



SkillGate Products Guide

G-Cloud 15

www.skillgate.com
+44 (0)1730 815670
enquiries@skillgate.com

Introducing SkillGate

SkillGate draws upon years of experience to create software that ensures the effective delivery and management of staff training and development. We work for hundreds of organisations in industry and the public and third sectors.

We offer a wide range of training-related software products and courses. Our courses cover a huge range of professional subjects and have met and exceeded the standards required by the millions of professionals who have completed them.

Our dynamic team is made up of trainers, authors, programmers, designers, account managers and marketers who love a challenge and are dedicated to finding solutions to your training needs.

We believe that what makes us different is our personal service and commitment to building the systems that you need.



SkillGate G-Cloud 15 Packages

To simplify our offering for buyers using this framework, SkillGate has simplified its core modules into seven learning packages, starting with the LMS software, extending to a full multi-platform system with courses and eCommerce functionality. Each of the packages has been put together to ensure relevance and value based on the most common learning technology requirements.

The matrix below shows what is included in each package. This document provides an overview of the core modules we offer.

		LMS	LMS + Course Authoring	LMS + Classroom Booking	Traffic Light Compliance LMS	LMS Complete	LMS Complete + Courses	Multi-Portal LMS + eCommerce
	Academy10 LMS	✓	✓	✓	✓	✓	✓	✓
	SmartAuthor		✓		✓	✓	✓	✓
	Classroom			✓		✓	✓	✓
	Traffic Light Compliance Manager				✓	✓	✓	✓
	eLearning Courses				✓		✓	✓
	Multiportal eCommerce							✓



Academy10.com – Learning Management System

The Academy10 learning management system is one of the UK's most popular LMS systems. It supports hundreds of organisations ranging in size from 50 to 15,000 staff.

The LMS provides the backbone to all the other SkillGate systems and is hosted in the UK and offered on a SaaS basis.



CPD and Qualifications

The system automatically generates CPD points and qualifications for any User completing online learning (and allows them to add items manually).

Individual SkillCards allow Users to share this information with colleagues or clients.

Standard features;

- ✓ Bulk-Add User for administrators
- ✓ Add User for managers
- ✓ Self-registration & onboarding
- ✓ Admin. defined field options
- ✓ Self-defined Home Page options
- ✓ Customised graphical interfaces
- ✓ Self-defined email text and addresses
- ✓ Self-defined URLs, LMS name, default email addresses etc
- ✓ Show News on Home Page
- ✓ Course Search
- ✓ Library manager
- ✓ Integrate generic and custom libraries
- ✓ Tell a Friend/Colleague
- ✓ Collect feedback on all courses
- ✓ Group membership management
- ✓ Group reports
- ✓ Line manager access to User details
- ✓ Nominate alternative and/or additional line managers
- ✓ Archive and delete to GDPR specification
- ✓ eMail bounceback management
- ✓ Long Term Absence

Some advanced features of the Academy10 LMS

In addition to the products described in this prospectus, the Academy 10 LMS supports many advanced features including:

- ✓ **SmartProgrammes** Authors can integrate pre/post course evaluation; 360° assessment; activity logs; daily lessons; and eportfolios; with tutor supported blended learning tutorials to create behaviour changing online learning programmes or paths.
- ✓ **Pinboard** allows Users to post learning suggestions (tutorials, sessions, learning objects etc) to each other via pinboards.
- ✓ **Intelligence** By simply adding 'survey' questions to online courses, organisations can easily accumulate valuable 'intelligence' from multiple sources on any subject.
- ✓ **Multi-Portal** Individual LMSs can be connected to share administration and content (ideal for large companies, onboarding or client training).
- ✓ **Training magazine generator** The InTouch editor allows LMS administrators to create custom newsfeeds for their Users.

Control & Permissions

Secure access based on privileges and permissions ensures the right users have access to the right systems and reports. LMS administrators have:

- An online Service Request ticketing system
- Easy-to-use Permissions system
- Manual User administration
- eMail management system.

- ✓ Permissions controlled access
- ✓ Password complexity manager
- ✓ Single sign on
- ✓ ISO 27001 compliant
- ✓ XST - Use SkillGate generated programmes on any SCORM compliant LMS
- ✓ Multi-Portal Management

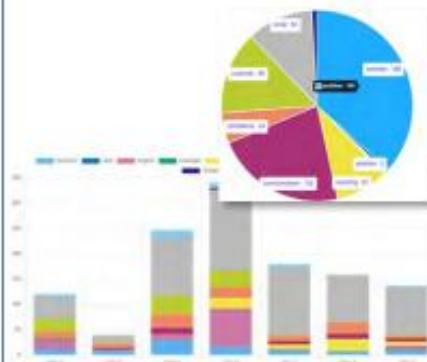


Pinboard

Reporting

Academy10 supports multiple types of reporting, including:

- ✓ Activity Reports
- ✓ Intelligence reports
- ✓ Performance management/competency
- ✓ Compliance reports
- ✓ SkillCard: a shareable and transferable personal record system.
- ✓ Mentor/Coach reports
- ✓ CPD/Qualification reports





SmartAuthor

SmartAuthor is SkillGate's integrated training authoring suite.

At the touch of a few buttons, SmartAuthor allows subject matter experts to create:

- Online tutorials
- Online Compliance courses
- Coaching sessions
- Certificated Programmes
- SmartProgrammes (blended courses)
- Online magazines



SmartAuthor is 'object based' meaning that it is quick to use, and easy to copy/reuse objects. Creating individualised courses (or group specific content) is a piece of cake.

Special features:

- ☒ WYSIWYG authoring
- ☒ Multiple programme types
- ☒ Object based
- ☒ SCORM compliant
- ☒ Simple drag/drop Session object editing
- ☒ Conditional Fork/Jump to other programmes
- ☒ Set Prerequisites
- ☒ Multiple Gate types offer multiple progress options
- ☒ Include sequential (e.g. delegate/tutor) Sign Off
- ☒ Integrate Coaching into programmes
- ☒ Set completion to be based on multiple 'test' results
- ☒ Multiple Test Formats
- ☒ Limits on Attempts on Questions and Test Retake
- ☒ Allow Resume
- ☒ Quiz-Banks
- ☒ Use multiple tests to create a final score
- ☒ Upload and manage media assets and documents
- ☒ Integrity Checker
- ☒ Single Author - Multiple Editors
- ☒ Automated eMail Instructions
- ☒ Assignments Marking
- ☒ Publish for External Access
- ☒ Customise certificates



Classroom

Our advanced face-to-face training course management system allows organisers to customise the distribution, authorisation, and booking procedures for face-to-face training.

Fully integrated with the Academy10 LMS and all its features, Classroom includes booking, invitations, attendance management, waiting list management, an events calendar option, a capacity planner and many other classroom management features.



Face-to-face courses can be seamlessly integrated with your Library, My Learning, Objectives, Traffic Light and Project blended programmes.

Special features:

- ☒ Supports multiple face-to-face course types
- ☒ Includes 'No Date Set' option
- ☒ eMail prompting and reminders
- ☒ Joining Instructions
- ☒ Specify cancellation and/or terms of business
- ☒ Set maximum Class Size
- ☒ Set charges or fees
- ☒ Detail Tutor (with option to advise of bookings)
- ☒ MS Outlook calendar integration
- ☒ Book for self or others (managers only) via Library
- ☒ Multiple authorisation procedures
- ☒ Book or Invite Users
- ☒ Auto advise Users on waiting list
- ☒ Cancellation reason provided reports
- ☒ Nominate attendance monitor and supply with online 'tick box'
- ☒ Auto-dispatch evaluation forms on attendance
- ☒ No Show, Cancellations and Attendance reports
- ☒ Capacity Estimates - probable requirement against planned courses



Traffic Light - Compliance Training Management System

SkillGate's Traffic Light compliance management software is responsible for some of the highest compliance rates in the industry.

It is designed to make it simple for a single administrator to manage multiple mandatory training requirements for a large number of learners.



Compliance is denoted by means of a red or green 'traffic light' which shows on the user's SkillGate homepage next to the relevant training course.

- Green = Compliant
- Red = Non-compliant

Line managers will only show as green and compliant if ALL members of their team are showing as green. This means that chasing staff to complete their training is done by team line managers rather than the HR or Training teams.

Special features:

- ✓ Cascaded red/green compliance report for Team Managers
- ✓ Import compliance histories
- ✓ Add individual Exemptions
- ✓ Link Allocation to HRMIS feeds
- ✓ Automate instructions and prompts for Users
- ✓ Schedule 'trigger' reports for Team Managers
- ✓ Use Stagger and Delay for new User programmes
- ✓ Easy to read dashboard for administrators
- ✓ Online, classroom and coach type courses
- ✓ Schedule Dashboard Snapshots
- ✓ Diary manager
- ✓ Set up automatic re-registrations
- ✓ View capacity requirements for rollover and allocated classroom courses
- ✓ 200 prepared editable 'compliance' courses



Annual Appraisal manages and delivers formal annual appraisals within organisations. It provides multiple options and will deliver customised forms in sequence to different participants (e.g. delegate, manager, moderator, senior manager). There is a manager's dashboard to advise team leaders on required actions and progress of appraisals, and a simple administrator dashboard for controlling the entire process.



Annual Appraisal integrates automatically with most other SkillGate features to offer a seamlessly powerful option; Traffic Light; Training Requests; Objectives and actions link to the Infinity Library suggestions; Check-Ins; 360 ° feedback.

Annual Appraisal can be offered in Management by Objectives, Objectives and Key Results (OKR) and Competency management formats.

