="list-style-type: none"> <li>• Principles of managing information and producing documents (Level 2)</li> </ul> <p>This unit is mandatory within the following qualifications:</p> <ul style="list-style-type: none"> <li>• Level 2 Certificate in Principles of Business and Administration</li> <li>• Level 2 Award in Principles of Business and Administration</li> <li>• Level 2 Diploma in Business Support.</li> <li>• Level 2 Certificate in Legal Administration</li> </ul>
<p><b>Professional boundaries</b></p> 	<p>Professional boundaries are the limits that help us to develop effective relationships in the workplace. If these boundaries are not clearly defined, there is likely to be confusion about who has responsibility for what, which can lead to conflict, accountability or performance issues.</p> <p>This e-learning course has been developed to provide guidance on professional boundaries and how they might impact on the workplace.</p> <p>On completion of this course, learners will understand:</p> <ul style="list-style-type: none"> <li>• Why we need boundaries in the workplace</li> <li>• The boundaries of professional relationships with clients</li> </ul>




<p>Retail price £30 + VAT Reseller Commission £5.42</p>	<ul style="list-style-type: none"> <li>• Best practice' with regards to professional boundaries</li> <li>• The need for clear limits relating to professional boundaries</li> <li>• The concept of professional boundaries with colleagues and other professionals</li> </ul>
<p><b>An Introduction to Risk Assessment</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>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 course outlines the process involved in doing so.</p> <p>On completion of the course, learners will:</p> <ul style="list-style-type: none"> <li>• Understand why risk assessments are important</li> <li>• Know the definitions of hazards and risks</li> <li>• Know the seven key steps to risk assessment</li> </ul>
<p><b>An Introduction to Slips, Trips and Falls in the Workplace</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>Slips, trips and falls are the most common cause of injuries in all workplaces in Great Britain, and can occasionally lead directly to fatal accidents, (for example as a result of serious head injury). This course has been developed to provide people at any level, in any sector, with guidance that will help them to prevent slips, trips and falls.</p> <p>On completion of the course, learners will understand why it is important to prevent slips, trips and falls, what can cause them, what can be done to prevent them and about risk assessments and the Law.</p>
<p><b>The Bribery Act 2010</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>The Bribery Act 2010 came into force on 1 July 2011, making it a legal requirement for all businesses that operate within the UK to ensure adequate protection and training is in place against bribery and corruption in the workplace.</p> <p>Our Bribery Act e-learning course has been developed from the ground up with experts, to help you understand the corporate offence of failing to prevent bribery, and how to put procedures into place with staff relating to the new legislation, and by making use of online training, job disruption is minimised as the course can be completed around your staff's current workflow.</p>



## Courses for Managers and Aspiring Managers

The People Manager's Toolkit is available as a suite of 3 levels: Essentials, Advanced and Best Practice.




These courses are aimed at helping those who manage others to achieve their full potential in carrying out their supervisory role benefiting not only the individual manager, but also the team within which they work and consequently their wider organisation.

Product	Description
<p><b>The People Manager's Toolkit: Essentials level</b></p>  <p>Retail price £99 + VAT Reseller Commission £17.00</p>	<p>The Essentials level comprises of 6 courses, including the mandatory <b>Understanding the Role of the Manager</b> course.</p> <p>On completion of this course learners can choose any five courses from the remaining nineteen available to achieve the Essential People Manager level.</p> <p>On successful completion of six courses, the learner will receive a City &amp; Guilds Accredited Essential People Manager Certificate.</p>
<p><b>The People Manager's Toolkit: Advanced level</b></p>  <p>Retail price £179 + VAT Reseller Commission £30.75</p>	<p>The Advanced level comprises of 12 courses, including the mandatory <b>Understanding the Role of the Manager</b> course.</p> <p>On completion of this course learners can choose any 11 courses from the remaining nineteen available to achieve the Advanced People Manager level.</p> <p>On successful completion of 12 courses, the learner will receive a City &amp; Guilds Accredited Advanced People Manager Certificate.</p>
<p><b>The People Manager's Toolkit: Best Practice level</b></p>  <p>Retail price £259 + VAT Reseller Commission £44.49</p>	<p>The Best Practice level comprises of 18 courses, including the mandatory <b>Understanding the Role of the Manager</b> course.</p> <p>On completion of this course learners can choose any 17 courses from the remaining 19 available to achieve the Best Practice People Manager level.</p> <p>On successful completion of 18 courses, the learner will receive a City &amp; Guilds Accredited Best Practice People Manager Certificate.</p>










## Courses Available within the People Manager's Toolkit Levels

The courses that make up the Essential, Advanced and Best Practice People Manager Levels are shown below. **All courses can also be purchased separately.**



Product	Description
<b>Understanding the Role of the Manager</b>  <i>This is a mandatory course within all 3 Levels</i>    Retail price £30 + VAT Reseller Commission £5.15	<p>It is vital that managers understand their role within an organisation; they are required to motivate staff, keep order and set standards. They co-ordinate people, money, projects, and are often the conduit between workers and senior management.</p> <p>This course has been developed to provide learners with an increased understanding of the key competencies required for the role of a manager.</p> <p>On completion, learners will appreciate the differences between management and leadership and recognise the different stages of team development.</p>
<b>How to Delegate Effectively</b>    Retail price £30 + VAT Reseller Commission £5.15	<p>Delegation is one of the most important management skills, yet few managers are really good at it, or take advantage of the benefits that effective delegation can bring.</p> <p>Managers who are able to delegate effectively are key to the success of an organisation, saving time, developing and motivating staff and ensuring they are making the best use of their skills.</p> <p>This course has been developed to provide learners with an increased understanding of the importance of effective delegation and outlines the key steps to take in order to ensure that they delegate effectively.</p>
<b>How to Develop a Culture of Openness and Trust</b>    Retail price £30 + VAT Reseller Commission £5.15	<p>An organisations culture can explain much about how an organisation functions, both internally and in relation to its external environment. Although there is no one best culture to aspire to, openness and trust should be the foundations of any healthy culture.</p> <p>This 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.</p> <p>On completion, learners will also understand the ways in which managers can influence culture.</p>
<b>How to Develop an Effective Induction</b>	<p>The purpose of an induction is to ensure that all staff gain the confidence, skills and knowledge they need to begin performing effectively in the shortest time possible. It helps staff understand the aims of the organisation and the way their role contributes.</p>

 <p>Retail price £30 + VAT Reseller Commission £5.15</p>	<p>If workers' induction training is unsatisfactory, this can lead to a host of problems, for example, accidents, low job satisfaction, costly mistakes, unsatisfactory performance and high demands on managers.</p> <p>This course has been developed to provide learners with the knowledge and skills required to manage an effective induction.</p> <p>On completion, learners will understand the different stages of an induction, and be able to design an induction checklist.</p>
<p><b>How to Manage Capability</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.15</p>	<p>Having the skill-set and competence to manage poor employee performance is an essential capability of any manager who wants to maximise individual and team performance.</p> <p>This course provides learners with the knowledge and skills required to tackle performance problems effectively, as well as prepare and conduct a formal capability meeting.</p>
<p><b>How to Manage Coaching</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.15</p>	<p>Coaching is a form of development, where a coach supports another person in self-development and improved performance.</p> <p>Coaching plays a key part in any successful organisation. It helps motivate staff, accelerate change and improve productivity.</p> <p>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.</p>
<p><b>How to Manage Conflict</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.15</p>	<p>Conflict in the workplace is inevitable as individuals often have different needs, ideas, beliefs and values. If managed constructively, conflict can have a positive outcome, leading to better decision making, stimulating critical thinking and fuelling creativity and innovation.</p> <p>As a result, this course 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.</p> <p>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.</p>


<p><b>How to Manage Discipline and Grievance</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.15</p>	<p>Grievances are concerns, problems or complaints that employees raise with their employers. Employers use disciplinary procedures to tell employees that their performance or conduct isn't up to the expected standard and to encourage improvement.</p> <p>Clear rules and standards help managers to act fairly and consistently in both discipline and grievance cases. Breaking rules is what leads into discipline and grievance procedures and it is important that managers conduct these procedures fairly, professionally and in accordance with guidelines.</p> <p>On completion of this course, learners will have an increased understanding of the differences in a grievance procedure and a disciplinary procedure, and be able to conduct a disciplinary interview.</p>
<p><b>How to Manage Effective Meetings</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.15</p>	<p>Meetings are vital for management and communication. They enable people to plan activities, exchange information and make decisions together. Knowing how to hold efficient and effective meetings is a key aspect of making projects or activities successful.</p> <p>This course has been developed to provide learners with the knowledge and skills required to manage an effective meeting.</p> <p>On completion, learners will understand why meetings are important and know how to ensure that the key outcomes of an effective meeting are achieved.</p>
<p><b>How to Manage Equality and Diversity</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.15</p>	<p>We live in an increasingly diverse society and need to be able to respond appropriately and sensitively to this diversity. Successful implementation of equality and diversity in all aspects of work ensures that people are valued, motivated and treated fairly.</p> <p>This e-learning course has been developed to provide learners with an increased understanding of how to manage equality and diversity.</p> <p>On completion learners will understand the difference between equality and diversity, identify ways in which employers can discriminate and be able to resolve disputes.</p>
<p><b>How to Manage Learning and Development</b></p> 	<p>Investment in learning and development can, amongst other things improve quality, customer service, effective management, accident rate and turnover of staff. This in turn will lead to enhanced profit.</p> <p>This course has been designed to provide learners with the knowledge and skills required to manage learning and development.</p>

<p>Retail price £30 + VAT Reseller Commission £5.15</p>	<p>On completion, learners will understand the importance of learning and development and be able to create personal development plans.</p>
<p><b>How to Manage Performance Reviews</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.15c</p>	<p>Performance Reviews are an important part of running an effective business and have a number of benefits. For example, they establish individual training needs, enable individuals to develop, motivate and engage employees and empower relationships between managers and employees.</p> <p>This e-learning course has been developed to provide learners with an understanding of why performance reviews are important and how to manage effective performance review meetings.</p> <p>On completion, learners will be able to delivering effective performance feedback and set clear and effective development goals.</p>
<p><b>How to Manage Recruitment and Selection</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.15</p>	<p>Effective Recruitment and Selection is important as part of a manager's role and to the success of an organisation.</p> <p>This training course provides learners with an increased understanding of the recruitment and selection process. It outlines the 6 stages of effective recruitment and provides learners with information on how to make recruitment and selection processes work for them.</p> <p>On completion of this course, learners will be able to describe a variety of selection methods, including their advantages and disadvantages and also understand the impact of legislation on the recruitment and selection process.</p>
<p><b>How to Manage Redundancy</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.15</p>	<p>A redundancy situation will generally occur when a decision is made that an employee's job no longer exists. This may happen for a number of reasons, for example, recession, company restructure, operations relocated or efficiency cuts.</p> <p>Knowing how to manage redundancy is an essential part of a manager's role and if not managed in the correct way redundancy can have a far reaching impact within an organisation. Redundancies can be costly, time consuming and have a negative effect on staff morale.</p> <p>This online training course has been developed to provide learners with an increased understanding of how to manage redundancy, including the legal framework and the process to follow for a fair redundancy.</p>

<p><b>How to Manage Retirement</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.15</p>	<p>It is important that employers review the way in which they manage older employees and the retirement process. There is a danger that older employees are stereotyped, whilst employers may often presume that they will be less flexible and less willing to embrace change. This is not true of all older employees and it is important that these stereotypical perceptions are challenged.</p> <p>On completion, learners will understand retirement law, be able to support older employees through their retirement, understand pension schemes, and effectively develop succession plans.</p>
<p><b>How to Manage Sickness and Absence</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.15</p>	<p>Within the workplace, it is important that you, as a manager, are able to effectively manage employees who are unable to attend work for reasons of illness or injury. You must be able to deal with sickness absence fairly, by setting standards that enable you to meet the needs of all your employees. The development of effective processes will also help minimise disruptions caused by absences and will reduce the cost of sick pay and lost time within your organisation.</p> <p>On completion of this course, learners will understand how an absence should be notified, the recording and measuring process, short and long-term absence principles, how to facilitate a return to work and the fundamentals of capability.</p>
<p><b>How to Manage Through Change</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.15</p>	<p>Change is happening all of the time. How we respond to change, or cope with it, can vary considerably from person to person. The manager's role when guiding organisations through change is one that is complex and challenging. Employees will often look towards leaders to aid the transition through uncertain and turbulent times, as it is easy for them to become distracted from their goals and objectives. As managers have such a significant influence on how people respond to change or how quickly they will adapt, it is important that the issues outlined in this course are considered.</p> <p>This course has been developed to provide learners with an increased understanding of why managing change is important, the different reactions to change, and how to implement change effectively.</p>
<p><b>How to Manage Volunteers</b></p> 	<p>Volunteers will have different reasons and motivations in choosing to volunteer their time. They may opt to volunteer to develop their skills, gain experience or give something back to the community. It is the role of the manager to effectively recruit, motivate, manage and develop volunteers to ensure both parties benefit fully from the process.</p> <p>On completion of this course, learners will understand how to successfully recruit, induct and motivate volunteers, the essentials</p>





