



SKILLSET

DESIGN

DEVELOP

DELIVER

Tailored Off-the-Shelf eLearning Courses

Services

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Tailored Off-the-Shelf

At SkillSet, we believe great learning should be both effective and enjoyable.

Our eLearning courses are designed to engage learners, build confidence, and make knowledge stick – helping people not only understand what's required, but apply it in the real world.

We know that traditional off-the-shelf courses can often feel generic or disconnected from your way of working. That's why our tailored off-the-shelf approach combines the efficiency of pre-built SCORM-compliant courses with the flexibility of unlimited customisations. The result is content that feels purpose-built for your organisation and can be deployed into any compatible learning management system without the time or cost of creating a fully bespoke course.

Our suite of off-the-shelf courses covers three key areas:



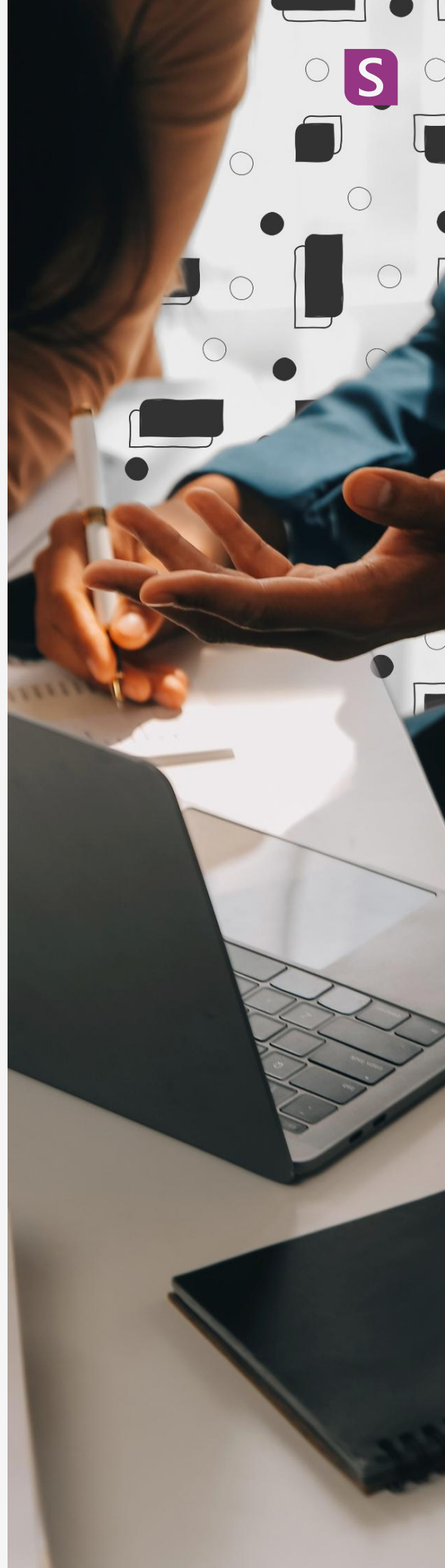
Compliance



Health and Safety



Business Skills



What's Included?

Each SkillSet course combines clear, practical guidance with high-quality, media-rich content, including interactive elements and video, to bring legislation and best practice to life.



Accessibility

SkillSet is committed to creating inclusive learning for everyone. All our eLearning is rigorously tested to meet the Web Content Accessibility Guidelines (WCAG) 2.2 AA standard, ensuring a high-quality experience for all users.

Assessments

Each course concludes with an assessment designed to reinforce learning and measure understanding. The assessment draws five questions randomly from a bank of fifteen, ensuring a fresh experience each time it's taken.



Annual Reviews



Every SkillSet course is reviewed annually to ensure it remains accurate, relevant, and aligned with the latest legislation and best practice guidance. Before any changes are deployed, you will review and approve updates, ensuring the final version continues to meet organisational needs.