Annual Appraisal

Special features:

- ✓ Build appraisal forms fast
- ✓ Set Actions/ Key Results/ Training linked to Objectives
- ✓ Competence scoring
- ✓ Add Training Needs Analysis
- ✓ Create a managed sequential process to include delegates, line manager, mentor, manager's manager, general manager etc
- ✓ Set all stages to be accessed via email prompts and/or LMS
- ✓ Set sequencing to be based on Calendar dates or 'days since'
- ✓ Include anytime 1 to 1 meeting notes with evidence upload
- ✓ Add Actions, Key Results and Training to My Learning
- ✓ Allow Line Manager and/or Users to update or comment on progress
- ✓ Simple process Dashboard for Administrators
- ✓ Secure Permissions based access
- ✓ Allows manual substitution of line managers and multiple line managers
- ✓ Saveable CSV reports
- ✓ Grades Moderation
- ✓ Management Cascade
- ✓ Manually manage 'delayed' Users through process



Check-ins

Check-ins is an informal performance management tool. It allows line managers to manage performance on a 'when and if' necessary basis.

The standard version includes; objectives and actions, one to one meeting notes, wellbeing reports and training needs requests.

The system integrates with the Annual Appraisal system and can be set up to work on an Objectives and Key Results (OKR) or Management by Objectives (MBO) format.

Special features:

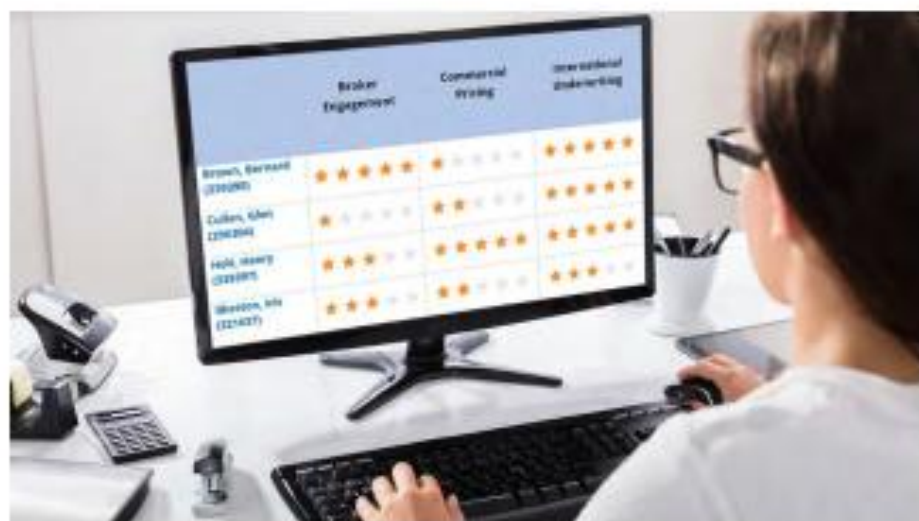
- ☒ Add objectives at Annual Appraisal or One-to-One
- ☒ Upload 'evidence'
- ☒ Add progress comments by manager
- ☒ Set min/max objectives per delegate
- ☒ Add links to Strategic Objectives
- ☒ Set OKR score
- ☒ Add multiple actions or comments to objective
- ☒ Set add/edit by manager/delegate
- ☒ Mark as completed or no longer required
- ☒ Set review by dates
- ☒ Set manager reminders
- ☒ Add to My Plan
- ☒ Saveable CSV download reports





SkillsAudit

SkillsAudit can be used as a training needs analysis tool or to make individualised training suggestions to Users.



The system allows administrators to create skills templates by job role. Users or line managers assess their competencies against different skills templates.

Training suggested can be added to a plan viewable to Users and line managers via the My Learning function.

Special features:

- ☒ Specify skill sets by job role
- ☒ Set required skill level by job role
- ☒ Set score profile by skill
- ☒ Add training suggestions by skill
- ☒ Allow delegates to select different job roles
- ☒ Use generic skills sets from SkillGate Library



360° feedback

SkillGate's 360° Feedback tool is a management system supporting secure collection of third party feedback about Users. The feedback form (built using SurveySoft) allows you to ask any questions you wish with a wide range of question types and approaches available.

Special features:

- ☒ Build online feedback forms with SurveySoft
- ☒ Allow delegate nominations
- ☒ Add administrator nominations
- ☒ Allow external nominations
- ☒ Send invitations prior to forms
- ☒ Simple admin dashboard
- ☒ Monitor feedback progress
- ☒ Permissions based access
- ☒ Consolidated report for delegate
- ☒ Detailed feedback for administrators



Administrators manage to whom the survey is sent (internal and external contacts) and can auto-request the delegate to make suggestions.

They can send 'Introductions' before sending the form and keep records of acceptances or declines. A final report collating all feedback is available to the delegate.

Infinity Library

Tens of thousands of learning objects, **980** tutorials and over **150** Certificate programmes in the Infinity Library.

'Preparing for Meetings' 'Preparing for negotiation' 'Preparing for Negotiation (BATNA and ZOPA)'

'Presentations & Slides - PowerPoint 2016/365' 'Presenting Information Clearly' 'PRINCE2 – Alternative methodologies' 'PRINCE2 – Basics of Methodology' 'Principles of Insurance' 'Prioritise with the Urgent/Important matrix' 'Privacy in Practice' 'Producing a Balance Sheet' 'Professional Indemnity Insurance (VS1)' 'Property Sales and Misdescription' 'Public Liability Insurance - Policy Cover (VS1)' 'Punctuating Quotations' 'Quick Wins - The Key to Success' 'Reciprocal Teaching' 'Recognising and Reporting Abuse (Care)' 'Recruitment Training' 'References - Excel 2016/365' 'Regulating Housing Associations' 'Relax - How to Switch Off After Work' 'Remove Stress - Focus and Centre Yourself' 'Report Style (Report Writing)' 'Revisit Pre-Tenancy Module' 'Ribbons - Excel 2019' 'Rows & Columns - Excel 2016/365' 'Rows and Columns - Excel 2019' 'Safe Handling and Transport' 'Safeguarding Children and Young People' 'Safer Recruitment' 'Sales - Powerpoint 2016/365' 'Save as - Word 2016/365' 'Saving & Printing - Word 2016/365' 'Scenarios - Excel 2016/365' 'Secrets of P' 'Security - Word 2016/365' 'Serious About Pers' 'Shapes - PowerPoint 2016/365' 'Sharpen Your Con' 'Shortcuts - Word 2016/365' 'The Power of Influence' 'Smart' 'Sorting - Word 2016/365' 'So' 'Spelling - Word 2016/365' 'Split Infinitives' 'S' 'Stop Blame Game!' 'Stop procrast' 'Stress Management' 'Stretch It - A' 'Successful Economic Downturn' 'Succe' 'Tables - Word 2016/365' 'Tackling the Issue - businesses and individuals' 'Taking the Next Step in Your Career' 'Team Building Exercises To Improv' 'Teams' 'Templates - PowerPoint 2016/365' 'Tenancy in a housing association home' 'Termination' 'The 3 Rs of Selling' 'Th' 'Marketing' 'The 7 Cs of Great Communication' 'The 8 Steps Selling Process' 'The Accelerated Learning Cycle' 'The Art of Being Patient' 'The Care Act 2014' 'The Changing Landscape of Housing Associations' 'The Construction (Design and Management) Regulations 2015' 'The Estate Agents Act' 'The EU Insurance Distribution Directive (IDD) (VS1.3)' 'The FCA's 11 Principles for Business' 'The Governance and Financial Viability Standard' 'The Importance of Empathy' 'The Importance of Passwords - Protect Your Information!' 'The Iron Triangle - the Truth about Project Management' 'The Mental Capacity Act' 'The negotiating toolkit' 'The OODA loop - Winning and losing' 'The Pomodoro Technique' 'The Positive Side of Conflict' 'The Power of Networking' 'The Power of Positive Reframing' 'The Price Earnings Ratio' 'The Problem of Hoarding' 'The Regulation of Claims Management Services' 'The Regulatory Framework for Arms Length Management Organisations (ALMOs)' 'The Rule of Three - The Secret to Successful Communication' 'Their, There or They're?' 'Themes - PowerPoint 2016/365' 'Then or Than?' 'Think Differently - The Reframing Matrix' 'Think on Your Feet' 'Time & Priority Review' 'To, Too or Two?' 'Train effectively with the learning cycle' 'Treating Customers Fairly' 'Turn a Disgruntled Customer into a Loyal Fan - Effective Complaint Handling' 'Turning Business Cards into Business Relationships' 'Understand Your Organisation - The McKinsey Framework' 'Understanding Net Present Value' 'Understanding Person-Centred Care' 'Understanding Power - The Five Forces' 'Understanding Return On Investment' 'Understanding the common forms of stress' 'Undo, Redo and Repeat - PowerPoint 2016/365' 'Using Whiteboards in Teams' 'Viruses and Spyware - Get Informed!' 'Watch Your Language! The Power of Positive Words!' 'We're, Where or Were?' 'Wellbeing - The Science of Happiness' 'What is Emotional Intelligence?'