Retail price £30 + VAT Reseller Commission £5.15	associated with volunteers and the law, and the key organisational responsibilities.
<b>How to Manage Working Parents</b>    Retail price £30 + VAT Reseller Commission £5.15	<p>Working parents comprise a significant proportion of the workforce. In two-thirds of families with children in the UK, both parents work. There are a number of benefits of catering for the needs of working parents through family policies and flexible working, for example, it can result in a more committed and motivated workforce, reduce staff turnover and strengthen family units for employees.</p> <p>This course has been developed to provide learners with an increased understanding of the law and how it can be applied to meet the needs of working parents.</p> <p>On completion, learners will have the knowledge and skills required to manage requests for Paternity Leave, Parental Leave and Flexible working requests and be able to identify which types of leave are appropriate for different situations.</p>
<b>How to Recognise and Reward Your Team</b>    Retail price £30 + VAT Reseller Commission £5.15	<p>The amount of money spent on pay and employee benefits can often account for the largest part of organisational expenditure and therefore managing this correctly is crucial.</p> <p>Individuals are attracted, retained and engaged by a whole range of financial and non-financial rewards and these can change over time depending on their personal circumstances. Effective managers need to investigate what will achieve this for their team and desired team.</p> <p>The course provides learners with an increased understanding of the difference between strategic and total rewards, as well as the importance of reward and recognition for employee motivation.</p>

## Health & Safety Courses





Product	Description
<b>An Overview of COSHH</b>  	<p>Every year, thousands of workers are made ill by hazardous substances, contracting lung disease such as asthma, cancer and skin disease such as dermatitis. The Control of Substances Hazardous to Health Regulations 2002 (COSHH) were established, and amended in 2005, to help employers protect both employees and others who may be at risk at work due to exposure to chemicals or other hazardous substances.</p> <p>As a result, this course has been developed to provide you with an introduction to what employers need to do order to meet their duties under the COSHH Regulations 2002. On completion, learners will have an</p>



<p>Retail price £15 + VAT Reseller Commission £2.71</p>	<p>increased understanding of the positive impact of COSHH, the effects of hazardous substances and the methods to adopt to comply with the regulations.</p>
<p><b>Asbestos Awareness Category A Training</b> UKATA accredited</p>   <p>Retail price £30 + VAT Reseller Commission £3.42</p>	<p>In the UK, more than half a million non-domestic premises and houses are still thought to contain some form of asbestos. Figures from the Health and Safety Executive show that around a quarter of the 4,000 or so people dying from asbestos-related diseases each year in Britain are tradespeople, such as joiners, electricians and plumbers. This is why Asbestos training is a <b>legal requirement</b>.</p> <p>This course is classed as Category A training and is aimed at making learners aware of the dangers associated with unknowingly coming into contact with asbestos. It does not train them to work with asbestos containing materials (ACMs).</p> <p>By the end of this course the learners should be able to:</p> <ul style="list-style-type: none"> <li>• Describe the properties of asbestos in terms of the risks to and effects on health caused by exposure to asbestos and the increased risk to those who smoke</li> <li>• Outline the types of asbestos and explain where asbestos and Asbestos Containing Materials (ACMs) can be typically found within buildings and in plants</li> <li>• Describe the main reasons for the use of asbestos insulation, asbestos insulating boards, asbestos cement and other ACMs</li> <li>• Describe the risks of fibre release from ACMs</li> <li>• Demonstrate an awareness of how you would find information about the presence of asbestos before starting work</li> <li>• Know the procedures to follow if any unintentional contact is made with ACMs</li> <li>• Outline the legislation relating to asbestos, particularly with reference to regulations 4 and 5 of The Control of Asbestos Regulations (CAR)</li> </ul>
<p><b>Fire Safety</b></p> 	<p>Fire is probably the biggest risk to life that most people face in the workplace. As a result, employers are legally required by Fire Safety Regulations to provide information, instruction and training to employees about the fire precautions in the workplace. This course will help employers to fulfil this requirement by offering learners the knowledge and understanding required to act safely in the event of a fire in the workplace.</p> <p>The course provides learners with knowledge of:</p> <ul style="list-style-type: none"> <li>• Key legislation and legal requirements relating to fire safety</li> <li>• Fire detection and warning systems and how to use them</li> <li>• Fire Triangle</li> <li>• Key factors relating to evacuation in the event of fire</li> </ul>



<p>Retail price £15 + VAT Reseller Commission £2.71</p>	<ul style="list-style-type: none"> <li>• Fire types and which extinguishers can be used on them</li> <li>• Precautions to minimise the risk of fire</li> </ul>
<p><b>First Aid – The Primary Survey</b></p>  <p>Retail price £15 + VAT Reseller Commission £2.71</p>	<p>The overall aim of this course is to provide an overview of what you need to know to act safely and effectively in the event of an incident requiring first aid assistance.</p> <p>On completion of this course learners will:</p> <ul style="list-style-type: none"> <li>• Know what to do if you are first on the scene of an incident</li> <li>• Be able to assess the situation as a potential danger zone</li> <li>• Understand what is meant by AVPU</li> <li>• Know the key processes to follow and what to do for each one: Danger, Response, Shout, Airway, breathing</li> <li>• Understand the importance of the recovery position and how to apply it</li> </ul>
<p><b>An Introduction to Health and Safety at Work</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>All businesses have a legal obligation to ensure that their employees are protected from harm in the workplace.</p> <p>This 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.</p> <p>If you require additional training depending on your specific sector, you can view our additional courses including, Manual Handling, Asbestos Awareness and Risk Assessment.</p>
<p><b>Manual Handling in the Workplace</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>Back injury is the main reason for absence from the workplace, whilst one third of all reported injuries that result in three days off work are caused by manual handling accidents.</p> <p>Employers are required by law to take reasonable steps to safeguard the health and safety of all employees, one of which is increasing awareness about the hazards related to manual handling, and outlining what can be done to minimise risk.</p> <p>This course 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.</p>
<p><b>Moving Loads by Lifting and Slinging</b></p> 	<p>Every year workers are killed or injured when moving loads, especially when using mechanical devices to move them by lifting and swinging.</p> <p>This course is aimed at providing learners with the skills, knowledge and competence required to perform straight non-complex lifts.</p>





<p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>The course covers techniques for the safe use of chains, ropes slings, hooks and other lifting equipment and aims to minimise accidents when moving loads.</p>
<p><b>An Introduction to Risk Assessment</b></p> <p></p> <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>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 Virtual College course outlines the process involved in doing so.</p> <p>On completion of the course, learners will be aware of why risk assessments are important, know the definitions of hazards and risks, and know the seven key steps to risk assessment.</p>
<p><b>An Introduction to Slips, Trips and Falls in the Workplace</b></p> <p></p> <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>Slips, trips and falls are the most common cause of injuries in all workplaces in Great Britain, and can occasionally lead directly to fatal accidents, (for example as a result of serious head injury.)</p> <p>This online training will help you understand what causes a slip, trip or fall and will give ideas and advice about what you can do to help prevent accidents from happening. You will also gain an understanding of the primary laws surrounding the topic, and how risk assessments will aid your compliance with these laws.</p>
<p><b>An Introduction to Working at Height</b></p> <p></p> <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>Working at height refers to ‘any work on, below, or above ground level where there is risk of personal injury through falling’. According to the Health and Safety Executive, falls from height remain the single biggest cause of workplace deaths and one of the main causes of major injury.</p> <p>This online course has been developed to provide individuals and organisations with the knowledge required to comply with the Work at Height Regulations 2005. It is recommended that any workers who have to plan or carry out working at height complete this course.</p>
<p><b>Personal Safety for Lone Workers</b></p> <p></p>	<p>Every day, thousands of people will be exposed to situations in which they are left alone with customers or other members of the public during their working day. However, there are many risks associated with working in isolation and without the support of colleagues and violence against employees is unfortunately too common.</p>


Retail price £15 + VAT Reseller Commission £2.71	By taking this course, you will be taking real steps towards minimising risk and hopefully feeling safer.
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## Courses for Manufacturers

Product	Description
<p><b>An Overview of COSHH</b></p>  <p>Retail price £15 + VAT Reseller Commission £2.71</p>	<p>Every year, thousands of workers are made ill by hazardous substances, contracting lung disease such as asthma, cancer and skin disease such as dermatitis. The Control of Substances Hazardous to Health Regulations 2002 (COSHH) were established, and amended in 2005, to help employers protect both employees and others who may be at risk at work due to exposure to chemicals or other hazardous substances.</p> <p>As a result, this course has been developed to provide you with an introduction to what employers need to do order to meet their duties under the COSHH Regulations 2002. On completion, learners will have an increased understanding of the positive impact of COSHH, the effects of hazardous substances and the methods to adopt to comply with the regulations.</p>
<p><b>Asbestos Awareness Category A Training</b> UKATA accredited</p>  	<p>In the UK, more than half a million non-domestic premises and houses are still thought to contain some form of asbestos. Figures from the Health and Safety Executive show that around a quarter of the 4,000 or so people dying from asbestos-related diseases each year in Britain are tradespeople, such as joiners, electricians and plumbers. This is why Asbestos training is a <b>legal requirement</b>.</p> <p>This course is classed as Category A training and is aimed at making learners aware of the dangers associated with unknowingly coming into contact with asbestos. It does not train them to work with asbestos containing materials (ACMs).</p> <p>By the end of this course you should be able to:</p> <ul style="list-style-type: none"> <li>• Describe the properties of asbestos in terms of the risks to and effects on health caused by exposure to asbestos and the increased risk to those who smoke</li> <li>• Outline the types of asbestos and explain where asbestos and Asbestos Containing Materials (ACMs) can be typically found within buildings and in plants</li> <li>• Describe the main reasons for the use of asbestos insulation, asbestos insulating boards, asbestos cement and other ACMs</li> <li>• Describe the risks of fibre release from ACMs</li> <li>• Demonstrate an awareness of how you would find information about the presence of asbestos before starting work</li> <li>• Know the procedures to follow if any unintentional contact is made with ACMs</li> </ul>



Retail price £30 + VAT Reseller Commission £3.42	<ul style="list-style-type: none"> <li>Outline the legislation relating to asbestos, particularly with reference to regulations 4 and 5 of The Control of Asbestos Regulations (CAR)</li> </ul>
<b>Manual Handling in the Workplace</b>    Retail price £30 + VAT Reseller Commission £5.42	<p>Back injury is the main reason for absence from the workplace, whilst one third of all reported injuries that result in three days off work are caused by manual handling accidents.</p> <p>Employers are required by law to take reasonable steps to safeguard the health and safety of all employees, one of which is increasing awareness about the hazards related to manual handling, and outlining what can be done to minimise risk.</p> <p>This course 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.</p>
<b>An Introduction to Working at Height</b>    Retail price £30 + VAT Reseller Commission £5.42	<p>Working at height refers to 'any work on, below, or above ground level where there is risk of personal injury through falling'. According to the Health and Safety Executive, falls from height remain the single biggest cause of workplace deaths and one of the main causes of major injury.</p> <p>This online course has been developed to provide individuals and organisations with the knowledge required to comply with the Work at Height Regulations 2005. It is recommended that any workers who have to plan or carry out working at height complete this course.</p>

## Food, Drink and Hospitality Courses




Product	Description
<b>Food Allergy Awareness</b>    Retail Price £15 + VAT Reseller Commission £2.71	<p>The aim of this <b>Food Allergy Awareness Training</b> 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. There is no known cure for a <b>food allergy</b> and consumers have to avoid the food or ingredient to prevent reactions to the allergenic food. For some only a trace of the allergenic food may be needed, symptoms can range from mild to serious and for some consumers can be life threatening.</p>