Customisations

SkillSet offers unlimited customisations during course setup, ensuring each course perfectly reflects your organisation's branding, culture, and internal processes. Customisations can include:

Logo, colour, and fonts.

Quiz questions or pass marks.

Imagery, examples, or tone of voice.

Text, scenarios, or policy links.

Learner resources or introductory messaging.

Translation into multiple languages.

Interactions

Our courses include a range of interactive elements designed to embed knowledge through active learning.

Types of Interactions

- **Accordion** – presents information in expandable sections.
- **Tabs** – organises related content into clearly labelled tabs.
- **Flashcards** – prompts learners to reveal key points, definitions, or examples.
- **Process** – guides learners step-by-step through a sequence.
- **Labelled Graphic** – clickable labels to explain components, roles, or areas of focus.
- **Knowledge Check** – short, scenario-based questions to reinforce learning.
- **Timeline** – displays events or stages in chronological order.
- **Videos** – short, focused videos to introduce topics, clarify complex ideas, or reinforce key messages.

All interactive elements are designed to be accessible and inclusive, supporting effective learning for a wide range of learners.

Hosting Options

At SkillSet, we understand that every organisation has its own approach to delivering learning. That's why we offer flexible hosting options designed to fit seamlessly with your existing systems, your security requirements, and the way your teams access training.

Host on Your Own LMS

If you already have a learning platform in place, we can supply courses as SCORM-compliant packages for straightforward upload into your LMS. Once uploaded, any approved updates will be automatically applied to the SCORM package, without the need for reupload.

Delivery and Logistics

Courses are supplied as SCORM for deployment into your learning management system. Content can be uploaded to any SCORM-compliant LMS and managed in line with your internal processes. SkillSet provides guidance on deployment if required.

Data Handling

SkillSet processes only the licence and administrative information required to manage access and provide contractual support.

Responsibilities

SkillSet: SCORM supply, updates, licence management, deployment guidance.

Buyer: course upload, learner enrolment, reporting, learner communications.

Best For

Organisations with an existing LMS that want to deploy content quickly while retaining full control of learner data and reporting.

SkillSet's Learning Hub

A simple, cost-effective way of delivering courses immediately, without the need to manage your own LMS.

Delivery and Logistics

Courses are delivered via SkillSet's secure, multi-tenant LMS, providing a quick, branded setup with no technical configuration required. User and course management is straightforward, and learners can access content through a clean, accessible platform on any device.

Key Features and Benefits

Built-in reporting enables tracking of learner progress and completion without additional configuration. The learner experience is designed to be accessible and intuitive, supporting engagement across desktop and mobile devices. There are no additional fees for the Learning Hub.

Data Handling

SkillSet processes learner account information and completion data solely to deliver the learning service and provide reporting. Data is retained only for the duration of the contract term and handled in accordance with applicable data protection requirements.

Scope/Responsibilities

SkillSet: data governance, communications, hosting, maintenance, and support.

Buyer: learner and course administration, and reporting.

Best For

Organisations seeking a rapid, low-cost way to deliver learning without managing their own LMS.

Interested in using SkillSet's Learning Hub?

Get in touch today to set up your free trial.

Dedicated Moodle Site

A custom, branded learning environment tailored to your organisation, hosted, maintained, and supported by SkillSet.

Delivery and Logistics

Courses are delivered via a fully branded Moodle LMS, hosted on secure infrastructure and configured to meet your requirements.

Key Features and Benefits

A dedicated platform provides full brand control and a configurable learning environment. Hosting supports UK data sovereignty and GDPR compliance, with proactive monitoring, regular updates, backups, and security patching included. The platform can integrate with existing business systems, such as HR or identity services, and is supported by flexible support packages tailored to operational needs.

Data Handling

SkillSet acts as the platform provider, hosting and supporting the Moodle environment. Unlike our shared platform which has predefined data policies, this option gives you total ownership over your data environment and privacy rules.