Achieve your potential

Energy and Impact

	Duration	Available for eCommerce	Assessment Method
Confidence and Personal Impact	8 hours	Yes	Multiple-choice tests and written assignments
Be like an Olympian - How to perform under pressure!	15-30 minutes	Yes	Multiple-choice test
Being Resilient	15-30 minutes	Yes	Multiple-choice test
Boost Energy Levels to Become More Effective	15-30 minutes	Yes	Multiple-choice test
Charisma - Developing the X Factor	15-30 minutes	Yes	Multiple-choice test
Have You Got 'It'? An Introduction to Executive Presence	15-30 minutes	Yes	Multiple-choice test
How to Motivate Yourself	15-30 minutes	Yes	Multiple-choice test
Quick Wins - The Key to Success	15-30 minutes	Yes	Multiple-choice test
Sharpen Your Concentration Skills	15-30 minutes	Yes	Multiple-choice test
Staying Productive - Working From Home	15-30 minutes	Yes	Multiple-choice test
The Art of Being Patient	15-30 minutes	Yes	Multiple-choice test

How to Get Promoted

Are You (Un)Conscious and (In)Competent?	15-30 minutes	Yes	Multiple-choice test
Being Resilient	15-30 minutes	Yes	Multiple-choice test
Boost your chances of success at interview	15-30 minutes	Yes	Multiple-choice test
Doing The Right Thing - Planning and Prioritising	15-30 minutes	Yes	Multiple-choice test
How to Ace an Online Interview	15-30 minutes	Yes	Multiple-choice test
How to Get the Most From Your Mentor	15-30 minutes	Yes	Multiple-choice test
How to Impress Your Boss	15-30 minutes	Yes	Multiple-choice test
How to Thrive When Things Change	15-30 minutes	Yes	Multiple-choice test
Make Your Appraisal Work For You	15-30 minutes	Yes	Multiple-choice test
Make Yourself Promotable	15-30 minutes	Yes	Multiple-choice test
Managing Your Manager - 6 rules for success	15-30 minutes	Yes	Multiple-choice test
Negotiating Office Politics	15-30 minutes	Yes	Multiple-choice test
Quick Wins - The Key to Success	15-30 minutes	Yes	Multiple-choice test
Serious About Personal Development? SWOT!	15-30 minutes	Yes	Multiple-choice test
The Art of Being Patient	15-30 minutes	Yes	Multiple-choice test
Think on Your Feet	15-30 minutes	Yes	Multiple-choice test
Understanding Power - The Five Forces	15-30 minutes	Yes	Multiple-choice test

Managing Stress

Being Assertive	5.75 hours	Yes	Multiple-choice tests and written assignments
Introduction to Wellbeing	1.5 hours	Yes	Multiple-choice tests and written assignments
Understanding Stress Management in the Workplace	3 hours	Yes	Multiple-choice tests and written assignments
A Manager's Guide to Stress in the Workplace	15-30 minutes	Yes	Multiple-choice test
Being Resilient	15-30 minutes	Yes	Multiple-choice test
Bounce Back From Failure	15-30 minutes	Yes	Multiple-choice test
Breaking Bad Habits	15-30 minutes	Yes	Multiple-choice test
Controlling Nerves	15-30 minutes	Yes	Multiple-choice test
Coping with Isolation	15-30 minutes	Yes	Multiple-choice test
Do You Need To Change Your Attitude?	15-30 minutes	Yes	Multiple-choice test
Feeling Stressed? Try Mindfulness!	15-30 minutes	Yes	Multiple-choice test
Five Ingredients for a Flourishing Life	15-30 minutes	Yes	Multiple-choice test
Get Rid of Stress	15-30 minutes	Yes	Multiple-choice test
How to be Assertive	15-30 minutes	Yes	Multiple-choice test
How to Say No!	15-30 minutes	Yes	Multiple-choice test
How to Thrive When Things Change	15-30 minutes	Yes	Multiple-choice test
Positive side of conflict	15-30 minutes	Yes	Multiple-choice test
Relax - How to Switch off After Work	15-30 minutes	Yes	Multiple-choice test
Remove Stress - Focus and Centre Yourself	15-30 minutes	Yes	Multiple-choice test
Stand Your Ground	15-30 minutes	Yes	Multiple-choice test
Stop Playing the Blame Game	15-30 minutes	Yes	Multiple-choice test
Stress Management	15-30 minutes	Yes	Multiple-choice test
Understanding the common forms of stress	15-30 minutes	Yes	Multiple-choice test
Wellbeing – The Science of Happiness	15-30 minutes	Yes	Multiple-choice test
Why Are You So Angry? The Eight Causes of Conflict	15-30 minutes	Yes	Multiple-choice test
Work life balance	15-30 minutes	Yes	Multiple-choice test

Personal Change

Basics of a Family Budget	15-30 minutes	Yes	Multiple-choice test
Being a Workplace Ally	15-30 minutes	Yes	Multiple-choice test
Boost Work Satisfaction	15-30 minutes	Yes	Multiple-choice test
Change Bad Habits to Become Happier	15-30 minutes	Yes	Multiple-choice test
Counting Sheep - How to Get a Great Night's Sleep	15-30 minutes	Yes	Multiple-choice test
Do You Have Good Judgement?	15-30 minutes	Yes	Multiple-choice test
Dream Big! Make your goals a reality	15-30 minutes	Yes	Multiple-choice test
Financial Wellbeing	15-30 minutes	Yes	Multiple-choice test
Getting Back Into Work Mode - Returning From Holiday	15-30 minutes	Yes	Multiple-choice test
How to Flourish and Get the Most from Life	15-30 minutes	Yes	Multiple-choice test
How to Thrive When Things Change	15-30 minutes	Yes	Multiple-choice test
Managing your Mindset and your Money	15-30 minutes	Yes	Multiple-choice test
Make the Most of Your Time	15-30 minutes	Yes	Multiple-choice test
Remove Stress - Focus and Centre Yourself	15-30 minutes	Yes	Multiple-choice test
Safety for Lone Workers (H&S)	15-30 minutes	Yes	Multiple-choice test
Understanding and Getting the Most from Hybrid Working	15-30 minutes	Yes	Multiple-choice test
Serious About Personal Development? SWOT!	15-30 minutes	Yes	Multiple-choice test

Better Communication

Assertiveness

	Duration	Available for eCommerce	Assessment Method
Being Assertive	4.25 hours	Yes	Multiple choice tests and written assignments
Achieve Success - Improve Your Inner Dialogue	15-30 mins	Yes	Multiple choice test
Handle Criticism With Confidence	15-30 mins	Yes	Multiple choice test
Handling Difficult Situations and Challenging Customers	15-30 mins	Yes	Multiple choice test
How to be Assertive	15-30 mins	Yes	Multiple choice test
How to Persuade Your Boss	15-30 mins	Yes	Multiple choice test
Stop Feeling Inferior	15-30 mins	Yes	Multiple choice test
How to Say No!	15-30 mins	Yes	Multiple choice test
What is Emotional Intelligence?	15-30 mins	Yes	Multiple choice test

Confidence

Achieve Your Potential	9.5 hours	Yes	Multiple choice tests and written assignments
Confidence and Personal Impact	8 hours	Yes	Multiple choice tests and written assignments
Interpersonal Skills	6 hours	Yes	Multiple choice tests and written assignments
Mind and Memory	6.75 hours	Yes	Multiple choice tests and written assignments
An Introduction to NLP	15-30 mins	Yes	Multiple choice test
Be Confident!	15-30 mins	Yes	Multiple choice test
Become More Powerful	15-30 mins	Yes	Multiple choice test
Being Resilient	15-30 mins	Yes	Multiple choice test
Boost Employee Enthusiasm	15-30 mins	Yes	Multiple choice test
Boost Your Personal Impact	15-30 mins	Yes	Multiple choice test
Bounce Back From Failure	15-30 mins	Yes	Multiple choice test
Breaking Bad Habits	15-30 mins	Yes	Multiple choice test
Build your self-confidence	15-30 mins	Yes	Multiple choice test
Building Confidence in Others	15-30 mins	Yes	Multiple choice test
Charisma - Developing the X Factor	15-30 mins	Yes	Multiple choice test
Controlling Nerves	15-30 mins	Yes	Multiple choice test
Develop the High Self Esteem Habit	15-30 mins	Yes	Multiple choice test
Do You Need to Change Your Attitude?	15-30 mins	Yes	Multiple choice test
Feeling Stressed? Try Mindfulness!	15-30 mins	Yes	Multiple choice test
Handle Angry Callers with Confidence	15-30 mins	Yes	Multiple choice test
Handle Criticism With Confidence	15-30 mins	Yes	Multiple choice test
Have You Got 'It'? An Introduction to Executive Presence	15-30 mins	Yes	Multiple choice test
How to be Assertive	15-30 mins	Yes	Multiple choice test
How to Build Rapport	15-30 mins	Yes	Multiple choice test
How to Cope With Bossy Colleagues	15-30 mins	Yes	Multiple choice test
How to Handle a Difficult Conversation	15-30 mins	Yes	Multiple choice test
How to Make a Great Impression	15-30 mins	Yes	Multiple choice test
How to Make Small Talk	15-30 mins	Yes	Multiple choice test
How to Persuade Your Boss	15-30 mins	Yes	Multiple choice test
How to Remember People's Names	15-30 mins	Yes	Multiple choice test
How to Say No!	15-30 mins	Yes	Multiple choice test
How to Thrive When Things Change	15-30 mins	Yes	Multiple choice test
Make Yourself Promotable	15-30 mins	Yes	Multiple choice test
Master Business Etiquette	15-30 mins	Yes	Multiple choice test
Maximise Your Potential	15-30 mins	Yes	Multiple choice test
Positive Side of Conflict	15-30 mins	Yes	Multiple choice test
Prepare to Succeed at Interview	15-30 mins	Yes	Multiple choice test
Stand Your Ground	15-30 mins	Yes	Multiple choice test
Stop procrastinating!	15-30 mins	Yes	Multiple choice test
The Importance of Empathy	15-30 mins	Yes	Multiple choice test
The Power of Positive Reframing	15-30 mins	Yes	Multiple choice test
Think Differently - The Reframing Matrix	15-30 mins	Yes	Multiple choice test
Think on Your Feet	15-30 mins	Yes	Multiple choice test
Working With Difficult Colleagues	15-30 mins	Yes	Multiple choice test

Influencing Skills

How to Influence and Persuade	8.5 hours	Yes	Multiple choice tests and written assignments
Become More Powerful	15-30 mins	Yes	Multiple choice test
Dealing with Angry People - Conflict Resolution	15-30 mins	Yes	Multiple choice test
How to be an Influencing Star	15-30 mins	Yes	Multiple choice test
Inspire People Into Action	15-30 mins	Yes	Multiple choice test
Secrets of Persuasion	15-30 mins	Yes	Multiple choice test
Six Influencing Styles – How to Unlock the Power of Influence	15-30 mins	Yes	Multiple choice test
WIIFM - Getting People to Listen	15-30 mins	Yes	Multiple choice test