<p><b>Level 1 Food Safety and Hygiene</b></p>  <p>Retail Price £15 + VAT Reseller Commission £2.61</p>	<p>The aim of this food hygiene training course is to introduce you to the basic principles of Food Safety and Hygiene. It is ideal as induction training and will benefit anyone working in a situation where there is food and drink but is not involved with food preparation.</p> <p>Successful completion of this Virtual College course will enable you to understand:</p> <ul style="list-style-type: none"> <li>• How to keep yourself clean and hygienic.</li> <li>• How to keep your work area clean.</li> <li>• How food becomes contaminated and your role in reducing contamination.</li> </ul> <p>If you are involved (or going to be involved) with food preparation you will need to undertake Level 2 Food Safety training. This is not the equivalent to the 'Basic Food Hygiene' course.</p>
<p><b>Level 2 Food Safety &amp; Hygiene for Catering</b></p>   <p>Retail Price £15 + VAT Reseller Commission £1.91</p>	<p>EU Regulation 852/2004 Hygiene for Foodstuffs requires 'food businesses to make sure that anybody who handles food is trained in food hygiene in a way that is appropriate to the work they do.'</p> <p>This Virtual College 'Level 2 Food Hygiene' course is a self-study course, formerly known as either the 'Foundation' or 'Basic Food Hygiene', and maps to the Industry Standards set by People 1<sup>st</sup>, the Sector Skills Council for the Hospitality, Leisure, Travel and Tourism standards.</p> <p>This course is aimed at anyone working in the Catering industry, whether the learner is self-employed or employed working in restaurants, hotels, fast food outlets, takeaways, cafes, bars, kitchens, as well as catering in hospitals, schools and colleges.</p> <p>This course allows an individual or business to provide first class training you would normally expect from a classroom based course with the flexibility and ease of access that eLearning provides.</p> <p><b>Upon successfully passing the assessment the learner will be able to print their own City &amp; Guilds accredited certificate. Please note that these certificates should be displayed to show that training has taken place.</b></p>
<p><b>Level 2 Food Safety &amp; Hygiene for Manufacturing</b></p> 	<p>EU Regulation 852/2004 Hygiene for Foodstuffs requires 'food businesses to make sure that anybody who handles food is trained in food hygiene in a way that is appropriate to the work they do.'</p> <p>This Virtual College 'Level 2 Food Hygiene' course is a self-study course, Formerly known as either the 'Foundation' or 'Basic Food Hygiene', and maps to the Industry Standards set by Improve Ltd, the Sector Skills Council for the Food and Drink Manufacturing Industry in the UK.</p>

 <p>Retail Price £15 + VAT Reseller Commission £1.91</p>	<p>This course is aimed at anyone working in the Manufacturing industry, whether that be in food processing / manufacturing, food assembly, packaging or food storage.</p> <p>This course allows an individual or business to provide first class training you would normally expect from a classroom based course with the flexibility and ease of access that eLearning provides.</p> <p><b>Upon successfully passing the assessment the learner will be able to print their own City &amp; Guilds accredited certificate. Please note that these certificates should be displayed to show that training has taken place.</b></p>
<p><b>Level 2 Food Safety &amp; Hygiene for Retail</b></p>   <p>Retail Price £15 + VAT Reseller Commission £1.91</p>	<p>EU Regulation 852/2004 Hygiene for Foodstuffs requires ‘food businesses to make sure that anybody who handles food is trained in food hygiene in a way that is appropriate to the work they do.’</p> <p>This Virtual College, ‘Level 2 Food Hygiene’ course is a self-study course, Formerly known as either the ‘Foundation’ or ‘Basic Food Hygiene’, and maps to the Industry Standards set by Skillsmart Retail Ltd and the Sector Skills Council for Retail.</p> <p>This course is aimed at anyone working in Retail, for example Supermarkets, Small and Large Grocery stores, Butchery, Bakery, Fish and Farm Shops, Market Stalls and Delicatessens.</p> <p>This course allows an individual or business to provide first class training you would normally expect from a classroom based course with the flexibility and ease of access that eLearning provides.</p> <p><b>Upon successfully passing the assessment the learner will be able to print their own City &amp; Guilds accredited certificate. Please note that these certificates should be displayed to show that training has taken place.</b></p>
<p><b>Level 3 Food Safety and Hygiene for Supervisors</b></p>  	<p>Level 3 Food Safety and Hygiene for Supervisors training from Virtual College enables candidates to identify problems and to recommend solutions within food preparation and delivery areas. It is ideally suited to people who are responsible for supervising other members of staff, such as team leaders and managers across all sectors including manufacturing, catering and retail.</p> <p>The course is written to reflect industry standards developed by People 1<sup>st</sup> (the Sector Skills Council for the hospitality industry), and conforms to the qualification template developed by awarding bodies under their guidance. It is recommended that all food premises should have at least one person trained to Level 3 – particularly if they are in charge of other staff and are responsible for the training of those staff.</p>



<p>Retail price £115 + VAT Reseller Commission £19.15</p>	<p>By completing this online training, individuals will benefit from a broad knowledge of food safety and hygiene in the workplace, with a focus on being able to:</p> <ul style="list-style-type: none"> <li>• Take responsibility for food safety monitoring procedures</li> <li>• Identify food safety hazards</li> <li>• Take appropriate action in the light of these hazards</li> <li>• Contribute to improvements in food safety practice</li> </ul> <p>This course is Accredited by City &amp; Guilds. The course was produced by Virtual College in association with food safety experts Food Dialog and we have made every effort to make the training friendly, understandable and down to earth.</p>
<p><b>COSHH in a Food Environment</b></p>  <p>Retail price £20 + VAT Reseller Commission £3.64</p>	<p>The <b>COSHH in a Food Environment course</b> has been created with food service workers in mind to help you recognise and manage the risks resulting from handling hazardous substances and avoid potential serious consequences for employees as well as for employers.</p> <p>By completing this course you will be meeting your legal obligations and minimising the risk of bad publicity or lawsuits.</p> <p>According to the Health and Safety Executive (HSE), the failure to recognise COSHH risks and implement the necessary control measures makes thousands of workers in the UK ill every year and costs the industry millions of pounds.</p> <p>Learners will be taught what COSHH stands for, good and bad practice of COSHH and why it is important.</p>
<p><b>L2 HACCP</b></p>  <p>Retail price £25 + VAT Reseller Commission £4.55</p>	<p>This Level 2 HACCP training course is suitable for all food industry workers.</p> <p>It provides the knowledge required by EU food hygiene legislation (Regulation 852/2004, Article 5) to implement and maintain hygiene procedures based on the internationally accepted HACCP system.</p> <p>HACCP is pro-active system of managing food risk and was originally developed by NASA scientists in the 1950s in order to protect astronauts from food poisoning whilst on space missions, something that could prove catastrophic.</p> <p>Later the EU and most developed countries had implemented HACCP principles into food safety law.</p> <p>Within businesses, the HACCP system is developed by owners and managers however responsibility for its implementation lies with all of the employees of the business.</p>






<p><b>Understanding HACCP</b></p>   <p>Retail price £30 + VAT Reseller Commission £5.10</p>	<p>This Understanding HACCP course has been created with food businesses in mind and will help ensure workers control food borne illnesses and prevent consumers from becoming injured by hazardous contamination in your premises.</p> <p>This course is particularly relevant to food handlers, owner/managers and anybody involved in working in a food environment.</p> <p>Completing this course will help you learn about different types of hazards, control measures to eliminate or reduce the risks of harm from those hazards and how to conduct a HACCP study.</p> <p>Why do we use food safety management systems based on HACCP principles?</p> <ol style="list-style-type: none"> <li>1. It is a legal requirement based on a European regulation that took effect on 1 January 2006.</li> <li>2. It helps us to safeguard our consumers from food borne illnesses and injury from consumption of unsafe food.</li> <li>3. A HACCP system is considered the best way of controlling food safety.</li> <li>4. Our customers demand it.</li> </ol>
<p><b>L3 HACCP Training</b></p>  <p>Retail price £99 + VAT Reseller Commission £18.02</p>	<p>This <b>Level 3 HACCP for supervisors and managers</b> course has been created with catering, retail and manufacturing industries in mind.</p> <p><b>On completion of this course learners will be able to:</b></p> <ul style="list-style-type: none"> <li>• Outline the need for, and importance of, HACCP-based food safety management systems</li> <li>• Describe the HACCP approach to food safety procedures</li> <li>• Review the legislation relating to HACCP</li> <li>• Describe the importance of prerequisite programmes and what they should contain</li> <li>• Explain and evaluate the five preliminary steps in the logical application of HACCP</li> <li>• Identify hazards and risks in a food preparation or production process</li> <li>• Determine critical control points (CCPs) for significant hazards and establish critical limits</li> <li>• Describe the procedures required for monitoring CCPs and the corrective action procedures when CCPs fail</li> <li>• Evaluate HACCP based procedures through documentation and record keeping procedures</li> <li>• Outline the review and verification requirements for HACCP-based systems</li> </ul> <p>This course is particularly relevant to those responsible for assisting in the development and maintenance of a HACCP system/team.</p>



<p><b>HACCP for Supervisors</b></p>     <p>Retail price £125 + VAT Reseller Commission £20.57</p>	<p>The aim of this training is to develop an understanding of HACCP-based food safety management, and how it is best implemented and maintained in a food business or organisation.</p> <p>This course is Accredited by City &amp; Guilds</p> <p>The learning objectives for this module are as follows:</p> <ul style="list-style-type: none"> <li>• Outline the need for, and importance of, HACCP-based food safety management systems.</li> <li>• Describe the HACCP approach to food safety procedures.</li> <li>• Review the legislation relating to HACCP.</li> <li>• Describe the importance of prerequisite programmes and what they should contain.</li> <li>• Explain and evaluate the five preliminary steps in the logical application of HACCP.</li> <li>• Identify hazards and risks in a food preparation or production process.</li> <li>• Determine critical control points (CCPs) for significant hazards and establish critical limits.</li> <li>• Describe the procedures required for monitoring CCPs and the corrective action procedures when CCPs fail.</li> <li>• Evaluate HACCP based procedures through documentation and record keeping procedures.</li> <li>• Outline the review and verification requirements for HACCP-based systems.</li> </ul>
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## Trades Courses

Product	Description
<p><b>Level 3 Award in the Requirements for Electrical Installations BS7671: 2008 (2015) inc. Amendment 3 (17th Edition)</b></p>   	<p>This course has been developed by NICEIC in partnership with Virtual College to satisfy the EAL and City &amp; Guilds 2382-12 scheme.</p> <p>The course incorporates material covering the third amendment. It aims to enable the candidate to demonstrate that they are conversant with the IEE (Institute of Electrical Engineers) Wiring Regulations 17th Edition BS 7671:2008(2011). This online course was released in September 2011.</p> <p>Your purchase includes:</p> <ul style="list-style-type: none"> <li>• Online e-learning course (login emailed automatically on completion of online sales purchase)</li> <li>• Online Revision Test (automatically enabled on completion of course)</li> </ul>







<p>Retail price: £349.00 + VAT Reseller Commission £114.13</p>	<ul style="list-style-type: none"> <li>• In Centre Examination (on successful Revision Test pass, you will be able to print off a record of learning to enable you to go on to take your 2 hour accredited examination).</li> </ul>
<p><b>17<sup>th</sup> Edition Third Amendment</b></p>  <p>Retail price £50.00 + VAT Reseller Commission £16.35</p>	<p>This course is designed to ensure everyone required to comply with BS7671:2008 is aware of and can comply with the changes and additions that were introduced in Amendment 3. The new British Standard incorporating Amendment 3 has been designated BS7671:2008 (2015).</p> <p>This Amendment will be of interest to Designers, Specifiers, Engineers, Electricians, Electrical Contractors, Maintenance Technicians, Project Managers and Tutors / Trainers in this area.</p>
<p><b>An Overview of COSHH</b></p>  <p>Retail price £15 + VAT Reseller Commission £2.71</p>	<p>Every year, thousands of workers are made ill by hazardous substances, contracting lung disease such as asthma, cancer and skin disease such as dermatitis. The Control of Substances Hazardous to Health Regulations 2002 (COSHH) were established, and amended in 2005, to help employers protect both employees and others who may be at risk at work due to exposure to chemicals or other hazardous substances.</p> <p>As a result, this course has been developed to provide you with an introduction to what employers need to do order to meet their duties under the COSHH Regulations 2002. On completion, learners will have an increased understanding of the positive impact of COSHH, the effects of hazardous substances and the methods to adopt to comply with the regulations.</p>
<p><b>Asbestos Awareness Category A Training</b> UKATA accredited</p>  	<p>In the UK, more than half a million non-domestic premises and houses are still thought to contain some form of asbestos.</p> <p>Figures from the Health and Safety Executive show that around a quarter of the 4,000 or so people dying from asbestos-related diseases each year in Britain are tradespeople, such as joiners, electricians and plumbers. This is why Asbestos training is a <b>legal requirement</b>.</p> <p>This course is classed as Category A training and is aimed at making learners aware of the dangers associated with unknowingly coming into contact with asbestos. It does not train them to work with asbestos containing materials (ACMs).</p> <p>By the end of this course you should be able to:</p> <ul style="list-style-type: none"> <li>• Describe the properties of asbestos in terms of the risks to and effects on health caused by exposure to asbestos and the increased risk to those who smoke</li> <li>• Outline the types of asbestos and explain where asbestos and Asbestos Containing Materials (ACMs) can be typically found within buildings and in plants</li> </ul>