Scope/Responsibilities

SkillSet: hosting, maintenance, updates, backups, availability, security patching, platform support.

Buyer: full autonomy to manage learners, communications, reporting, and data governance rules.

Best For

Organisations requiring a fully branded, scalable learning platform with extensive reporting, integrations, and governance controls.

More information on dedicated Moodle sites is available through our [Moodle Learning Management System \(LMS\) Development, Hosting, Maintenance, and Optional Support G-Cloud 15 listing](#).

Compliance

Anti-Bribery and Corruption

Learn how to recognise, prevent, and report bribery and corruption through real-world scenarios and compliance best practices.

What Is Bullying?

Bullying is persistent behaviour that seeks to intimidate, undermine, or control someone.

It often involves a misuse of power, whether through authority, influence, or coercion, and can make individuals feel humiliated, vulnerable, or threatened.



Examples of bullying include:



Anti-Money Laundering

Be able to identify and manage money laundering risks, and comply with key regulations and reporting requirements.

Bullying and Harassment

Gain awareness of bullying and harassment, and promote respectful, inclusive, and supportive workplace behaviours.

Code of Conduct

Understand ethical principles and professional standards to uphold integrity, trust, and corporate responsibility.

Cyber Security

Learn how to protect data and systems by identifying, preventing, and responding to cyber threats effectively.

Data Protection

Build essential knowledge on safeguarding personal data and complying with data protection legislation.

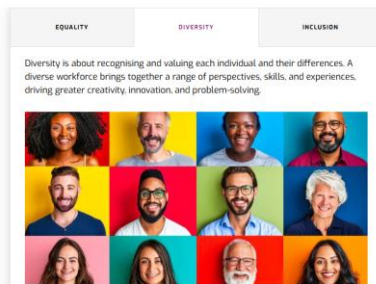
To see why cyber security matters and how it affects your life and work, please watch this short video.



As we progress through this course, you'll gain valuable insights and practical skills to protect yourself and your organisation.

Understanding these concepts helps create an environment where all employees feel valued and able to contribute.

Let's explore what each term means and how they work together to shape a positive organisational culture.



Equality, Diversity and Inclusion

Understand and appreciate diversity, helping to create inclusive and equitable workplace cultures.

Fraud Prevention

Build awareness of fraud risks and learn how to detect, prevent, and report fraudulent activity.

Freedom of Information

Learn the principles of the Freedom of Information Act, ensuring transparency and compliance in managing information requests.

Information Security

Understand best practices for protecting digital information assets and maintaining organisational data integrity.

Compliance

Modern Slavery

Build awareness of modern slavery risks. Learn how to identify, prevent, and report exploitation within operations and supply chains.

PREVENTing Radicalisation and Extremism

Identify signs of radicalisation and help to implement measures to prevent extremism and safeguard individuals.

Procurement and Contract Management

Understand effective management practices, ensuring transparency and value for money.

Neurodiversity in the Workplace

Gain awareness of neurodiverse individuals. Learn how to support accessibility and workplace adjustments.



Scenario

Taylor works for a small manufacturing company. A contractor contacts them with concerns about someone in their team, who has been expressing extremist views online. They ask for details of the colleague's work schedule so they can "keep an eye on them".

What should Taylor do?

- ☐ Provide the information to help prevent harm.
- ☐ Decline to share details until they have spoken to the safeguarding contact or Prevent lead.
- ☐ Call the police immediately and give them all the information they have.

Safeguarding and the Law

Safeguarding is guided by UK law, which provides clear definitions of who safeguarding responsibilities apply to. Knowing how terms like "child" and "vulnerable adult" are defined in legislation helps ensure that everyone understands their role in protecting those most at risk.

Take a look at this video to find out more.



Safeguarding

Learn how to identify and report safeguarding concerns, protecting vulnerable individuals from harm or abuse.