Meetings

Understand how to Lead Effective Meetings	1.25 hours	Yes	Multiple choice tests and written assignments
6 Great Ice-Breakers	15-30 mins	Yes	Multiple choice test
Are You Really Listening?	15-30 mins	Yes	Multiple choice test
Communicating Effectively on Conference Calls	15-30 mins	Yes	Multiple choice test
Facilitating a Conference Call	15-30 mins	Yes	Multiple choice test
How to Remember People's Names	15-30 mins	Yes	Multiple choice test
Ice Breakers That Work	15-30 mins	Yes	Multiple choice test
Keeping your meeting on track	15-30 mins	Yes	Multiple choice test
Preparing for Meetings	15-30 mins	Yes	Multiple choice test
Productive and Exciting Team Meetings	15-30 mins	Yes	Multiple choice test
Taking Minutes in Meetings	15-30 mins	Yes	Multiple choice test

Presentation

Preparing for Great Presentations	4.5 hours	Yes	Multiple choice tests and written assignments
Achieve Success - Improve Your Inner Dialogue	15-30 mins	Yes	Multiple choice test
Be Confident!	15-30 mins	Yes	Multiple choice test
Boost Your Personal Impact	15-30 mins	Yes	Multiple choice test
Charisma - Developing the X Factor	15-30 mins	Yes	Multiple choice test
Controlling Nerves	15-30 mins	Yes	Multiple choice test
Delivering Great Virtual Learning Experiences	15-30 mins	Yes	Multiple choice test
Inspire People Into Action	15-30 mins	Yes	Multiple choice test
Think on Your Feet	15-30 mins	Yes	Multiple choice test
WIIFM - Getting People to Listen	15-30 mins	Yes	Multiple choice test

Theory & Practice

Being Assertive	4.25 hours	Yes	Multiple choice tests and written assignments
How to Influence and Persuade	8.5 hours	Yes	Multiple choice tests and written assignments
Interpersonal Skills	6 hours	Yes	Multiple choice tests and written assignments
Key Communication Skills Certificate	4 hours	Yes	Multiple choice tests and written assignments
Decoding Body Language	15-30 mins	Yes	Multiple choice test
Achieve Success - Improve Your Inner Dialogue	15-30 mins	Yes	Multiple choice test
An Introduction to NLP	15-30 mins	Yes	Multiple choice test
Are You Really Listening?	15-30 mins	Yes	Multiple choice test
Ask Better Questions	15-30 mins	Yes	Multiple choice test
Barriers to Communication	15-30 mins	Yes	Multiple choice test
Be Confident!	15-30 mins	Yes	Multiple choice test
Become a Better Communicator Using the LAER Method	15-30 mins	Yes	Multiple choice test
Being Aware of your Unconscious Bias	15-30 mins	Yes	Multiple choice test
Boost Your Personal Impact	15-30 mins	Yes	Multiple choice test
Business Cards Matter!	15-30 mins	Yes	Multiple choice test
Charisma - Developing the X Factor	15-30 mins	Yes	Multiple choice test
Communicate More Effectively with the Communication Cycle	15-30 mins	Yes	Multiple choice test
Communicating Across Generational Barriers	15-30 mins	Yes	Multiple choice test
Communicating Effectively on Conference Calls	15-30 mins	Yes	Multiple choice test
Create Understanding and Trust - The Johari Window	15-30 mins	Yes	Multiple choice test
Facilitating a Conference Call	15-30 mins	Yes	Multiple choice test
Giving Critical Feedback	15-30 mins	Yes	Multiple choice test
Handle Angry Callers with Confidence	15-30 mins	Yes	Multiple choice test
Handle Criticism with Confidence	15-30 mins	Yes	Multiple choice test
Handling a Difficult Conversations in a Care Setting	15-30 mins	Yes	Multiple choice test
How to be an Influencing Star	15-30 mins	Yes	Multiple choice test
How to be Assertive	15-30 mins	Yes	Multiple choice test
How to Build Rapport	15-30 mins	Yes	Multiple choice test
How to Cope with Bossy Colleagues	15-30 mins	Yes	Multiple choice test
How to Get the Attention of Busy People	15-30 mins	Yes	Multiple choice test
How to Have a Difficult Conversation	15-30 mins	Yes	Multiple choice test
How to Make Small Talk	15-30 mins	Yes	Multiple choice test
How to Persuade Your Boss	15-30 mins	Yes	Multiple choice test
How to Say No!	15-30 mins	Yes	Multiple choice test
Inspire People Into Action	15-30 mins	Yes	Multiple choice test
Online networking - Getting started	15-30 mins	Yes	Multiple choice test
Positive side of conflict	15-30 mins	Yes	Multiple choice test
Secrets of Persuasion	15-30 mins	Yes	Multiple choice test
Six Influencing Styles – How to Unlock the Power of Influence	15-30 mins	Yes	Multiple choice test
Sound Successful! Improve the Quality of Your Voice	15-30 mins	Yes	Multiple choice test
Stand Your Ground	15-30 mins	Yes	Multiple choice test
Stop Playing the Blame Game	15-30 mins	Yes	Multiple choice test
The 7 Cs of Great Communication	15-30 mins	Yes	Multiple choice test
The Importance of Empathy	15-30 mins	Yes	Multiple choice test
The Power of Networking in a Changing World	15-30 mins	Yes	Multiple choice test
The Rule of Three - The Secret to Successful Communication	15-30 mins	Yes	Multiple choice test
Turn a Disgruntled Customer into a Loyal Fan - Effective Complaint Handling	15-30 mins	Yes	Multiple choice test
Watch Your Language! The Power of Positive Words!	15-30 mins	Yes	Multiple choice test
What is Emotional Intelligence?	15-30 mins	Yes	Multiple choice test
What Should You Do With An Elephant in the Corner? (dealing with problems)	15-30 mins	Yes	Multiple choice test
Why Don't You Write The Way You Talk? (or Getting the Right Tone)	15-30 mins	Yes	Multiple choice test
WIIFM - Getting People to Listen	15-30 mins	Yes	Multiple choice test
Writing Effective Emails	15-30 mins	Yes	Multiple choice test

Developing Your Talents

<i>Creativity</i>	Duration	Available for eCommerce	Assessment Method
Creativity in Business	4 hours	Yes	Multiple choice tests
Advanced Brainstorming	15-30 mins	Yes	Multiple choice test
Encouraging Creativity at Work	15-30 mins	Yes	Multiple choice test
Gain a Different Perspective - The Six Thinking Hats	15-30 mins	Yes	Multiple choice test
Mind Mapping - Boosting Creativity	15-30 mins	Yes	Multiple choice test
SCAMPER to creativity	15-30 mins	Yes	Multiple choice test
Think Differently - The Reframing Matrix	15-30 mins	Yes	Multiple choice test
<i>Maths Skills</i>			
Everyday Maths - Calculating Percentages	15-30 mins	Yes	Multiple choice test
Everyday Maths - Using Basic Numbers	15-30 mins	Yes	Multiple choice test
Everyday Maths - Using Estimations	15-30 mins	Yes	Multiple choice test
<i>Mind & Memory</i>			
Mind and Memory	6.75 hours	Yes	Multiple choice tests
3 Techniques to Improve Your Memory	15-30 mins	Yes	Multiple choice test
How to Remember People's Names	15-30 mins	Yes	Multiple choice test
Mind Mapping - Boosting Creativity	15-30 mins	Yes	Multiple choice test
Sharpen Your Concentration Skills	15-30 mins	Yes	Multiple choice test
What sort of intelligence do you have?	15-30 mins	Yes	Multiple choice test
<i>Problem Solving & Decisions</i>			
Decision Making and Problem Solving	3.75 hours	Yes	Multiple choice tests
Advanced Brainstorming	15-30 mins	Yes	Multiple choice test
Got a Smelly Problem? The Fishbone Diagram	15-30 mins	Yes	Multiple choice test
Introduction to problem solving	15-30 mins	Yes	Multiple choice test
Make Great Decisions - The Vroom-Yetton-Jago Decision Model	15-30 mins	Yes	Multiple choice test
Solving Problems	15-30 mins	Yes	Multiple choice test
Using BRAIN to make Effective Decisions	15-30 mins	Yes	Multiple choice test
The OODA loop - Winning and losing	15-30 mins	Yes	Multiple choice test
<i>Reading Skills</i>			
How to Read Faster!	15-30 mins	Yes	Multiple choice test
Sharpen Your Concentration Skills	15-30 mins	Yes	Multiple choice test
<i>Time Management</i>			
Managing Time and Priorities Certificate	2.5 hours	Yes	Multiple choice tests
Achieve more with less - the 80/20 rule	15-30 mins	Yes	Multiple choice test
Doing The Right Thing - Planning and Prioritising	15-30 mins	Yes	Multiple choice test
Eliminate Wasted Work - Process Mapping	15-30 mins	Yes	Multiple choice test
Have You Got A Minute? - Managing Interruptions	15-30 mins	Yes	Multiple choice test
How Do You Eat an Elephant?	15-30 mins	Yes	Multiple choice test
How to Say No!	15-30 mins	Yes	Multiple choice test
Making the most of your time	15-30 mins	Yes	Multiple choice test
Managing Other People's Diaries	15-30 mins	Yes	Multiple choice test
Managing Your Emails Effectively	15-30 mins	Yes	Multiple choice test
Planning for the Perfect Christmas	15-30 mins	Yes	Multiple choice test
Prioritise with the Urgent/Important matrix	15-30 mins	Yes	Multiple choice test
Quick Wins - The Key to Success	15-30 mins	Yes	Multiple choice test
Staying Productive - Working From Home	15-30 mins	Yes	Multiple choice test
Stop procrastinating!	15-30 mins	Yes	Multiple choice test
The Pomodoro Technique	15-30 mins	Yes	Multiple choice test
Time & Priority Review	15-30 mins	Yes	Multiple choice test