<p>Retail price £30 + VAT Reseller Commission £3.42</p>	<ul style="list-style-type: none"> <li>• Describe the main reasons for the use of asbestos insulation, asbestos insulating boards, asbestos cement and other ACMs</li> <li>• Describe the risks of fibre release from ACMs</li> <li>• Demonstrate an awareness of how you would find information about the presence of asbestos before starting work</li> <li>• Know the procedures to follow if any unintentional contact is made with ACMs</li> <li>• Outline the legislation relating to asbestos, particularly with reference to regulations 4 and 5 of The Control of Asbestos Regulations (CAR)</li> </ul>
<p><b>Awareness of Legionnaires Disease</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>On average there are approximately 200 to 250 reported cases of Legionnaires' disease each year in the UK, although many believe this total is generally underestimated. The disease is caused by the 'Legionella pneumophila' bacteria and is an extremely serious form of Legionellosis, causing high fever and proving fatal in approximately 12% of cases.</p> <p>In an attempt to help reduce these figures, this course has been developed by Virtual College working with partners Life Environmental Services. It has been designed to help raise awareness of Legionnaires' disease by explaining how outbreaks might occur, and highlighting water systems that have a potentially high risk of developing the Legionella bacterium.</p>
<p><b>How to carry out Portable Appliance Testing</b></p> <p><i>NB: This course is not accredited and will not provide the learner with evidence towards a recognised qualification.</i></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>The Electricity at Work Regulations 1989 require that any electrical equipment that has the potential to cause injury is maintained in a safe condition.</p> <p><b>Portable Appliance Testing</b> is one way in which to ensure electrical equipment is safe. As stated in the IEE Code of Practice - in order to comply with this the tester must have an understanding of the modes of electrical, mechanical or thermal damage to electrical equipment and appliances and their flexes which may be encountered in a work environment.</p> <p>On completion of this course, learners will:</p> <ul style="list-style-type: none"> <li>• Know the stages involved in PAT testing.</li> <li>• Recognise the difference between Class I and Class II appliances.</li> <li>• Know what standards are required in order for an appliance to pass each stage of PAT testing.</li> <li>• Know where to find more information about re-test frequencies.</li> <li>• Understand the hazards involved in PAT testing and the precautions that should be taken.</li> </ul>

<p><b>Manual Handling in the Workplace</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>Back injury is the main reason for absence from the workplace, whilst one third of all reported injuries that result in three days off work are caused by manual handling accidents.</p> <p>Employers are required by law to take reasonable steps to safeguard the health and safety of all employees, one of which is increasing awareness about the hazards related to manual handling, and outlining what can be done to minimise risk.</p> <p>This Course 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.</p>
<p><b>Moving Loads by Lifting and Slinging</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>Every year workers are killed or injured when moving loads, especially when using mechanical devices to move them by lifting and swinging. This course is aimed to provide participants with the skills, knowledge and competence required to perform straight non-complex lifts.</p> <p>The course covers techniques for the safe use of chains, ropes, slings, hooks and other lifting equipment, and aims to minimise accidents when moving loads.</p>
<p><b>An Introduction to Working at Height</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>Working at height refers to 'any work on, below, or above ground level where there is risk of personal injury through falling'. According to the Health and Safety Executive, falls from height remain the single biggest cause of workplace deaths and one of the main causes of major injury.</p> <p>This online course has been developed to provide individuals and organisations with the knowledge required to comply with the Work at Height Regulations 2005. It is recommended that any workers who have to plan or carry out working at height complete this course.</p>


## Courses for Healthcare Professionals and Healthcare Organisations

Product	Description
<p><b>Awareness of Legionnaires Disease</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>On average there are approximately 200 to 250 reported cases of Legionnaires' disease each year in the UK, although many believe this total is generally underestimated. The disease is caused by the 'Legionella pneumophila' bacteria and is an extremely serious form of Legionellosis, causing high fever and proving fatal in approximately 12% of cases.</p> <p>In an attempt to help reduce these figures, this course has been developed by Virtual College working with partners Life Environmental Services. It has been designed to help raise awareness of Legionnaires' disease by explaining how outbreaks might occur, and highlighting water systems that have a potentially high risk of developing the Legionella bacterium.</p>
<p><b>Handling Information in Health and Social Care Settings</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>This course is aimed at people working in wide range of settings, encompassing health services and adult social care. It provides learners with the knowledge and skills required to implement and promote good practice in recording, storing and accessing information.</p> <p>On completion, learners with an increased understanding of the requirements for handling information in health and social care settings and understand how to support others to handle information correctly. The overall aims of the course are that learners will:</p> <ul style="list-style-type: none"> <li>• Understand requirements for handling information in health and social care settings</li> <li>• Be able to implement good practice in handling information.</li> <li>• Be able to support others to handle information</li> <li>• Handle information in a Health and Social care settings</li> </ul> <p>The content of this course has been mapped to the underpinning knowledge within the following units on the Qualifications and Credit Framework (QCF):</p> <ul style="list-style-type: none"> <li>• Promote good practice in handling information in health and social care settings</li> </ul> <p>This unit is a mandatory unit within the following qualifications:</p> <ul style="list-style-type: none"> <li>• Level 3 Diploma in Health and Social Care (Adults) for England</li> <li>• Level 2 Diploma in Health and Social Care (Adults) for England</li> </ul>
<p><b>Health and Safety in Health &amp; Social Care Settings</b></p>	<p>This Course has been developed for individuals working in a wide variety of health and social care settings. It provides learners with the</p>



 <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>knowledge and skills required to promote and implement health and safety.</p> <p>On completion, learners will have an increased understanding of their own responsibilities and the responsibilities of others relating to health and safety in the work setting. The course also provides learners with the required knowledge to prevent the spread of infection, promote fire safety and know how to handle hazardous substances and materials. The content of this course has been mapped to the underpinning knowledge within the following units on the Qualifications and Credit Framework (QCF):</p> <ul style="list-style-type: none"> <li>• Promote and implement health and safety in health and social care</li> </ul> <p>This unit is a mandatory unit within the following qualifications :</p> <ul style="list-style-type: none"> <li>• Level 3 Diploma in Health and Social Care ( Adults ) for England</li> <li>• Level 2 Diploma in Health and Social Care ( Adults ) for England</li> </ul>
<p><b>Infection Prevention and Control</b></p>  <p>Retail price £20 + VAT Reseller Commission £3.62</p>	<p>Effective infection control is essential to safeguard the welfare of patients and the staff who care for them. All NHS organisations are required to put infection control and basic hygiene at the core of good management and clinical practice. All healthcare workers have a duty of care to their patients which includes preventing infection.</p> <p>On completion of this Virtual College course learners will:</p> <ul style="list-style-type: none"> <li>• Understand basic microbiology</li> <li>• Understand how micro-organisms are spread</li> <li>• Understand standard infection control precautions</li> <li>• Know the importance of correct hand hygiene technique</li> <li>• Be able to describe what MRSA, Clostridium difficile and Norovirus are as well as to understand their impact in healthcare</li> <li>• Know what precautions are necessary to prevent and control Health Care Associated Infections (HCAI)</li> </ul>
<p><b>Infection Prevention and Control – Non-Clinical Guidance</b></p> 	<p>All NHS organisations are required to put infection prevention and control and basic hygiene at the heart of good management and clinical practice, and must ensure that appropriate resources can always be allocated. Furthermore, all healthcare workers, regardless of their professional backgrounds and status, have a duty of care to their patients and preventing infection forms part of that duty of care.</p> <p>On completing this course you should:</p> <ul style="list-style-type: none"> <li>• Understand why infection prevention and control is so important</li> <li>• Understand infection prevention and control within primary care, acute care and mental health care</li> <li>• Know the importance of correct hand hygiene procedures.</li> <li>• Know the importance of using appropriate personal protective equipment</li> </ul>




<p>Retail price £30 + VAT Reseller Commission £5.42</p>	<ul style="list-style-type: none"> <li>• Know what precautions are necessary to promote effective infection prevention and control</li> </ul>
<p><b>Lone Working in Healthcare</b></p>  <p>Retail price £15 + VAT Reseller Commission £2.71</p>	<p>Everyday thousands of people working in the healthcare sector will be exposed to situations where they are left alone with patients or other members of the public.</p> <p>This is an integral part of working in a caring profession as doctors, physiotherapists, health visitors, outreach workers and many others meet people who need help and often depend on a one-to-one consultation. In addition, people such as researchers, laboratory technicians, administration staff and receptionists have roles that take them away from their colleagues for significant periods.</p> <p>Having completed the course you should know:</p> <ul style="list-style-type: none"> <li>• What lone working is and why it can be an issue</li> <li>• What responsibilities your employer has to you, and what responsibilities you have too</li> <li>• The basic process of how people's roles are assessed to see what potential risks exist from lone working</li> <li>• Some of the key questions you can ask yourself in order to assess your own situation each time you work alone</li> <li>• How to act and what precautions to take in order to reduce the risks of lone working.</li> </ul>
<p><b>Mental Capacity Act</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>The Mental Capacity Act is intended to assist and support people who may lack capacity and to discourage anyone who is involved in caring for someone who lacks capacity from being overly restrictive or controlling. The Act also aims to balance an individual's right to be protected from harm if they lack the capacity to make decisions to protect themselves.</p> <p>This Course aims to help care workers look at how the Act will affect them and to help them to develop best practice to include in the new legislation.</p>
<p><b>Moving and Handling Objects and People</b></p> 	<p>Moving patients is one of the most important skills needed in an NHS or Care environment. Back injury is the main reason for absence from the workplace and one third of all reported injuries that result in three days off work are caused by manual handling accidents. In the NHS the situation has been particularly serious, with this type of accident accounting for 40% of all sickness absence, at an estimated cost in the region of £400 million each year.</p> <p>This course covers the standard <b>moving and handling training</b>, but also includes a full section on moving and handling patients to ensure that staff are fully skilled in techniques for moving people.</p>







<p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>The information in the course provides learners with the knowledge they need in order to reduce the chance of incurring an injury whilst moving loads in their work environment.</p>
<p><b>Personal Development in Health, Social Care or Children's and Young People's Settings</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>It is important that everyone working within health, social care or children's and young people's settings is able to evaluate their own competence and personal development aspirations. This course has been designed for health and social care workers operating in a wide variety of health and social care settings. It provides learners with the knowledge and skills required to promote personal development.</p> <p>On completion, learners will have an increased understanding of what is required for competence in their own work role and be able to reflect and evaluate on their own practice. Learners will also learn how to make the best use of learning opportunities and reflective practice to develop their own practice.</p> <p>The content of this course has been mapped to the underpinning knowledge within the following units on the Qualifications and Credit Framework (QCF):</p> <ul style="list-style-type: none"> <li>• Engage in personal development in health, social care or children's and young people's settings</li> <li>• Principles of personal development in adult social care settings (Level 3)</li> <li>• Principles of personal development in adult social care settings (Level 2)</li> <li>• Introduction to personal development in health, social care or children's and young people's settings</li> </ul> <p>This unit is a mandatory unit within the following qualification:</p> <ul style="list-style-type: none"> <li>• Level 3 Diploma in Health and Social Care (Adults) for England</li> <li>• Level 3 Diploma for the Children and Young People's Workforce</li> <li>• Level 3 Certificate in Preparing to Work in Adult Social Care</li> <li>• Level 2 Diploma in Health and Social Care (Adults) for England</li> <li>• Level 2 Certificate for the Children &amp; Young People's Workforce</li> <li>• Level 2 Certificate in Preparing to Work in Adult Social</li> </ul>
<p><b>Safe Management of Diabetes in Pregnancy</b></p>	<p>This online course will increase your understanding of the management of diabetes in women pre-pregnancy, during pregnancy and during the postnatal period.</p> <p>There are no specific entry requirements for this course; however, we recommend that you first complete 'The Safe Use of Insulin', 'The Safe Use of Non-Insulin Therapies' and 'The Safe Management of Hypoglycaemia'.</p> <p>On completion of this course, learners will be able to:</p>