Sexual Harassment

Learn how to prevent and respond to sexual harassment, while promoting respect and equality in the workplace.

Sustainability

Understand sustainable business practices and how to apply environmental and social responsibility in day-to-day operations.

Whistleblowing

Learn how to raise concerns safely and confidentially, including reporting channels, legal protections, and organisational responsibilities.

Can't find the compliance course you're looking for?

Whether you'd like to see a new topic added to our catalogue or need a course developed for you, we're here to help.

Health and Safety

Accident Reporting and Investigation

Gain effective incident management skills, covering reporting procedures, investigation methods, and prevention strategies.

Display Screen Equipment

How to assess and reduce risks when using display screens, including posture, workspace setup, and eye-strain prevention.

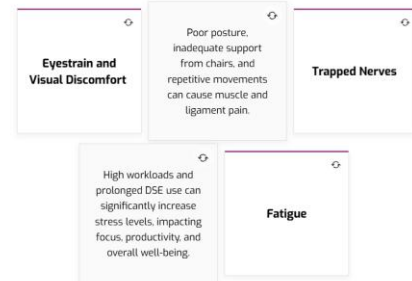
Driver Safety

Understand road safety regulations, how to prepare for a journey, and the prevention of driver fatigue.

Control of Hazardous Substances

Identify and manage risks associated with hazardous substances while ensuring compliance with regulations.

When DSE use is not properly managed, it can lead to various health risks. Some of the common health risks associated with DSEs include:



Class A	Class B	Class C	Class D	Class F	Electrical
Solid materials like wood, paper, and textiles.	Flammable liquids such as petrol, oil, and paint.	Flammable gases like propane and butane.	Combustible metals such as magnesium and aluminium.	Cooking oils and fats (typically in kitchens).	Not a formal class, but often treated separately due to the risk of electric shock.

Foam (Cream)

Fire Class: A & B

Foam fire extinguishers work by projecting a stream of foam, which spreads over the surface of the burning material, forming a thick layer that breaks the connection between the fuel and the oxygen. As a result, the fire is suppressed and extinguished.

The foam solution also helps to cool and smother the flames, preventing them from reigniting.



Fire Safety

Identify fire hazards, respond to emergencies, and apply fire prevention and evacuation procedures.

First Aid Awareness

Gain essential lifesaving skills and learn responses to common workplace emergencies such as CPR, bleeding, and choking.

Food Safety

Maintain food safety and hygiene, from preparation to consumption, in compliance with industry standards.

Health and Safety

Understand workplace health and safety, including hazard identification, risk assessment, and accident prevention.

Health and Safety for Line Managers

Apply health and safety management responsibilities, conduct risk assessments, and promote a positive safety culture.

How Contamination Happens

Contamination can occur at any point during food handling: before, during, or after preparation. It can be:



Direct
Such as raw meat touching cooked food.



Indirect
Such as using the same utensils or surfaces without cleaning them between tasks.

Health and Safety for New and Expectant Mothers

Learn how to support new and expectant mothers by addressing workplace risks and understanding required adjustments.

Health and Safety

Legionella Awareness

Learn how to identify and control legionellosis risks through effective water management and compliance with regulations.

Lone Working

Understand the key risks of working alone and how to ensure personal safety, plan for emergencies, and control risk.

Manual Handling

Learn safe lifting techniques and risk-reduction practices to prevent injury when handling objects or loads.

Mental Health Awareness

Gain awareness of mental health in the workplace and know how to create a supportive environment.

Personal Travel Safety

Learn personal security awareness and practical tips for staying safe when travelling for work.



Manual handling is a part of everyday work for many employees, whether it's lifting stock in a warehouse, moving office files, or handling supplies in a kitchen.

Although these tasks might seem routine, they can cause injury if not carried out correctly. Think about the manual handling tasks you do as part of your role as you progress through this course.

Some examples of manual handling tasks are:

Lifting and Lowering

Moving a trolley, adjusting machinery, or closing heavy doors.