Finance

<i>Accounts</i>	Duration	Available for eCommerce	Assessment Method
Finance for Non-Financial Managers	4 hours	Yes	Multiple choice 1
An Introduction to Opportunity Cost	15-30 mins	Yes	Multiple choice 1
How to Read a Balance Sheet	15-30 mins	Yes	Multiple choice 1
Introduction to Double Entry Book Keeping	15-30 mins	Yes	Multiple choice 1
Introduction to The Profit and Loss Account	15-30 mins	Yes	Multiple choice 1
Producing a Balance Sheet	15-30 mins	Yes	Multiple choice 1
The Price Earnings Ratio	15-30 mins	Yes	Multiple choice 1
Understanding Net Present Value	15-30 mins	Yes	Multiple choice 1
Understanding Return On Investment	15-30 mins	Yes	Multiple choice 1
<i>Credit Management</i>			
Credit Management - How to get paid on time	15-30 mins	Yes	Multiple choice 1

Managing Other People

<i>Appraisal</i>	Duration	Available for eCommerce	Assessment Method
Delivering Better Appraisals Certificate	2 Hours	Yes	Multiple choice 1
Making the Most of Your Annual Appraisal	5.75 Hours	Yes	Multiple choice 1
Appraisals - Giving Feedback	15-30 mins	Yes	Multiple choice 1
Are You Really Listening?	15-30 mins	Yes	Multiple choice 1
Ask Better Questions	15-30 mins	Yes	Multiple choice 1
Become a Better Communicator Using the LAER Method	15-30 mins	Yes	Multiple choice 1
Building Confidence in Others	15-30 mins	Yes	Multiple choice 1
Get the Most From Your High Achievers	15-30 mins	Yes	Multiple choice 1
Give Your Feedback Technique a BOOST	15-30 mins	Yes	Multiple choice 1
Giving Critical Feedback	15-30 mins	Yes	Multiple choice 1
How SMART Are Your Objectives?	15-30 mins	Yes	Multiple choice 1
How to Conduct an Effective and Enjoyable Appraisal	15-30 mins	Yes	Multiple choice 1
How to Handle a Difficult Conversation	15-30 mins	Yes	Multiple choice 1
Managing Average Performers	15-30 mins	Yes	Multiple choice 1
Managing performance in appraisals	15-30 mins	Yes	Multiple choice 1
Managing Unambitious People	15-30 mins	Yes	Multiple choice 1
Motivate for a Happy Workforce	15-30 mins	Yes	Multiple choice 1
What Makes a Good Appraisal?	15-30 mins	Yes	Multiple choice 1
WIIFM - Getting People to Listen	15-30 mins	Yes	Multiple choice 1
<i>Coaching</i>			
Develop Your Coaching Skills	5.5 Hours	Yes	Multiple choice 1
Developing Yourself and Others	8 Hours	Yes	Multiple choice 1
A Coaching Approach to Feedback	15-30 mins	Yes	Multiple choice 1
Are You (Un)Conscious and (In)Competent?	15-30 mins	Yes	Multiple choice 1
Boost Your Results By 40% - The Pygmalion Effect	15-30 mins	Yes	Multiple choice 1
Change Someone's Life - Become a Great Mentor	15-30 mins	Yes	Multiple choice 1
Coach with PRACTICE	15-30 mins	Yes	Multiple choice 1
Cost Effective Staff Training - Six Ways to Train on the Job	15-30 mins	Yes	Multiple choice 1
Developing Others - Six Categories of Intervention	15-30 mins	Yes	Multiple choice 1
Facilitating Peer-to-Peer Learning	15-30 mins	Yes	Multiple choice 1
Get the Most From Your Summer Intern	15-30 mins	Yes	Multiple choice 1
He missed the deadline! - a coaching opportunity	15-30 mins	Yes	Multiple choice 1
Helping People to GROW - A Coaching Model	15-30 mins	Yes	Multiple choice 1
How good a coach are you?	15-30 mins	Yes	Multiple choice 1
How SMART Are Your Objectives?	15-30 mins	Yes	Multiple choice 1
No Opt Out - A Questioning Technique for Teachers and Trainers	15-30 mins	Yes	Multiple choice 1
Stretch It - A Questioning Technique for Teachers and Trainers	15-30 mins	Yes	Multiple choice 1
The Accelerated Learning Cycle	15-30 mins	Yes	Multiple choice 1
Train effectively with the learning cycle	15-30 mins	Yes	Multiple choice 1
Understanding Learning Styles	15-30 mins	Yes	Multiple choice 1
What is the Right Question?	15-30 mins	Yes	Multiple choice 1
Writing Effective Learning Outcomes	15-30 mins	Yes	Multiple choice 1

Conflict

Conflict at Work	3 hours	Yes	Multiple choice tests and wr
An everyday Guide to Anger Management	15-30 mins	Yes	Multiple choice test
Dealing with Angry People -Conflict Resolution	15-30 mins	Yes	Multiple choice test
How to be Assertive	15-30 mins	Yes	Multiple choice test
How to Handle a Difficult Conversation	15-30 mins	Yes	Multiple choice test
Stand Your Ground	15-30 mins	Yes	Multiple choice test
Stop Playing the Blame Game!	15-30 mins	Yes	Multiple choice test
What is your Conflict Management Style?	15-30 mins	Yes	Multiple choice test
Why are you so Angry? The Eight Causes of Conflict	15-30 mins	Yes	Multiple choice test
Working With Difficult Colleagues	15-30 mins	Yes	Multiple choice test

Diversity

Diversity in the Workplace	2 hours	Yes	Multiple choice tests and wr
Being a Workplace Ally	15-30 mins	Yes	Multiple choice test
Being Aware of your Unconscious Bias	15-30 mins	Yes	Multiple choice test
Diversity in Leadership	15-30 mins	Yes	Multiple choice test
Do You Need to Change Your Attitude?	15-30 mins	Yes	Multiple choice test
Managing Equality and Diversity for Senior Managers	15-30 mins	Yes	Multiple choice test
The Importance of Empathy	15-30 mins	Yes	Multiple choice test

From Good to Great Manager

From Good to Great Manager	7 hours	Yes	Multiple choice tests and wr
A Manager's Guide to Stress in the Workplace	15-30 mins	Yes	Multiple choice test
Are You A Well-Rounded Manager?	15-30 mins	Yes	Multiple choice test
Are You the Entrepreneurial Type?	15-30 mins	Yes	Multiple choice test
Avoid Incompetence - Understanding The Peter Principle	15-30 mins	Yes	Multiple choice test
Avoid the Dangers of Groupthink	15-30 mins	Yes	Multiple choice test
Avoiding the pitfalls of micro-management	15-30 mins	Yes	Multiple choice test
Boost Your Results By 40% - The Pygmalion Effect	15-30 mins	Yes	Multiple choice test
Building Confidence in Others	15-30 mins	Yes	Multiple choice test
Change Someone's Life - Become a Great Mentor	15-30 mins	Yes	Multiple choice test
Conduct an Effective Team Briefing	15-30 mins	Yes	Multiple choice test
Create Understanding and Trust - The Johari Window	15-30 mins	Yes	Multiple choice test
Discipline and grievance at work	15-30 mins	Yes	Multiple choice test
Get the Most From Your High Achievers	15-30 mins	Yes	Multiple choice test
How to Get More Done - Delegate!	15-30 mins	Yes	Multiple choice test
How to Handle a Difficult Conversation	15-30 mins	Yes	Multiple choice test
How to retain your talent	15-30 mins	Yes	Multiple choice test
Managing Average Performers	15-30 mins	Yes	Multiple choice test
Managing By Wandering Around (MBWA)	15-30 mins	Yes	Multiple choice test
Managing Former Peers	15-30 mins	Yes	Multiple choice test
Managing Poor Performance	15-30 mins	Yes	Multiple choice test
Managing to Eliminate Bad Habits	15-30 mins	Yes	Multiple choice test
Managing Unambitious People	15-30 mins	Yes	Multiple choice test
Managing Virtual Teams	15-30 mins	Yes	Multiple choice test
Overcome Resistance to Change	15-30 mins	Yes	Multiple choice test
Using Pressure to Maximise Productivity	15-30 mins	Yes	Multiple choice test

Interviewing

Understanding Recruitment of New Staff	4 hours	Yes	Multiple choice tests and wr
Are You Really Listening?	15-30 mins	Yes	Multiple choice test
Ask Better Questions	15-30 mins	Yes	Multiple choice test
Barriers to Communication	15-30 mins	Yes	Multiple choice test
How to Hire the Right Person	15-30 mins	Yes	Multiple choice test
How to Remember People's Names	15-30 mins	Yes	Multiple choice test
Prepare to succeed at interview	15-30 mins	Yes	Multiple choice test
Recruit and Retain Talent in a Post -COVID Workplace	15-30 mins	Yes	Multiple choice test
Safer Recruitment	15-30 mins	Yes	Multiple choice test

Motivating

Applying the FISH! Philosophy to Boost Morale as Productivity	15-30 mins	Yes	Multiple choice test
Boost Employee Enthusiasm	15-30 mins	Yes	Multiple choice test
Boost Your Results By 40% - The Pygmalion Effect	15-30 mins	Yes	Multiple choice test
Does Happiness equal productivity?	15-30 mins	Yes	Multiple choice test
Increase Your Productivity - Engage Your Employees	15-30 mins	Yes	Multiple choice test
Keeping you and your virtual team motivated	15-30 mins	Yes	Multiple choice test
Motivate for a Happy Workforce	15-30 mins	Yes	Multiple choice test
Motivating Others - A Powerful New Theory	15-30 mins	Yes	Multiple choice test
Motivating to Improve Poor Performance	15-30 mins	Yes	Multiple choice test