<p>Retail price £30 Reseller Commission £5.42</p>	<ul style="list-style-type: none"> <li>• Outline the medical considerations when preparing a woman with diabetes for pregnancy</li> <li>• Describe the main aspects of antenatal and postnatal care for a woman with Type 1 or Type 2 diabetes mellitus</li> <li>• Discuss how you would screen for and treat gestational diabetes mellitus (GDM)</li> </ul>
<p><b>Safe Management of the Diabetic Foot</b></p>  <p>Retail price £30 Reseller Commission £5.42</p>	<p>This course is aimed at all healthcare professionals who care for people with diabetes. The training will help professionals to recognise and manage active foot disease.</p> <p>There are no specific requirements for this online course, however, we recommend that you first complete 'The Safe Use of Insulin (2014 update)', 'The Safe Use of Non-Insulin Therapies' and 'The Safe Management of Hypoglycaemia'.</p>
<p><b>Safeguarding Adults at Risk</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>This e-learning course looks at the issues relating to safeguarding adults. There are numerous notable drivers that have helped to shape the UK's approach towards safeguarding adults and the course will explore many of them, looking at important regulations.</p> <p>It is often impossible to determine whether someone is at risk just by looking at them and can include people in need in community care services; people with mental or other disability; people unable to take care of themselves or unable to protect themselves against harm or exploitation or a person can be vulnerable by virtue of age or illness.</p> <p>This Virtual College course includes scenarios to help you to think about what you would do in a given situation.</p> <p>On completion of this Virtual College course learners will be able to:</p> <ul style="list-style-type: none"> <li>• Explore commonly held attitudes towards at risk people and how these have an impact on the service provided</li> <li>• See how values and attitudes can block recognition or have an effect on the decisions professionals make regarding taking action</li> <li>• Outline the signs and indicators of abuse, definitions and types of abuse and what to look for, particularly regarding unintentional harm</li> <li>• Reflect on the law &amp; key legislation and guidance regarding issues of consent and duty of care</li> <li>• Learn what to do if they are worried, what their responsibility is, what happens next and the role and responsibility of managers</li> </ul>
<p><b>Safeguarding Everyone - Protecting Children, Young People and Adults at Risk</b></p>	<p>It is vital that those working within health and social care understand how important it is for practitioners to always ensure the safety and</p>




 <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>security of anyone within their care, or who they come into contact with as part of their role.</p> <p>This course has been designed to provide learners with the knowledge required to recognise the signs of abuse and respond appropriately to suspected or alleged abuse. In addition, learners will also have an increased understanding of the most appropriate ways to reduce the likelihood of abuse as well as recognise and report unsafe practices.</p> <p>The content of this course has been mapped to the underpinning knowledge within the following units on the Qualifications and Credit Framework (QCF):</p> <ul style="list-style-type: none"> <li>• Principles of safeguarding and protection in health and social care</li> </ul> <p>This unit is a mandatory unit within the following qualifications:</p> <ul style="list-style-type: none"> <li>• Level 3 Diploma in Health and Social Care (Adults) for England</li> <li>• Level 2 Diploma in Health and Social Care (Adults) for England</li> </ul>
<p><b>The Management of Urinary Catheterisation for Adults</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>Urinary catheterisation is an intervention performed by health care workers to enable emptying of the bladder, or instillation of a solution / medication, by insertion of a catheter.</p> <p>Having completed this e-learning course, learners will understand what the Management of Urinary Catheterisation for Adults involves and they should also be able to apply the principles learnt in this course into practice.</p>
<p><b>The Safe Use of Insulin</b></p>  <p>Retail Price £30 Reseller Commission £5.42</p>	<p>In order to reduce insulin errors this course aims to provide learners with an increased understanding and awareness of insulin. It promotes its safe and effective use by outlining common errors associated with insulin and information as to how these can be avoided. It also provides learners with an increased understanding of the possible side effects of insulin and how these should be treated.</p>
<p><b>The Safe Use of Insulin Syringes, Pen Devices, Pumps and Sharps</b></p> <p><i>If you are a healthcare professional, you should have completed The Safe Use of Insulin e-learning course before completing this learning.</i></p>	<p>During the past few years, many new insulin delivery devices have been developed and promoted. This has enabled healthcare professionals to offer users and their carers a wide range of new technologic devices for insulin delivery, including insulin pens and pumps as well as traditional insulin syringes.</p> <p>This e-learning course has been developed to raise awareness of the different devices and sharps that are available in order to ensure that the right insulin, in the right dose, is administered in the right way and at the right time.</p>



 <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>By completing this course you should be able to:</p> <ul style="list-style-type: none"> <li>• Update your knowledge in the use of insulin syringes and describe the different types of insulin pen devices and their action.</li> <li>• Explain the action and safe use of insulin pumps.</li> <li>• Describe the safe storage and disposal of sharps.</li> </ul>
<p><b>The Safe Use of Intravenous Insulin Infusion in Adults</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>This course aims to increase learner's knowledge and confidence in the safe and effective use of an intravenous insulin infusion (III). It is aimed at medical and nursing staff providing care for adults on an III. The course is also relevant for medical students and pharmacists who will learn about the important aspects of caring for people on an III. On completion, learners will be able to recognise the common errors associated with the use of an intravenous insulin infusion and demonstrate an understanding of the principles of prescribing, preparing and proactive on-going management of an intravenous insulin infusion.</p> <p>On completion of this course learners will be able to:</p> <ul style="list-style-type: none"> <li>• Recognise the common errors associated with the use of an intravenous insulin infusion.</li> <li>• Demonstrate an understanding of the principles of preparing and proactive on-going management of an intravenous insulin infusion.</li> </ul>
<p><b>The Safe Use of Non-Insulin Therapies for Diabetes</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>There are many different therapies available to treat Type 2 diabetes other than, or with insulin, and it is vital that all medical and nursing staff know which are the most appropriate for each individual patient. This course aims to provide learners with an increased awareness of the non-insulin therapies which are available to lower blood glucose in adults with Type 2 diabetes.</p> <p>It focuses on four straightforward steps to help learners achieve a successful outcome – The Right Drug, At the Right Dose, At the Right Time and In the Right way.</p> <p>On completion of this course learners will:</p> <ul style="list-style-type: none"> <li>• Recognise where different non-insulin therapies can safely be used to optimise glycaemic control and/or give symptomatic relief in people with Type 2 diabetes.</li> <li>• Demonstrate an awareness of contra-indications and side effects of non-insulin therapies.</li> <li>• Demonstrate an understanding of the principles of effective and safe use of non-insulin therapies.</li> </ul>
<p><b>Tissue Viability</b></p>	<p>Pressure ulcers can be extremely painful, difficult to treat and in some extreme cases even life threatening. As a result, this course has been</p>




 <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>designed to provide learners with an increased awareness of the causes and contributing factors of skin pressure damage, referred to as ulcers.</p> <p>On completion of the course, learners will also have the required knowledge to assess the risk from pressure ulcers on individuals and knowledge of the relevant tools available to prevent damage occurring. Specifically, on completion of this course learners will:</p> <ul style="list-style-type: none"> <li>• Recognise regulatory requirements</li> <li>• Define the term “pressure ulcer”</li> <li>• Describe the basic structure of skin</li> <li>• Describe the common sites for the development of pressure ulcers</li> <li>• Outline the role nutrition and health play in the prevention of skin damage</li> <li>• List aids to prevent and relieve pressure</li> </ul>
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## Courses for Housing Providers

Product	Description
<p><b>An Introduction to Social Housing</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>This online course provides learners with background information into the history of social housing, and looks at the functions and responsibilities of housing organisations and their tenants. The course is accredited by the Chartered Institute of Housing (CIH) as a component of the Level II Certificate in Housing.</p> <p>On completion of this Virtual College course learners will be able to:</p> <ul style="list-style-type: none"> <li>• Describe what rented housing is.</li> <li>• Give examples of the range of housing organisation operating in the UK</li> <li>• Explain what services housing organisations offer</li> <li>• Describe the relationship between tenant and landlord</li> <li>• This course is reviewed on a regular basis and updated as necessary</li> </ul>
<p><b>Welfare Reform - The Essentials for Registered Providers</b></p>  <p>Retail price £20 + VAT Reseller Commission £3.62</p>	<p>On 8 March 2012 the Welfare Reform Act received Royal Assent. The Act legislates for the biggest change to the welfare system for over 60 years and poses a huge challenge for all those working in the social housing sector.</p> <p>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.</p>



<p><b>An Introduction to Governance for Registered Providers</b></p>  <p>Retail price £20 + VAT Reseller Commission £3.62</p>	<p>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, 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.</p> <p>On completion of this Virtual College course learners will have a greater understanding of:</p> <ul style="list-style-type: none"> <li>• Being a board member- why bother?</li> <li>• What the Social Housing Regulator expects from boards.</li> <li>• What should a board member expect from a good governance structure?</li> <li>• Codes of governance</li> <li>• How boards can achieve greatness</li> <li>• Boards and public duty - what standards should they follow?</li> </ul>
<p><b>The Regulatory Framework For Social Housing In England</b></p>  <p>Retail price £20 + VAT Reseller Commission £3.62</p>	<p>From the 1st April 2012, the Tenant Services Authority (TSA) was disbanded and the Homes and Communities Agency (HCA) became responsible for regulating social housing providers in England. The new regulator will be known as the Social Housing Regulator.</p> <p>The Social Housing Regulator has 2 sets of standards, 'Economic' and 'Consumer'. Social Housing Providers are expected to meet both. However, the main focus of regulation will be on the economic standards which cover governance, financial viability, rent and value for money.</p> <p>This course 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.</p>
<p><b>Effective Anti-Social Behaviour – Management</b></p> 	<p>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.</p> <p>Lesson Plan</p> <p>The learning objectives for this module are as follows:</p> <ul style="list-style-type: none"> <li>• Recognise the importance of establishing a strategic commitment to tackle ASB</li> <li>• Explain the legal background, the regulatory framework and the CIH Respect ASB Charter</li> <li>• Define ASB</li> <li>• Explain the steps that can be taken to prevent or minimise ASB</li> </ul>

<p>Retail price £30 + VAT Reseller Commission £5.42</p>	<ul style="list-style-type: none"> <li>• Recognise how to handle ASB complaints effectively</li> <li>• Describe the support that can be given to victims and witnesses</li> <li>• Develop effective partnerships, share information and understand the role of police and crime commissioners</li> <li>• Understand the importance of a performance management framework.</li> </ul>
<p><b>Effective Anti-Social Behaviour – Enforcement</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>The course briefly looks at the following:</p> <ul style="list-style-type: none"> <li>• Preparing a witness statement</li> <li>• A Landlord’s legal powers and tools to tackle Anti-Social Behaviour</li> <li>• Police and Local Authority legal tools and powers to tackle Anti-Social Behaviour.</li> </ul> <p>Lesson Plan</p> <p>The learning objectives for this module are as follows:</p> <ul style="list-style-type: none"> <li>• Explain the importance of engaging with witnesses</li> <li>• Explain how to gather evidence and conduct effective witness interviews</li> <li>• Explain what the different types of evidence are</li> <li>• Explain how to prepare witness statements</li> <li>• 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.</li> </ul>
<p><b>Customer Excellence for Frontline Staff</b></p>  <p>Retail price £30 +VAT Reseller Commission £5.42</p>	<p>This course has been produced in partnership with Liquid Voice and is designed for those involved in improving customer service and implementing best practice across the business. The course will guide you through the various skills and techniques required to open a call professionally, manage the effective communication of a call and how to successfully handle objective callers.</p> <p>On completion of this course, you will have an understanding of the following topics in the context of the principles of customer excellence:</p> <ul style="list-style-type: none"> <li>• The skills and techniques required to open a call</li> <li>• The right way to record and respond to customer enquiries</li> <li>• Difficult situations and how to handle customer objections</li> </ul>
<p><b>Managing Finances in Local Authorities</b></p>	<p>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.</p>