Carrying

Not all manual handling tasks are hazardous, but using poor technique, lifting heavy loads, or repeating the same movements over time can cause injury.

Slips, Trips, and Falls

Identify, assess, and reduce the most common causes of slips, trips, and falls in the workplace.

Take a look at the video below, to find out more.



CONTINUE

The Role of a Fire Marshal

Carry out fire marshal duties, including prevention, evacuation coordination, and safety checks.

Working at Height

Identify height-related hazards, use protective equipment correctly, and follow safe work procedures.

Can't find the health and safety course you're looking for?

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Business Skills

Change Management

Strategies to help learners manage organisational change with confidence, adaptability, and effective communication.

Conflict Resolution

Practical techniques to manage and resolve workplace conflicts through negotiation and collaboration.

Data Analysis

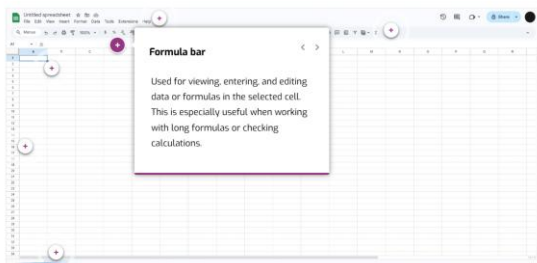
Learn key data analysis techniques, including visualisation, interpretation, and evidence-based decision-making.

Emotional Intelligence in the Workplace

Build emotional intelligence by developing self-awareness, empathy, and interpersonal effectiveness in the workplace.

The Google Sheets Interface

The Google Sheets interface is made up of several key areas that help you create, edit, and manage spreadsheets efficiently.



Internet, Email, and Social Media

Promote safe and effective use of email, social media, and digital communication tools in a professional context.

Meetings and Facilitation

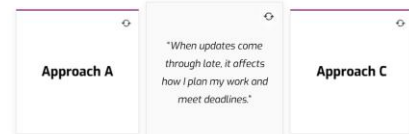
Strengthens facilitation skills for productive meetings, promoting engagement, and achieving results.

Coaching and Mentoring

Develop coaching and mentoring skills to support professional growth, performance improvement, and effective communication.

Comparing Communication Approaches

The examples below show different ways the same concern might be raised in the workplace:



All three approaches raise the same issue. The difference lies in how the message is likely to be received.

- Approach A expresses frustration and risks shifting the focus to blame.
- Approach B centres on impact, making the issue easier to discuss.
- Approach C directs the conversation towards agreement and action.

Financial Management and Budgeting

Enhance financial understanding through budgeting, cost control, and data-driven decision-making for sustainable outcomes.

Google Workspace Basics

Learn how to use Google Workspace tools for efficient communication, document sharing, and collaboration.

Hybrid Working

Strategies for effective hybrid working, focusing on productivity, communication, and digital collaboration.

Leadership

Develop essential leadership skills, covering communication, motivation, and performance management techniques.

Microsoft 365 Basics

How to use Microsoft 365 tools efficiently for communication, data management, and collaboration.

Business Skills

Negotiation Skills

Build negotiation skills to manage conflict, influence outcomes, and foster positive working relationships.

Presentation Skills

Plan and deliver impactful presentations using storytelling, structure, and confident delivery techniques.

Problem Solving and Decision Making

Develop analytical thinking and structured problem solving to support sound decision making.

Project Management

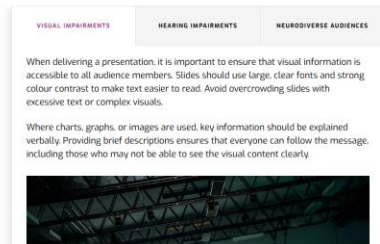
Learn project planning, scheduling, and team coordination for successful project delivery.

Performance Management

Tools to monitor performance, give feedback, and support staff development effectively.