New Manager

Developing yourself as a Team Leader	3 hours	Yes	Multiple choice tests and wr
Leading your Work Team	4 hours	Yes	Multiple choice tests and wr
Learning to Supervise People	14.75 hours	Yes	Multiple choice tests and wr
That'll never work! - How to Manage Negative People	15-30 mins	Yes	Multiple choice test
Be a Manager Who Makes a Difference!	15-30 mins	Yes	Multiple choice test
Boost Your Results By 40% - The Pygmalion Effect	15-30 mins	Yes	Multiple choice test
How to Get More Done - Delegate!	15-30 mins	Yes	Multiple choice test
How to Handle a Difficult Conversation	15-30 mins	Yes	Multiple choice test
Managing By Wandering Around (MBWA)	15-30 mins	Yes	Multiple choice test
Managing Former Peers	15-30 mins	Yes	Multiple choice test
Managing Virtual Teams	15-30 mins	Yes	Multiple choice test
New Manager - Getting It Right from the Start	15-30 mins	Yes	Multiple choice test
New Job? Flying Start!	15-30 mins	Yes	Multiple choice test

Teams & Leadership

Effective Leadership Skills	7.5 hours	Yes	Multiple choice tests
Leading your Work Team	4 hours	Yes	Multiple choice tests
That'll never work! - How to Manage Negative People	15-30 mins	Yes	Multiple choice tests
A high performing team - How to build one!	15-30 mins	Yes	Multiple choice tests
Are You Using the Right Leadership Style?	15-30 mins	Yes	Multiple choice tests
Become a Transformational Leader	15-30 mins	Yes	Multiple choice tests
Conduct an Effective Team Briefing	15-30 mins	Yes	Multiple choice tests
Do You Want to Transform Your Leadership Capability?	15-30 mins	Yes	Multiple choice tests
Effective Teamwork - Understanding Team Roles	15-30 mins	Yes	Multiple choice tests
Engage Learners with Assertive Questioning	15-30 mins	Yes	Multiple choice tests
Great Team Building Exercises	15-30 mins	Yes	Multiple choice tests
Health and Safety - A Manager's Overview	15-30 mins	Yes	Multiple choice tests
How to be a Successful Visionary	15-30 mins	Yes	Multiple choice tests
Increase Your Influence	15-30 mins	Yes	Multiple choice tests
Leading and Managing a Hybrid Workforce	15-30 mins	Yes	Multiple choice tests
Managing Virtual Teams	15-30 mins	Yes	Multiple choice tests
Successful Leadership in an Economic Downturn	15-30 mins	Yes	Multiple choice tests
Successful Leadership in Difficult times	15-30 mins	Yes	Multiple choice tests
Team Building Exercises To Improve Communication	15-30 mins	Yes	Multiple choice tests
Unleash the Power of Centred Leadership	15-30 mins	Yes	Multiple choice tests
What is Leadership?	15-30 mins	Yes	Multiple choice tests
What Type of Leader are You?	15-30 mins	Yes	Multiple choice tests
What's the difference between Power and Influence?	15-30 mins	Yes	Multiple choice tests
Why do Teams Fail to Perform?	15-30 mins	Yes	Multiple choice tests
Winning Hearts and Minds - Motivational Leadership	15-30 mins	Yes	Multiple choice tests

Managing Your Business

Change Management

	Duration	Available for eCommerce	Assessment Method
Managing Change	3.5 hours	Yes	Multiple choice tests
An 8 Step Guide to Managing Change Successfully	15-30 mins	Yes	Multiple choice tests
An Introduction to Agile Working	15-30 mins	Yes	Multiple choice tests
Assess Your Organisation - Weisbord's Six Box Model	15-30 mins	Yes	Multiple choice tests
Communicate More Effectively with the Communication Cycle	15-30 mins	Yes	Multiple choice tests
Eliminate Wasted Work - Process Mapping	15-30 mins	Yes	Multiple choice tests
Force Field Analysis - Understanding Change	15-30 mins	Yes	Multiple choice tests
Make Change Less Painful - Understand what People are Feeling	15-30 mins	Yes	Multiple choice tests
Melting the Ice Cube - Lewin's Framework for Change	15-30 mins	Yes	Multiple choice tests
Motivate for a Happy Workforce	15-30 mins	Yes	Multiple choice tests
Understanding Power - The Five Forces	15-30 mins	Yes	Multiple choice tests

Project Management

Introduction to project management	15-30 mins	Yes	Multiple choice tests
The Iron Triangle - the Truth about Project Management	15-30 mins	Yes	Multiple choice tests

Strategy & Risk

Introduction to Commercial Awareness Certificate	3.5 hours	Yes	Multiple choice tests
Key Skills for Entrepreneurs	5.25 hours	Yes	Multiple choice tests
Six ways to Save Your Business Money	15-30 mins	Yes	Multiple choice tests
An Introduction to Agile Working	15-30 mins	Yes	Multiple choice tests
Assess Your Organisation - Weisbord's Six Box Model	15-30 mins	Yes	Multiple choice tests
Boost Productivity with 5S	15-30 mins	Yes	Multiple choice tests
Business Strategy? SWOT you need.	15-30 mins	Yes	Multiple choice tests
Dealing with business risk	15-30 mins	Yes	Multiple choice tests
Exceed Expectations - Kotter and Keller's 5 Product Levels	15-30 mins	Yes	Multiple choice tests
Get Efficient With Kanban	15-30 mins	Yes	Multiple choice tests
Maximise Future Profits - The Boston Matrix	15-30 mins	Yes	Multiple choice tests
Prioritising Risk - The Risk Impact/Probability Matrix	15-30 mins	Yes	Multiple choice tests
The Fundamentals of Digital Marketing	15-30 mins	Yes	Multiple choice tests
Understand Your Organisation - The McKinsey Framework	15-30 mins	Yes	Multiple choice tests
Use a Successful Business Strategy	15-30 mins	Yes	Multiple choice tests
What is PESTLE for business?	15-30 mins	Yes	Multiple choice tests
What is Your Plan B? The Four Stages of Contingency Planning	15-30 mins	Yes	Multiple choice tests

IT Skills

Computer Safety

	Duration	Available for eCommerce	Assessment Method
Computer Safety - Protect you, your files and your computer	1.5 hours	Yes	Multiple choice test
Email Spam, Phishing and Viruses - Everything You Need To Know! (Computer Safety)	15-30 mins	Yes	Multiple choice test
The Importance of Passwords - Protect Your Information! (Computer Safety)	15-30 mins	Yes	Multiple choice test
Viruses and Spyware - Get Informed! (Computer Safety)	15-30 mins	Yes	Multiple choice test

Office 365*

An Introduction

Microsoft 365 - Introduction	15-30 mins	Yes	Multiple choice test
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Excel

Microsoft Excel 365 for Beginners	4.5 hours	Yes	Multiple choice test
Microsoft Excel 365 for Intermediates	8.5 hours	Yes	Multiple choice test
Excel Beginners - AutoFill	15-30 mins	Yes	Multiple choice test
Excel Beginners - AutoSum	15-30 mins	Yes	Multiple choice test
Excel Beginners - Formatting Cells	15-30 mins	Yes	Multiple choice test
Excel Beginners - Formatting Numbers	15-30 mins	Yes	Multiple choice test
Excel Beginners - Headers & Footers	15-30 mins	Yes	Multiple choice test
Excel Beginners - Introduction to formulas	15-30 mins	Yes	Multiple choice test
Excel Beginners - Printing	15-30 mins	Yes	Multiple choice test
Excel Beginners - Ribbons	15-30 mins	Yes	Multiple choice test
Excel Beginners - Rows and Columns	15-30 mins	Yes	Multiple choice test
Excel Beginners - Workbooks and Worksheets	15-30 mins	Yes	Multiple choice test
Excel Intermediate - Charts	15-30 mins	Yes	Multiple choice test
Excel Intermediate - Goal Seek	15-30 mins	Yes	Multiple choice test
Excel Intermediate - IF Statements	15-30 mins	Yes	Multiple choice test
Excel Intermediate - Importing CSV	15-30 mins	Yes	Multiple choice test
Excel Intermediate - Linking Workbooks	15-30 mins	Yes	Multiple choice test
Excel Intermediate - Logical Functions	15-30 mins	Yes	Multiple choice test
Excel Intermediate - Nested IF Statements	15-30 mins	Yes	Multiple choice test
Excel Intermediate - Pivot Charts	15-30 mins	Yes	Multiple choice test
Excel Intermediate - Pivot Tables	15-30 mins	Yes	Multiple choice test
Excel Intermediate - Pivot Tables - sorting & filtering	15-30 mins	Yes	Multiple choice test
Excel Intermediate - Popular Functions part 1	15-30 mins	Yes	Multiple choice test
Excel Intermediate - Popular Functions part 2	15-30 mins	Yes	Multiple choice test
Excel Intermediate - References	15-30 mins	Yes	Multiple choice test
Excel Intermediate - Scenarios	15-30 mins	Yes	Multiple choice test
Excel Intermediate - Slicers	15-30 mins	Yes	Multiple choice test
Excel Intermediate - Sorting & Filtering	15-30 mins	Yes	Multiple choice test
Excel Intermediate - Sparklines	15-30 mins	Yes	Multiple choice test
Excel Intermediate - XLOOKUP	15-30 mins	Yes	Multiple choice test

Forms

Microsoft Forms 365 for Beginners	3 hours	Yes	Multiple choice test
Microsoft Forms - Branching Questions	15-30 mins	Yes	Multiple choice test
Microsoft Forms - Creating a form	15-30 mins	Yes	Multiple choice test
Microsoft Forms - Getting Started	15-30 mins	Yes	Multiple choice test
Microsoft Forms - Sharing	15-30 mins	Yes	Multiple choice test
Microsoft Forms - Sharing to collaborate	15-30 mins	Yes	Multiple choice test
Microsoft Forms - Viewing Responses	15-30 mins	Yes	Multiple choice test