 <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>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.</p> <p>On completion of this Virtual College course learners will be able to:</p> <ul style="list-style-type: none"> <li>• List the sources of Local Authority funding</li> <li>• Describe the mechanisms that your organisation uses to manage its budgets</li> <li>• Differentiate the various types of expenditure that your organisation might incur</li> <li>• Recognise the importance of achieving value for money and best value</li> </ul>
<p><b>Opening Doors: Equality, Diversity and Cultural Awareness</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>This course 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.</p> <p>On completion of this course you will be able to understand:</p> <ul style="list-style-type: none"> <li>• The Principles of Equality and Diversity</li> <li>• The Business Case for Equality and Diversity</li> <li>• External performance requirements and best practice</li> <li>• Equality and Diversity legislation and duties</li> <li>• Equality Impact Assessments</li> <li>• How to promote Equality, Diversity and Cultural Awareness</li> </ul>
<p><b>Professional Boundaries</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>Professional boundaries are the limits that help us to develop effective relationships in the workplace. If these boundaries are not clearly defined, there is likely to be confusion about who has responsibility for what which can lead to conflict, accountability or performance issues.</p> <p>This e-learning course has been developed to provide guidance on professional boundaries and how they might impact on the workplace.</p> <p>On completion of this course you will understand:</p> <ul style="list-style-type: none"> <li>• Why we need boundaries in the workplace</li> <li>• The boundaries of professional relationships with clients</li> <li>• Best practice' with regards to professional boundaries</li> <li>• The need for clear limits relating to professional boundaries</li> <li>• The concept of professional boundaries with colleagues and other professionals</li> </ul>









## Courses for Tenants




Product	Description
<b>An Introduction to Social Housing</b>    Retail price £30 + VAT Reseller Commission £5.42	<p>This online course provides learners with background information into the history of social housing, and looks at the functions and responsibilities of housing organisations and their tenants. The course is accredited by the Chartered Institute of Housing (CIH) as a component of the Level II Certificate in Housing.</p> <p>On completion of this course learners will be able to:</p> <ul style="list-style-type: none"> <li>• Describe what rented housing is.</li> <li>• Give examples of the range of housing organisation operating in the UK</li> <li>• Explain what services housing organisations offer</li> <li>• Describe the relationship between tenant and landlord</li> </ul>
<b>Money Matters – Financial Inclusion</b>    Retail price £30 + VAT Reseller Commission £5.42	<p>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.</p> <p>On completion of this course you will understand:</p> <ul style="list-style-type: none"> <li>• The reasons why budgeting is so important</li> <li>• The key steps in setting up a bank account</li> <li>• The potential benefits of saving</li> <li>• Different sources available when looking to borrow money and the potential cost of those sources.</li> </ul>




## Courses for People Working with Children and Young People - Including Parents and Carers

Product	Description
<b>An Introduction to Safeguarding Children</b>    Retail price £30 + VAT Reseller Commission £5.42	<p>This Introduction version is a short course, designed for those who come into occasional contact with children.</p> <p>Key topics covered in this course include:</p> <ul style="list-style-type: none"> <li>• Introduction to safeguarding children/child protection</li> <li>• Physical abuse</li> <li>• Sexual abuse</li> <li>• Emotional abuse</li> <li>• Neglect</li> </ul>

<p>Retail price £30 + VAT Reseller Commission £5.42</p>	<ul style="list-style-type: none"> <li>• What to do if you suspect abuse or neglect</li> </ul>
<p><b>An Introduction to the Autism Spectrum</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>On completion, learners will have an increased awareness of the main characteristics of behaviour which children on the autism spectrum can commonly display, as well as an understanding of the strategies available to support these.</p> <p>On completion of this course learners will:</p> <ul style="list-style-type: none"> <li>• Recognise the main characteristics of behaviour for people on the autism spectrum</li> <li>• Understand the triad of impairment</li> <li>• Understand the range of the spectrum</li> <li>• Appreciate the particular differences of understanding language with people on the autism spectrum</li> <li>• Understand the need to backup spoken language visually to help understanding</li> <li>• Appreciate the importance of routine and predictability for people on the autism spectrum</li> <li>• Understand the complexity of social interaction</li> <li>• Appreciate the sensory differences of people on the autism spectrum</li> </ul>
<p><b>Awareness of Child Abuse &amp; Neglect – Foundation</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>This Foundation version is designed for those who come into regular contact with children and young people.</p> <p>Essential topics covered in the course include:</p> <ul style="list-style-type: none"> <li>• Understanding the types of abuse and neglect a child may suffer</li> <li>• How to identify the tell-tale signs</li> <li>• What is the correct course of action when you suspect a child is being abused or when a child or adult discloses abuse</li> <li>• What are the reliable methods of keeping accurate records</li> </ul>
<p><b>Awareness of Child Abuse &amp; Neglect – Core</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>This is the most in depth version of the course, designed for front line professionals and those who come into regular contact with children.</p> <p>This course contains all of the information in ‘An Introduction to Safeguarding’, and greatly expands on all of the included course topics in order to give those that work with children for extended timeframes the detailed information to safeguard the children.</p> <p>This version of the course contains graphic images that some people may find disturbing.</p>
<p><b>Awareness of Child Abuse &amp; Neglect – Young People</b></p>	<p>This course is designed specifically for those working with young people aged 11-18yrs old.</p>





 <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>Key topics covered in this course include:</p> <ul style="list-style-type: none"> <li>• Introduction to safeguarding children / child protection</li> <li>• Physical abuse</li> <li>• Sexual abuse</li> <li>• Emotional abuse</li> <li>• Neglect</li> <li>• What to do if you suspect abuse or neglect</li> </ul> <p>For those working with younger children, the Core version of the course is more suitable.</p>
<p><b>An Awareness of Domestic Violence and Abuse</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>This <b>Awareness of Domestic Violence and Abuse</b> course has been created with victims in mind and will inform learners about domestic violence and abuse, and how to support those experiencing it.</p> <p>Each year around 2.1 million people (men and women) in England and Wales suffer some form of domestic abuse. On average high risk victims live with domestic violence abuse for 2.6 years before seeking help and 23% of those victims attend A&amp;E as a result of their injuries in the year before they get help.</p> <p>Considering these statistics, this e-learning course is suitable for any worker who is in regular contact or works regularly with children, young people and their families. The course will raise your awareness of the issues surrounding domestic violence and abuse particularly for those workers that come into contact with survivors.</p>
<p><b>An Introduction to Getting it Right for Every Child (GIRFEC)</b> <i>For use in Scotland only</i></p>  <p>Retail price £15 + VAT Reseller Commission £2.71</p>	<p>This bite size course explains the Getting it Right For Every Child (GIRFEC) model, which is the national approach in Scotland for those supporting and working with children and young people.</p> <p>It affects all services for children and adults where children are involved and therefore is relevant for all children and adult services staff.</p> <p>On completion of this Virtual College course, learners will have an increased understanding of the GIRFEC model, which seeks to encourage changes in culture, systems and practice across services for children, promote a child-centred approach and engender a common understanding and shared language across all agencies.</p>
<p><b>Child and Young People's Development in Health and Social Care Settings</b></p>	<p>The course takes the learner through different techniques in how to understand patterns of developments in young people and appreciate how pivotal the development of young people can be in their lives.</p> <p>On completion of this course learners will be able to:</p>

 <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<ul style="list-style-type: none"> <li>• Understand the expected pattern of development for children and young people from birth to 19 years of age</li> <li>• Understand the factors that influence children's and young people's development and how these affect practice</li> <li>• Understand how to monitor children's and young people's development and interventions that should take place if this is not following the expected pattern</li> <li>• Understand the importance of early intervention to support the speech, language and communication needs of children and young people</li> <li>• Understand the potential effects of transitions on children's and young people's development</li> </ul>
<p><b>Early Child Development – Foundation</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>The aim of this course is to increase awareness of the main issues around early child development. By providing learners with a better understanding of the key issues in order for them to be able to develop their work in a way that improves outcomes for parents and children.</p> <p>This course highlights the importance of a wide range of factors that affect the individual pathway along which each child develops. A child's growth, development and learning are interrelated in complex ways from the moment of conception, all the way through infancy to early childhood and beyond.</p>
<p><b>Equality and Inclusion in Health, Social Care or Children's and Young People's Settings</b></p> 	<p>Equality and inclusion within health and social care is vital to ensuring people's differences are valued and that people are treated equally and supported to take part in whatever they wish to do.</p> <p>On completion of this course, learners will have an increased understanding of the importance of equality and inclusion, as well as the knowledge required to work in an inclusive way.</p> <p>The content of this course has been mapped to the underpinning knowledge within the following units on the Qualifications and Credit Framework (QCF):</p> <ul style="list-style-type: none"> <li>• Promote equality and inclusion in health, social care or children's and young people's settings</li> <li>• Principles of diversity, equality and inclusion in adult social care settings Level 3</li> <li>• Principles of diversity, equality and inclusion in adult social care settings Level 2</li> <li>• Introduction to equality and inclusion in health, social care or children's and young people's settings</li> </ul> <p>This unit is a mandatory unit within the following qualifications:</p> <ul style="list-style-type: none"> <li>• Level 3 Diploma in Health and Social Care (Adults) for England</li> <li>• Level 3 Diploma for the Children and Young People's Workforce</li> </ul>




<p>Retail price £30 + VAT Reseller Commission £5.42</p>	<ul style="list-style-type: none"> <li>• Level 3 Certificate in Preparing to Work in Adult Social Care</li> <li>• Level 3 Certificate in Induction into Adult Social Care in Northern Ireland</li> <li>• Level 2 Diploma in Health and Social Care (Adults) for England</li> <li>• Level 2 Certificate for the Children and Young People's Workforce</li> <li>• Level 2 Diploma in Health and Social Care (Adults) for England</li> <li>• Level 2 Certificate for the Children and Young People's Workforce</li> </ul>
<p><b>Hidden Harm – The Effect of Parental Drug and Alcohol Misuse on Children</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>It is estimated that there are 1.5 million children of problem drug and alcohol users in the UK. (ACMD 2006). Services naturally focus their attention on the problem user; but in this process, the effects on the children can be overlooked.</p> <p>This course is designed for anyone who works with children, young people and their families. The course aims to raise awareness of the issues affecting the children of problem substance users. It helps the learner to spot the signs of harm and identify appropriate windows of opportunity to break the cycle and safeguard the child.</p> <p>The course has been developed by 5 Drug and Alcohol teams nationally.</p>
<p><b>Parental Mental Health</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>This e-learning course aims to increase awareness of the main issues surrounding mental distress in parents and how this impacts upon their children. It is aimed at anyone who comes into contact with children and young people during the course of their work.</p> <p>This course covers the legislation and guidance related to mental distress and gives a background to mental distress and attitudes towards it in the past and today.</p> <p>It helps the learner understand the causes and symptoms of the variety of mental health problems parents may have so they will be able to appreciate the needs and experiences faced by different groups, and know how to advise and support parents and their children.</p>
<p><b>Risk Assessment in Safeguarding</b></p> 	<p>In 2006, the Government outlined the knowledge base and actions expected for those who work with children, young people and families. It was stated that all those involved must be able to recognise and know how to act upon evidence that a child's health or development is or may be impaired.</p> <p>The aim of this course 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.</p> <p>By the end of this course, learners should:</p>