Making Presentations Accessible

Designing with accessibility in mind helps more people follow your message and stay engaged. Small choices, such as how you structure slides and deliver information, can make a big difference for different needs and preferences.



Stress and Resilience

Manage stress and build resilience using practical techniques for wellbeing and balance.

Why Time Management Matters

A well-structured approach to time keeps work manageable and reduces stress. Without it, distractions, last-minute tasks, and competing priorities can quickly take over, making it harder to stay on top of what really needs to be done.



Good time management helps you prioritise the right tasks, work more efficiently, and prevent small delays from turning into bigger problems.

With the right strategies, you can stay in control of your workload and increase productivity without needing to work longer hours.

A study by the CIPD (2022) found that **76%** of UK employees feel overwhelmed at work, often because they spend more time reacting to urgent tasks than following a structured plan. It also found that effective time management creates structure, improves efficiency, and helps employees complete tasks up to **50%** faster.

The cards below highlights the impact of poor time management versus an organised approach:

Time Management

Enhance productivity through effective goal setting, prioritisation, and workload management strategies.

Treating Customers Fairly

Understand and embed fairness, transparency, and compliance in all aspects of customer service.

Understanding AI

An introduction to artificial intelligence concepts, applications, and implications for modern workplaces.

Workplace Communication Skills

Strengthen interpersonal and professional communication for clearer, more effective workplace interactions.

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About SkillSet

SkillSet is a UK-based learning technology provider with more than 30 years' experience delivering learning solutions across the public and private sectors.

We are ISO 27001, ISO 9001, and Cyber Essentials Plus certified, demonstrating our commitment to information security and quality management. We are also an AWS Partner, ensuring our services are delivered securely and in line with recognised industry standards.

SkillSet works closely with clients to create engaging, accessible, and measurable learning experiences that meet compliance, safety, and professional development needs.

We strive to develop long-lasting partnerships – that's why we've worked with clients for more than 25 years. Our customer satisfaction consistently exceeds 90%, reflecting our commitment to quality, responsiveness, and long-term client partnerships.



What our clients say:

"The commitment shown by SkillSet to getting the project over the line, even when it turned out to be more complex than anticipated, was really appreciated and reinforced the reasons why we chose SkillSet as a long-term partner for this work. I really felt like there was a commitment that went beyond customer/supplier."

Our G-Cloud 15 Services

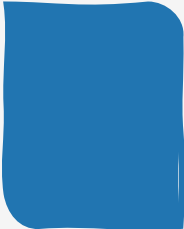
SkillSet provides a range of learning and technology services through the G-Cloud framework.



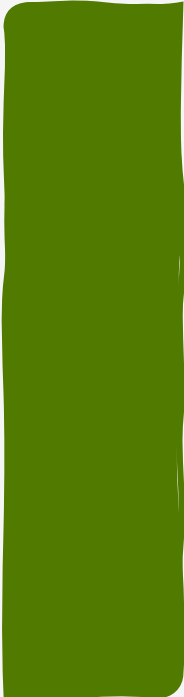
Learning and Development Consultancy Services – practical, experience-led consultancy to support learning strategy, discovery, and programme design.



Bespoke eLearning – custom-designed digital learning built around your goals, people, and real-world working practices.



Tailored Off-the-Shelf eLearning Courses – ready-made courses, covering compliance, health and safety, and business skills, with the flexibility to tailor content, branding, and scenarios to your organisation.



Moodle Learning Management System (LMS) Development, Hosting, Maintenance, and Optional Support – secure, scalable Moodle solutions configured and supported to fit your organisation and learners.

Custom Moodle Plugin Development – custom plugins and integrations that extend Moodle’s functionality and support specific organisational needs.

Moodle Platform Performance and Security Audit – structured audits that provide clear insight into platform performance, configuration, and security, with prioritised recommendations.

Search our G-Cloud listings to explore our services and find out more.



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