OneDrive

Microsoft OneDrive for Beginners	2.5 hours	Yes	Multiple choice test
OneDrive - File Options	15-30 mins	Yes	Multiple choice test
OneDrive - Managing Files	15-30 mins	Yes	Multiple choice test
OneDrive - Sharing Files	15-30 mins	Yes	Multiple choice test
OneDrive - Syncing Folders	15-30 mins	Yes	Multiple choice test
OneDrive - Uploading	15-30 mins	Yes	Multiple choice test

OneNote

Microsoft OneNote for Beginners	4 hours	Yes	Multiple choice test
OneNote - Drawing	15-30 mins	Yes	Multiple choice test
OneNote - Formatting	15-30 mins	Yes	Multiple choice test
OneNote - Inserting	15-30 mins	Yes	Multiple choice test
OneNote - Introduction	15-30 mins	Yes	Multiple choice test
OneNote - Searching	15-30 mins	Yes	Multiple choice test
OneNote - Sharing	15-30 mins	Yes	Multiple choice test
OneNote - Taking Notes	15-30 mins	Yes	Multiple choice test
OneNote - View tab	15-30 mins	Yes	Multiple choice test

Outlook

Microsoft Outlook for Beginners	4 hours	Yes	Multiple choice test
Microsoft Outlook for Intermediates	4.5 hours	Yes	Multiple choice test
Outlook Beginners - Attachments	15-30 mins	Yes	Multiple choice test
Outlook Beginners - Contacts	15-30 mins	Yes	Multiple choice test
Outlook Beginners - Creating an email	15-30 mins	Yes	Multiple choice test
Outlook Beginners - Make appointments in the Calendar	15-30 mins	Yes	Multiple choice test
Outlook Beginners - Organising Emails	15-30 mins	Yes	Multiple choice test
Outlook Beginners - Replying to an email	15-30 mins	Yes	Multiple choice test
Outlook Beginners - Signatures	15-30 mins	Yes	Multiple choice test
Outlook Beginners - Views	15-30 mins	Yes	Multiple choice test
Outlook Intermediate - AutoArchive	15-30 mins	Yes	Multiple choice test
Outlook Intermediate - Instant Search	15-30 mins	Yes	Multiple choice test
Outlook Intermediate - Junk Email Options	15-30 mins	Yes	Multiple choice test
Outlook Intermediate - Meetings & Appointments	15-30 mins	Yes	Multiple choice test
Outlook Intermediate - Notes	15-30 mins	Yes	Multiple choice test
Outlook Intermediate - Quick Steps	15-30 mins	Yes	Multiple choice test
Outlook Intermediate - Rules & Alerts	15-30 mins	Yes	Multiple choice test
Outlook Intermediate - Tasks	15-30 mins	Yes	Multiple choice test
Outlook Intermediate - The Options Menu	15-30 mins	Yes	Multiple choice test

Power BI

Microsoft Power Bi - A Worked Example	3 hours	Yes	Multiple choice tests and wri
Microsoft Power Bi for Beginners	3 hours	Yes	Multiple choice tests and wri
Power Bi - Database Linking	15-30 mins	Yes	Multiple choice test
Power Bi - DAX Expressions	15-30 mins	Yes	Multiple choice test
Power Bi - Filtering	15-30 mins	Yes	Multiple choice test
Power Bi - Get Data	15-30 mins	Yes	Multiple choice test
Power Bi - Introduction	15-30 mins	Yes	Multiple choice test
Power Bi - Linking Tables	15-30 mins	Yes	Multiple choice test
Power Bi - The View tab	15-30 mins	Yes	Multiple choice test

PowerPoint

Microsoft Powerpoint for Beginners	4.5 hours	Yes	Multiple choice tests and wri
Microsoft PowerPoint for Intermediates	5 hours	Yes	Multiple choice tests and wri
PowerPoint Beginners - Font Styles	15-30 mins	Yes	Multiple choice test
PowerPoint Beginners - Line spacing & Alignment	15-30 mins	Yes	Multiple choice test
PowerPoint Beginners - Navigation	15-30 mins	Yes	Multiple choice test
PowerPoint Beginners - Slides	15-30 mins	Yes	Multiple choice test
PowerPoint Beginners - Templates	15-30 mins	Yes	Multiple choice test
PowerPoint Beginners - Text Boxes	15-30 mins	Yes	Multiple choice test
PowerPoint Beginners - Themes	15-30 mins	Yes	Multiple choice test
PowerPoint Beginners - Transitions	15-30 mins	Yes	Multiple choice test
PowerPoint Beginners - Undo, Redo and Repeat	15-30 mins	Yes	Multiple choice test
PowerPoint Intermediate - Adding Videos	15-30 mins	Yes	Multiple choice test
PowerPoint Intermediate - Animations	15-30 mins	Yes	Multiple choice test
PowerPoint Intermediate - Audio & Images	15-30 mins	Yes	Multiple choice test
PowerPoint Intermediate - Charts	15-30 mins	Yes	Multiple choice test
PowerPoint Intermediate - Creating Custom Templates	15-30 mins	Yes	Multiple choice test
PowerPoint Intermediate - Format Text Boxes	15-30 mins	Yes	Multiple choice test
PowerPoint Intermediate - Multiple Presentations	15-30 mins	Yes	Multiple choice test
PowerPoint Intermediate - Notes & Handouts	15-30 mins	Yes	Multiple choice test
PowerPoint Intermediate - Shapes	15-30 mins	Yes	Multiple choice test
PowerPoint Intermediate - Tables	15-30 mins	Yes	Multiple choice test

Project

Microsoft Project for the web	2.5 hours	Yes	Multiple choice tests and wri
Microsoft Project for the web - Board View	15-30 mins	Yes	Multiple choice test
Microsoft Project for the web - Creating a Project	15-30 mins	Yes	Multiple choice test
Microsoft Project for the web - Group Members	15-30 mins	Yes	Multiple choice test
Microsoft Project for the web - Organising Tasks	15-30 mins	Yes	Multiple choice test
Microsoft Project for the web - Timeline & Sharing	15-30 mins	Yes	Multiple choice test

Sway

Microsoft Sway for Beginners	2.5 hours	Yes	Multiple choice tests and wri
Sway - Adding content to the storyline	15-30 mins	Yes	Multiple choice test
Sway - Introduction	15-30 mins	Yes	Multiple choice test
Sway - Templates	15-30 mins	Yes	Multiple choice test
Sway - Topics & Sharing	15-30 mins	Yes	Multiple choice test
Sway - Using documents	15-30 mins	Yes	Multiple choice test

Teams

Microsoft Teams for Beginners	3 hours	Yes	Multiple choice tests and wri
Teams - File Collaboration	15-30 mins	Yes	Multiple choice test
Teams - Introduction to Microsoft Teams	15-30 mins	Yes	Multiple choice test
Teams - Using Apps in Teams	15-30 mins	Yes	Multiple choice test
Teams - Using Channels in Teams	15-30 mins	Yes	Multiple choice test
Teams - Using the Command bar in Teams	15-30 mins	Yes	Multiple choice test
Teams - Using Whiteboards in Teams	15-30 mins	Yes	Multiple choice test

Whiteboard

Microsoft Whiteboard for Beginners	4.5 hours	Yes	Multiple choice tests and wri
Whiteboard - Adding text, notes and images	15-30 mins	Yes	Multiple choice test
Whiteboard - Getting Started	15-30 mins	Yes	Multiple choice test
Whiteboard - Ink to shape	15-30 mins	Yes	Multiple choice test
Whiteboard - Inserting Documents	15-30 mins	Yes	Multiple choice test
Whiteboard - Introduction	15-30 mins	Yes	Multiple choice test
Whiteboard - Sharing & Collaborating	15-30 mins	Yes	Multiple choice test
Whiteboard - Using Templates	15-30 mins	Yes	Multiple choice test

Word

Microsoft Word for Beginners	3.5 hours	Yes	Multiple choice tests and wri
Microsoft Word for Intermediates	4.5 hours	Yes	Multiple choice tests and wri
Word Beginners - Find & Replace	15-30 mins	Yes	Multiple choice test
Word Beginners - Font effects	15-30 mins	Yes	Multiple choice test
Word Beginners - Headers & Footers	15-30 mins	Yes	Multiple choice test
Word Beginners - Saving & Printing	15-30 mins	Yes	Multiple choice test
Word Beginners - Sorting	15-30 mins	Yes	Multiple choice test
Word Beginners - The Editor Tool	15-30 mins	Yes	Multiple choice test
Word Beginners - Using the Ribbon	15-30 mins	Yes	Multiple choice test
Word Intermediate - Advanced Printing	15-30 mins	Yes	Multiple choice test
Word Intermediate - Borders & Shading	15-30 mins	Yes	Multiple choice test
Word Intermediate - Inserting Images	15-30 mins	Yes	Multiple choice test
Word Intermediate - Mail Merge	15-30 mins	Yes	Multiple choice test
Word Intermediate - Navigation Pane	15-30 mins	Yes	Multiple choice test
Word Intermediate - SmartArt	15-30 mins	Yes	Multiple choice test
Word Intermediate - Templates	15-30 mins	Yes	Multiple choice test
Word Intermediate - Themes	15-30 mins	Yes	Multiple choice test
Word Intermediate - Track Changes	15-30 mins	Yes	Multiple choice test