<p>Retail price £30 + VAT Reseller Commission £5.42</p>	<ul style="list-style-type: none"> <li>• Be able to recognize and understand the concepts of risk assessment and risk management</li> <li>• Be aware of the key research and theories underpinning good assessment</li> <li>• Be familiar with the thresholds and criteria used in analysing risk</li> <li>• Be aware of the indicators for abuse in relation to potentially dangerous families</li> <li>• Have considered the issues of capacity and motivation to change</li> <li>• Have considered the issues of capacity and motivation to change.</li> </ul>
<p><b>Risk Taking Behaviour</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>This Virtual College course has been designed to raise awareness of the main issues around risk taking behaviour and young people sexual health.</p> <p>It has been designed for wide variety of people and is intended for anyone who comes into regular contact with young people and/or their families in the course of their work. It provides learners with an increased understanding of risk taking behaviour allowing them to develop their work in a way that improves outcomes for young people.</p>
<p><b>Safe Sleeping for Babies – Reducing the Risk of SIDS</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>Also known as cot death, or Sudden Infant Death Syndrome, SID is the sudden, unexpected and unexplained death of an apparently well infant. In the UK, at least 300 babies die suddenly and unexpectedly every year. Being able to reduce the risk of any sudden, unexpected and unexplained death of an apparently well infant is a tremendous opportunity for everyone involved in a baby's care.</p> <p>This e-learning course has been developed to promote and support key safe baby sleeping messages, raising the awareness of parents, family members or other people who come into contact with families.</p> <p>On completion learners will have an increased understanding of what can be done to keep sleeping babies as safe as possible.</p>
<p><b>Safeguarding and Leadership</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>This online training course is intended for operational managers at all levels, including supervisors, frontline managers, managers of child protection units and managers involved in the specification, commission, monitoring and/or provision of services to children, young people and their families.</p> <p>Having completed the course, learners will know what is required to ensure that appropriate safeguarding training, monitoring and leadership is embedded through every organisation.</p>
<p><b>Safeguarding Children and Young People from Abuse by Sexual Exploitation</b></p>	<p>This e-learning course aims to increase awareness of the main issues in the sexual exploitation of children and young people. It is aimed at</p>







 <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>anyone who comes into contact with children and young people during the course of their work.</p> <p>This course raises awareness of the legislation and guidance that applies to vulnerable groups and how these policies can be applied in practice.</p> <p>The course explains risk assessments and vulnerability factors and outlines the roles of various agencies such as the police and social care so you know what your responsibilities are.</p> <p>This course includes scenarios to help you to think about what you would do in a given situation.</p>
<p><b>Safeguarding Children Refresher Training</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>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 regarding the safety and welfare of children and young people.</p> <p>The government guidance suggests that refresher training should take place every three years. Whilst necessary, this can be costly for organisations and frustrating for staff, who may have heavy case loads and find it difficult to get away from work to attend a refresher course. This online refresher course covers all the changes in Safeguarding over the last three years.</p>
<p><b>Safeguarding Children with Disabilities</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>In the UK there are approximately 1.2 million children living with disabilities (Families and Children Study, 2002).</p> <p>This course aims to raise awareness of specific needs of disabled children in relation to their vulnerability and communication.</p> <p>The course contains an overview of the national and local agenda in relation to children with disabilities, basic knowledge of the range of protection needs of disabled children and information on how you can enable them to communicate about their experiences and provide support.</p>
<p><b>Safeguarding Everyone - Protecting Children, Young People and Adults at Risk</b></p> 	<p>It is vital that those working within health and social care understand how important it is for practitioners to always ensure the safety and security of anyone within their care, or who they come into contact with as part of their role.</p> <p>This course has been designed to provide learners with the knowledge required to recognise the signs of abuse and respond appropriately to suspected or alleged abuse. In addition, learners will also have an increased understanding of the most appropriate ways to reduce the likelihood of abuse as well as recognise and report unsafe practices.</p>




<p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>The content of this course has been mapped to the underpinning knowledge within the following units on the Qualifications and Credit Framework (QCF):</p> <ul style="list-style-type: none"> <li>Principles of safeguarding and protection in health and social care</li> </ul> <p>This unit is a mandatory unit within the following qualifications:</p> <ul style="list-style-type: none"> <li>Level 3 Diploma in Health and Social Care (Adults) for England</li> <li>Level 2 Diploma in Health and Social Care (Adults) for England</li> </ul>
<p><b>Safer Recruitment</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>Safer recruitment is key to protecting children in your care. It is a legal requirement that recruitment panels appointing paid staff and volunteers include people trained in safer recruitment. Ofsted WILL request evidence that each recruitment panel meets this requirement.</p> <p>On completion of this course learners will have covered these learning objectives:</p> <ul style="list-style-type: none"> <li>Develop the skills and understanding needed to put in place safer recruitment processes</li> <li>Check current practice in your organisation</li> <li>Provide understanding of the Independent Safeguarding Authority and the Vetting and Barring Scheme</li> <li>Promote a safer culture within your organisation</li> <li>Raise your awareness about abuse and abusers</li> </ul>
<p><b>Safer Working Practices</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>All adults who come into contact with children in their work have a duty of care to safeguard and promote their welfare. Practitioners have a key role in shaping the futures of young people.</p> <p>The vast majority of adults working with young children act professionally to provide a safe and supportive environment. However, in this area of work, tensions and misunderstandings can occur; the answer is not to work in a bubble.</p> <p>We have learnt from many adults, they are inadequately informed about their responsibilities and, as a result, they may unintentionally avoid certain practices completely. This should not be the case and this course aims to outline clearly what behaviours are and are not acceptable.</p>
<p><b>Teenage Pregnancy</b></p> 	<p>The aim of this course is to increase awareness of the main issues around teenage pregnancy and young people's sexual health. By helping to give the learner a better understanding of these issues, it will help to develop the learner to work in a way that improves outcomes for young people.</p> <p>This course looks at the risk factors associated with teenage pregnancy, including positive interventions aimed at reducing the under 18 conception rate. It is intended for all workers who are in regular contact</p>




<p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>with young people and/or their families to help them work towards achieving the above objectives.</p>
<p><b>The Safe Use of Insulin</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>Insulin is a potent, lifesaving drug used by millions of people with diabetes both in the hospital and community setting. It is a safe and effective treatment if used appropriately, however, incorrect or inappropriate use can lead to patient harm.</p> <p>In order to reduce insulin errors this course aims to provide learners with an increased understanding and awareness of insulin. It promotes its safe and effective use by outlining common errors associated with insulin and information as to how these can be avoided. It also provides learners with an increased understanding of the possible side effects of insulin and how these should be treated.</p> <p>On completion of this course learners will:</p> <ul style="list-style-type: none"> <li>• Refresh their knowledge and understanding of insulin</li> <li>• Outline the differences in administering insulin</li> <li>• Have a fuller understanding of the range of available insulin's and injection devices</li> <li>• Describe possible side effects of insulin therapy and how to treat these effectively</li> </ul>
<p><b>Think Safe, Be Safe, Stay Safe</b> <i>Aimed at young people aged 11-18 years old to help them understand the signs of abuse.</i></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>This is a child protection course aimed at 11-18 year olds to raise their awareness of what abuse and neglect are, both for themselves and for their peers.</p> <p>On completion of this course, learners should be able to :</p> <ul style="list-style-type: none"> <li>• Understand the various types of child abuse and neglect.</li> <li>• Identify the signs and what to look for.</li> <li>• Know how to ask questions if you suspect a young person is being abused.</li> <li>• Know what steps to take if you suspect abuse is happening.</li> <li>• Know what to do if a young person discloses abuse.</li> </ul>
<p><b>Trafficking, Exploitation and Modern Slavery</b></p> 	<p>This course is about understanding, combating and helping people who are being trafficked, exploited or used in modern slavery. It examines different types of exploitation, how individuals become victim to abuse and what actions professionals should take to recognise victims and help them.</p> <p>Upon completing this course learners will be able to:</p> <ul style="list-style-type: none"> <li>• Define and explain the meanings of adult and child trafficking, exploitation and modern slavery</li> <li>• Be aware of and make sure to respect the rights of victims of trafficking</li> <li>• Act in line with your own responsibilities as a professional and be aware of the responsibilities of other authorities in the UK</li> </ul>




<p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>This course has been developed with West Yorkshire Police, safeguarding boards and ECPAT UK who are a leading children's rights organisation campaigning against child trafficking and exploitation.</p> <p>Virtual College are donating 10% of all sales of this course to ECPAT UK to help in the fight against child trafficking.</p>
<p><b>Understanding pathways to extremism and the Prevent programme</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>The aim of the course is to give you an awareness of the radicalisation process so you can feel confident about being proactive in taking a multi-agency approach to early intervention and support.</p> <p>After completing this course you should:</p> <ul style="list-style-type: none"> <li>• Understand what extremism and radicalisation are and why it is important to discuss and address these</li> <li>• Know the main elements of the Prevent strand of the government's CONTEST strategy</li> <li>• Better understand what makes people vulnerable to radicalisation</li> <li>• Know your responsibilities and recognise indicators that radicalisation might be taking place</li> </ul> <p>A number of subject matter experts contributed to this course, including Lincolnshire Safeguarding Adults Board, Lincolnshire Safeguarding Children Board and Safe in Tees Valley.</p>
<p><b>A New Approach to Child Poverty</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>This <b>A New Approach to Child Poverty</b> course has been created with children in mind and will help learners to identify children and families living in poverty and support them in overcoming their poverty.</p> <p>There were 3.7 million children living in poverty in the UK in 2013-2014, according to Barnardo's.</p> <p>Completing this course will help you understand legal legislation (The Child Poverty Act 2010), child poverty and its disadvantage, the impact child poverty has on those around them and you will learn your role as a practitioner.</p>
<p><b>Working with Children with Disabilities</b></p> 	<p>This course contains an overview of the national and local agenda in relation to children with disabilities, basic knowledge of the range of protection needs of disabled children and information on how you can enable them to communicate about their experiences and provide support.</p> <p>Learning Outcomes include:</p> <ul style="list-style-type: none"> <li>• Compare the different views on disability</li> </ul>


<p>Retail price £30 + VAT Reseller Commission £5.42</p>	<ul style="list-style-type: none"> <li>• Identify disabilities linked to physical development, cognitive development, language development and social development</li> <li>• Explain the medical and social models of disability</li> <li>• Describe examples of barriers experienced by children and young people with disabilities and their families</li> <li>• Discuss what equality, diversity and inclusion means for children and young people with disabilities, and their families</li> <li>• Recognise potential barriers to effective communication and how to overcome them</li> <li>• Explain the importance of working in partnership with parents/carers and professionals</li> </ul>
<p><b>An Introduction to FGM, Forced Marriage, Spirit Possession and Honour Based Violence</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>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.</p> <p>On completion, learner will:</p> <ul style="list-style-type: none"> <li>• Have an understanding of the four main types of abuse from culture-related traditions: Female Genital Mutilation (FGM), Honour Based Violence, Spirit Possession and Forced Marriage</li> <li>• Be more aware of the specific cultural and religious needs of others and confident at conversing with those from a differing cultural background.</li> <li>• Recognise how important cultural awareness is in supporting the best possible outcomes for all children.</li> </ul>

## Courses for People working with Adults

Product	Description
<p><b>Collaborative Working: A whole family approach</b></p>  <p>Reseller price £30 + VAT Reseller Commission £5.42</p>	<p>This online course will increase your understanding of the impact of whole family working and the key principles of whole family intervention.</p> <p>On completion of this course learners will be able to:</p> <ul style="list-style-type: none"> <li>• Define the role of the dedicated key worker, and the qualities and attributes that make a successful dedicated worker</li> <li>• Apply the whole family approach to your practice</li> <li>• Describe the benefits of working with the whole family in order to improve outcomes for children, young people and their parents and carers</li> <li>• Discuss and identify methods of delivering practical 'hands-on' support</li> </ul>




<p><b>Dementia Awareness</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>This course aims to raise carers' understanding about the lived experience of a person with dementia, looking at the person first and then exploring simple techniques to help keep the person with dementia independent for longer.</p> <p>On completion of this course learners will be able to:</p> <ul style="list-style-type: none"> <li>• Reflect on personal and professional values</li> <li>• Reflect on and explore ways of improving interactions with a person with dementia</li> <li>• Explore the lived experience of a person who has memory loss and recognition difficulties</li> <li>• Learn simple techniques on how to support a person with dementia and their carers</li> <li>• Explore relevant legislation and how it applies to the support offered to a person with dementia</li> <li>• Access further accessible information about the different types of dementia</li> <li>• Understand the importance of encouraging the recording and sharing of information to improve the quality of life for a person with dementia</li> </ul>
<p><b>Deprivation of Liberty Safeguards</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>This course is aimed at everyone working in health and social care that makes decisions for people who may lack capacity and who require a knowledge of the Mental Capacity Act, specifically the issue of deprivation of liberty safeguards (often shortened to DOLS). It provides an introduction to DOLS, why they are used, and the process to follow in order to ensure best practice.</p> <p>On completion of course learners will:</p> <ul style="list-style-type: none"> <li>• Understand key principles of legislation that affect people who may be subject to Deprivation of Liberty Safeguards and the Mental Health Act</li> <li>• Be able to outline the key elements of the DOLS safeguards</li> <li>• Be aware of the process for challenging decisions made in relation to DOLS</li> </ul> <p>The content is suitable for qualified and unqualified staff across health and social care disciplines e.g. care assistants, ward staff, occupational therapists, physiotherapists and social workers.</p>
<p><b>Dignity in Care</b></p> 	<p>'Dignity' can be a difficult term to define. This is because dignity means different things to different people and can cover a wide range of topics. We believe that dignity is about ensuring that people in care are treated with dignity and respect in adult social care whatever the setting.</p> <p>On completion of this Virtual College course learners will have covered these learning objectives:</p>

<p>Retail price £30 + VAT Reseller Commission £5.42</p>	<ul style="list-style-type: none"> <li>• Understand how the people we support might feel when not treated with dignity and respect</li> <li>• Know what constitutes best practise when providing services with dignity and respect</li> <li>• Understand why inappropriate staff attitudes and practices must be challenged</li> <li>• Ensure all staff working in adult social care employ best practise</li> <li>• Understand the ten key aspects of the Department of Health's Dignity Challenge</li> </ul>
<p><b>Handling Information in Health and Social Care Settings</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>This course is aimed at people working in wide range of settings, encompassing health services and adult social care. It provides learners with the knowledge and skills required to implement and promote good practice in recording, storing and accessing information.</p> <p>On completion, learners with an increased understanding of the requirements for handling information in health and social care settings and understand how to support others to handle information correctly.</p> <p>The content of this course has been mapped to the underpinning knowledge within the following units on the Qualifications and Credit Framework (QCF):</p> <ul style="list-style-type: none"> <li>• Promote good practice in handling information in health and social care settings</li> </ul> <p>This unit is a mandatory unit within the following qualifications:</p> <ul style="list-style-type: none"> <li>• Level 3 Diploma in Health and Social Care (Adults) for England</li> <li>• Level 2 Diploma in Health and Social Care (Adults) for England</li> </ul>
<p><b>Hate Crime</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>A hate crime is any criminal offence or incident which is perceived by the victim, or any other person, as being motivated by prejudice or hate, based on a person's real or perceived race, religious belief, sexual orientation, disability or transgender identity.</p> <p>Hate crime statistics across the UK are shocking, with a total of 52,028 crimes recorded in 2009 in which the offence was motivated by prejudice. These crimes can have a far more serious psychological effect on the victims and the communities they represent than many other crimes.</p> <p>This course aims to raise the awareness of hate crime and hate incidents and their true extent in our communities</p>
<p><b>Medication Awareness</b></p> 	<p>This course aims to provide learners with the knowledge required to support the use of medication in health and social care settings. It provides information on the different types, classifications and forms of medication, as well as providing guidance on safe storage and disposal.</p>

<p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>The aim of this course is to provide learners with an increased understanding of the importance of accurate recording and reporting when administering medication.</p> <p>The content of this course has been mapped to the underpinning knowledge within the following unit on the Qualification and Credit Framework (QCF):</p> <ul style="list-style-type: none"> <li>• Support use of medication in social care settings.</li> </ul> <p>This unit is part of the following qualifications:</p> <ul style="list-style-type: none"> <li>• Level 3 Diploma for the Children and Young People's Workforce</li> <li>• Level 2 Diploma in Health and Social Care (Adults) for England</li> <li>• Level 3 Diploma in Health and Social Care (Adults) for England</li> <li>• Level 3 Diploma for the Children and Young People's Workforce</li> <li>• Level 3 Diploma in Health and Social Care (Adults) for Wales and Northern Ireland</li> </ul>
<p><b>Moving and Handling Objects and People</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>Moving patients is one of the most important skills needed in an NHS or Care environment.</p> <p>Back injury is the main reason for absence from the workplace and one third of all reported injuries that result in three days off work are caused by manual handling accidents. In the NHS the situation has been particularly serious, with this type of accident accounting for 40% of all sickness absence, at an estimated cost in the region of £400 million each year.</p> <p>This course covers the standard <b>moving and handling training</b>, but also includes a full section on moving and handling patients to ensure that staff are fully skilled in techniques for moving people. All staff involved in moving patients should be fully trained to reduce the risk of causing injuries when moving people. The information in the course provides learners with the knowledge they need in order to reduce the chance of incurring an injury whilst moving loads in their work environment.</p> <p>Four main areas are covered:</p> <ul style="list-style-type: none"> <li>• Moving and handling and the Law – i.e. the drivers for ensuring you know what you should</li> <li>• What you and your employers' responsibilities are</li> <li>• The spine and back care – structure and function of the spine.</li> <li>• What can go wrong and how to avoid it happening</li> <li>• Moving and Handling Objects – all you need to know to do this safely, e.g. training, risk assessments, equipment, appropriate lifting techniques</li> </ul>
<p><b>Safeguarding Adults at Risk</b></p>	<p>This e-learning course looks at the issues relating to safeguarding adults. There are numerous notable drivers that have helped to shape the UK's</p>



 <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>approach towards safeguarding adults and the course will explore many of them, looking at important regulations.</p> <p>It is often impossible to determine whether someone is at risk just by looking at them and can include people in need in community care services; people with mental or other disability; people unable to take care of themselves or unable to protect themselves against harm or exploitation or a person can be vulnerable by virtue of age or illness.</p> <p>This Virtual College course includes scenarios to help you to think about what you would do in a given situation.</p> <p>On completion of this Virtual College course learners will be able to:</p> <ul style="list-style-type: none"> <li>• Explore commonly held attitudes towards at risk people and how these have an impact on the service provided</li> <li>• See how values and attitudes can block recognition or have an effect on the decisions professionals make regarding taking action</li> <li>• Outline the signs and indicators of abuse, definitions and types of abuse and what to look for, particularly regarding unintentional harm</li> <li>• Reflect on the law &amp; key legislation and guidance regarding issues of consent and duty of care</li> <li>• Learn what to do if they are worried, what their responsibility is, what happens next and the role and responsibility of managers</li> </ul>
<p><b>Safeguarding Everyone - Protecting Children, Young People and Adults at Risk</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>It is vital that those working within health and social care understand how important it is for practitioners to always ensure the safety and security of anyone within their care, or who they come into contact with as part of their role.</p> <p>This course has been designed to provide learners with the knowledge required to recognise the signs of abuse and respond appropriately to suspected or alleged abuse. In addition, learners will also have an increased understanding of the most appropriate ways to reduce the likelihood of abuse as well as recognise and report unsafe practices.</p> <p>The content of this course has been mapped to the underpinning knowledge within the following units on the Qualifications and Credit Framework (QCF):</p> <ul style="list-style-type: none"> <li>• Principles of safeguarding and protection in health and social care</li> </ul> <p>This unit is a mandatory unit within the following qualifications:</p> <ul style="list-style-type: none"> <li>• Level 3 Diploma in Health and Social Care (Adults) for England</li> <li>• Level 2 Diploma in Health and Social Care (Adults) for England</li> </ul>
<p><b>The Safe Use of Insulin</b></p>	<p>Insulin is a potent, lifesaving drug used by millions of people with diabetes both in the hospital and community setting. It is a safe and effective treatment if used appropriately, however, incorrect or inappropriate use can lead to patient harm.</p>

 <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>In order to reduce insulin errors this course aims to provide learners with an increased understanding and awareness of insulin. It promotes its safe and effective use by outlining common errors associated with insulin and information as to how these can be avoided. It also provides learners with an increased understanding of the possible side effects of insulin and how these should be treated.</p> <p>On completion of this course learners will:</p> <ul style="list-style-type: none"> <li>• Refresh their knowledge and understanding of insulin</li> <li>• Outline the differences in administering insulin</li> <li>• Have a fuller understanding of the range of available insulin's and injection devices</li> <li>• Describe possible side effects of insulin therapy and how to treat these effectively</li> </ul>
<p><b>Trafficking, Exploitation and Modern Slavery</b></p>  <p>Retail price £30 + VAT Reseller Commission £5.42</p>	<p>This course is about understanding, combating and helping people who are being trafficked, exploited or used in modern slavery. It examines different types of exploitation, how individuals become victim to abuse and what actions professionals should take to recognise victims and help them.</p> <p>Upon completing this course learners will be able to:</p> <ul style="list-style-type: none"> <li>• Define and explain the meanings of adult and child trafficking, exploitation and modern slavery</li> <li>• Be aware of and make sure to respect the rights of victims of trafficking</li> <li>• Act in line with your own responsibilities as a professional and be aware of the responsibilities of other authorities in the UK</li> <li>•</li> </ul> <p>This course has been developed with West Yorkshire Police, safeguarding boards and ECPAT UK who are a leading children's rights organisation campaigning against child trafficking and exploitation.</p> <p>Virtual College are donating 10% of all sales of this course to ECPAT UK to help in the fight against child trafficking.</p>
<p><b>Understanding pathways to extremism and the Prevent programme</b></p> 	<p>The aim of the course is to give you an awareness of the radicalisation process so you can feel confident about being proactive in taking a multi-agency approach to early intervention and support.</p> <p>After completing this course learners should:</p> <ul style="list-style-type: none"> <li>• Understand what extremism and radicalisation are and why it is important to discuss and address these</li> <li>• Know the main elements of the Prevent strand of the government's CONTEST strategy</li> </ul>

<p>Retail price £30 + VAT Reseller Commission £5.42</p>	<ul style="list-style-type: none"> <li>• Better understand what makes people vulnerable to radicalisation</li> <li>• Know your responsibilities and recognise indicators that radicalisation might be taking place</li> </ul> <p>A number of subject matter experts contributed to this course, including Lincolnshire Safeguarding Adults Board, Lincolnshire Safeguarding Children Board and Safe in Tees Valley.</p>
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## Appendix 1: Discount Structures

The following bulk discounts can be applied to online course sales:

TradeSimple Courses	Virtual College Course
Up to 10% for over 9 instances of each course	Up to 10% for over 9 instances of each course  A message should appear to advise that additional discounts may be available if you call the TradeSimple Reseller. For transaction made over the telephone; this becomes an offline sale and the TradeSimple Reseller can offer the discounts in the table below

### CTSI Resellers applied discounts for offline Course sales

The CTSI Reseller can determine the level of discretionary discount, if any, to apply to volume purchases on a single order by a customer. The sales and orders will be confirmed by the CTSI Reseller with CTSI and then notified to VC by CTSI when placing the order on VC.

The discounts are applied to each course type only, not the total number of courses purchased in any single transaction.

TradeSimple Courses	
Number of courses	Maximum discount allowed by CTSI Reseller
Up to 9	No discount available
10-99	Up to a maximum of 10%
100 to 499	Up to a maximum of 15%
500 to 999	Up to a maximum of 20%
1000 and more	Up to a maximum of 25%

Virtual College Course	
Number of Licences	Maximum discount allowed by CTSI Reseller
0-9	0%
10-49	10%
50 – 99	20%
100-249	33%
250-499	50%
500-999	60%
1000-1999	75%
2000 +	80%

## Maximum Discounts 10%

The following courses carry a maximum bulk discount of 10% whether sold in bulk online or offline.

Conflict Resolution in the Workplace
First Aid: The Primary Survey
How to Delegate Effectively
How to Develop a Culture of Openness and Trust
How to Develop an Effective Induction
How to Manage Capability
How to Manage Coaching
How to Manage Conflict
How to Manage Discipline and Grievance
How to Manage Effective Meetings
How to Manage Equality and Diversity
How to Manage Learning and Development
How to Manage Performance Reviews
How to Manage Recruitment and Selection
How to Manage Redundancy
How to Manage Retirement
How to Manage Sickness and Absence
How to Manage Through Change
How to Manage Volunteers
How to Manage Working Parents
Level 1 Food Safety and Hygiene
Level 2 Award in Environmental Awareness
Level 2 Food Safety and Hygiene for Catering
Level 2 Food Safety and Hygiene for Manufacturing
Level 2 Food Safety and Hygiene for Retail
Level 3 Food Safety & Hygiene for Supervisors
Level 3 Award in the Initial Verification and Certification of Electrical Installations
Level 3 Award in the Requirements for Electrical Installations BS7671: June 2008 (2011) (17th Edition)
The People Manager's Toolkit: Advanced level
The People Manager's Toolkit: Essentials
Understanding the Role of the Manager

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