MySQL

An Introduction to MySQL	3 hours	Yes	Multiple choice tests
MySQL - Further skills	3 hours	Yes	Multiple choice tests
MySQL - Aggregate functions	15-30 mins	Yes	Multiple choice tests
MySQL - Basic Statements	15-30 mins	Yes	Multiple choice tests
MySQL - Creating a Table	15-30 mins	Yes	Multiple choice tests
MySQL - Data Types	15-30 mins	Yes	Multiple choice tests
MySQL - Inner joins	15-30 mins	Yes	Multiple choice tests
MySQL - Inserting Data	15-30 mins	Yes	Multiple choice tests
MySQL - Introduction	15-30 mins	Yes	Multiple choice tests
MySQL - Joining multiple tables	15-30 mins	Yes	Multiple choice tests
MySQL - Left joins	15-30 mins	Yes	Multiple choice tests
MySQL - Select Statements	15-30 mins	Yes	Multiple choice tests
MySQL - Using aggregate functions	15-30 mins	Yes	Multiple choice tests
MySQL - What is a join?	15-30 mins	Yes	Multiple choice tests

Programming and Coding

Learn and Understand Programming (Universal Concepts)	2 hours	Yes	Multiple choice tests
How to Write a Web Page - HTML Part 1	15-30 mins	Yes	Multiple choice tests
How to Write a Web Page - HTML Part 2	15-30 mins	Yes	Multiple choice tests
How to Write a Web Page - HTML Part 3	15-30 mins	Yes	Multiple choice tests
Introduction to Writing a Web Page (2017) - Part 1	15-30 mins	Yes	Multiple choice tests
Introduction to Writing a Web Page (2017) - Part 2	15-30 mins	Yes	Multiple choice tests
Introduction to Writing a Web Page (2017) - Part 3	15-30 mins	Yes	Multiple choice tests

Sales and Service

Customer Service

	Duration	Available for eCommerce	Assessment Method
Customer Service Management	4.25 hours	Yes	Multiple choice tests
Delivering Exceptional Customer Service	8 hours	Yes	Multiple choice tests
Interpersonal Skills	6 hours	Yes	Multiple choice tests
Are You Really Listening?	15-30 mins	Yes	Multiple choice tests
Ask Better Questions	15-30 mins	Yes	Multiple choice tests
Be Confident!	15-30 mins	Yes	Multiple choice tests
Become a Better Communicator Using the LAER Method	15-30 mins	Yes	Multiple choice tests
Boost Your Personal Impact	15-30 mins	Yes	Multiple choice tests
Customer Retention Strategies	15-30 mins	Yes	Multiple choice tests
Customer Service - Phrases to Avoid	15-30 mins	Yes	Multiple choice tests
Delivering Fantastic Customer Service	15-30 mins	Yes	Multiple choice tests
Develop a Great Customer Service Attitude	15-30 mins	Yes	Multiple choice tests
Great Telephone Customer Service	15-30 mins	Yes	Multiple choice tests
Handle Angry Callers with Confidence	15-30 mins	Yes	Multiple choice tests
How to be Assertive	15-30 mins	Yes	Multiple choice tests
How to Build Rapport	15-30 mins	Yes	Multiple choice tests
How to Remember People's Names	15-30 mins	Yes	Multiple choice tests
Presenting Information Clearly	15-30 mins	Yes	Multiple choice tests
The 7 Cs of Great Communication	15-30 mins	Yes	Multiple choice tests
The Importance of Empathy	15-30 mins	Yes	Multiple choice tests
Think on Your Feet	15-30 mins	Yes	Multiple choice tests
Turn a Disgruntled Customer into a Loyal Fan - Effective Complaint Handling	15-30 mins	Yes	Multiple choice tests
WIIFM - Getting People to Listen	15-30 mins	Yes	Multiple choice tests

Negotiation Skills

Negotiation Skills	2 hours	Yes	Multiple choice tests
Negotiating Styles	15-30 mins	Yes	Multiple choice tests
Preparing for negotiation	15-30 mins	Yes	Multiple choice tests
The negotiating toolkit	15-30 mins	Yes	Multiple choice tests
The Rule of Three - The Secret to Successful Communication	15-30 mins	Yes	Multiple choice tests
What is negotiation?	15-30 mins	Yes	Multiple choice tests

Sales

Interpersonal Skills	6 hours	Yes	Multiple choice test
Introduction to Selling	6.5 hours	Yes	Multiple choice test
6 Ways to Close a Sale	15-30 min	Yes	Multiple choice test
Are You Really Listening?	15-30 min	Yes	Multiple choice test
Ask Better Questions	15-30 min	Yes	Multiple choice test
Be Confident!	15-30 min	Yes	Multiple choice test
Being Resilient	15-30 min	Yes	Multiple choice test
Bounce Back From Failure	15-30 min	Yes	Multiple choice test
Business Cards Matter!	15-30 min	Yes	Multiple choice test
Charisma - Developing the X Factor	15-30 min	Yes	Multiple choice test
Developing a USP	15-30 min	Yes	Multiple choice test
Energise Your Selling Technique	15-30 min	Yes	Multiple choice test
FAB – Identifying Features, Advantages, and Benefits	15-30 min	Yes	Multiple choice test
How to be Assertive	15-30 min	Yes	Multiple choice test
How to Build Rapport	15-30 min	Yes	Multiple choice test
How to Make Small Talk	15-30 min	Yes	Multiple choice test
Improve Your Selling Technique – The AIDA Model	15-30 min	Yes	Multiple choice test
Motivate Your Sales Team Without Spending Money	15-30 min	Yes	Multiple choice test
Overcoming Sales Objections	15-30 min	Yes	Multiple choice test
Preparing for Negotiation	15-30 min	Yes	Multiple choice test
Secrets of Persuasion	15-30 min	Yes	Multiple choice test
The 3 Rs of Selling	15-30 min	Yes	Multiple choice test
The 4 Ps of Marketing	15-30 min	Yes	Multiple choice test
The Fundamentals of Digital Marketing	15-30 min	Yes	Multiple choice test
The 8 Steps Selling Process	15-30 min	Yes	Multiple choice test
The Importance of Empathy	15-30 min	Yes	Multiple choice test
The Negotiating Toolkit	15-30 min	Yes	Multiple choice test
The Rule of Three - The Secret to Successful Communication	15-30 min	Yes	Multiple choice test
The Selling Cycle	15-30 min	Yes	Multiple choice test
Think on Your Feet	15-30 min	Yes	Multiple choice test
Turn a Disgruntled Customer into a Loyal Fan - Effective Complaint Handling	15-30 min	Yes	Multiple choice test
What is Negotiation?	15-30 min	Yes	Multiple choice test
WIIFM - Getting People to Listen	15-30 min	Yes	Multiple choice test

Remote Working

<i>Remote Working</i>	Duration	Available for eCommerce	Assessment Method
Communicating Effectively on Conference Calls	15-30 mins	Yes	Multiple Choice Test
Introduction to Microsoft Teams	15-30 mins	Yes	Multiple Choice Test
Keeping you and your virtual team motivated	15-30 mins	Yes	Multiple Choice Test
Managing virtual Teams	15-30 mins	Yes	Multiple Choice Test
Microsoft Teams - File Collaboration	15-30 mins	Yes	Multiple Choice Test
Staying Productive – Working from Home	15-30 mins	Yes	Multiple Choice Test
Using Apps in Teams	15-30 mins	Yes	Multiple Choice Test
Using Channels in Teams	15-30 mins	Yes	Multiple Choice Test
Using Whiteboards in Teams	15-30 mins	Yes	Multiple Choice Test

Written English

<i>Business Writing</i>	Duration	Available for eCommerce	Assessment Method
Logical, Emotional and Professional Writing	15-30 mins	Yes	Multiple choice test
Report Style	15-30 mins	Yes	Multiple choice test
Use AIDA Marketing - Get Your Message Across	15-30 mins	Yes	Multiple choice test
Using Apostrophes Correctly	15-30 mins	Yes	Multiple choice test
Using Information Technology To Write Reports	15-30 mins	Yes	Multiple choice test
Using Language Suitable for Your Audience	15-30 mins	Yes	Multiple choice test
Why Don't You Write The Way You Talk? (or Getting the f	15-30 mins	Yes	Multiple choice test
Would Somebody Please Think of the Reader!	15-30 mins	Yes	Multiple choice test
Writing in Plain English	15-30 mins	Yes	Multiple choice test
<i>Writing Skills</i>			
Accept or Except?	15-30 mins	Yes	Multiple choice test
Affect or Effect?	15-30 mins	Yes	Multiple choice test
Avoid Common Spelling Mistakes	15-30 mins	Yes	Multiple choice test
Avoid Pleonasm - Writing Clearly and Concisely	15-30 mins	Yes	Multiple choice test
Business Writing Style	15-30 mins	Yes	Multiple choice test
Could of, Would of or Should of?	15-30 mins	Yes	Multiple choice test
Dangling Participles	15-30 mins	Yes	Multiple choice test
Double Negatives	15-30 mins	Yes	Multiple choice test
Fewer or Less?	15-30 mins	Yes	Multiple choice test
Getting the Right Tone	15-30 mins	Yes	Multiple choice test
How to Plan and Write a Document	15-30 mins	Yes	Multiple choice test
How to Write in Sentences	15-30 mins	Yes	Multiple choice test
i.e. versus e.g.	15-30 mins	Yes	Multiple choice test
Improve Your Grammar & Writing Skills 1	15-30 mins	Yes	Multiple choice test
Improve Your Grammar & Writing Skills 2	15-30 mins	Yes	Multiple choice test
Improve Your Grammar & Writing Skills 3	15-30 mins	Yes	Multiple choice test
Improving Your Grammar & Writing Skills	15-30 mins	Yes	Multiple choice test
Its or It's?	15-30 mins	Yes	Multiple choice test
Lets or Let's	15-30 mins	Yes	Multiple choice test
Like or As?	15-30 mins	Yes	Multiple choice test
Maybe and Anyway	15-30 mins	Yes	Multiple choice test
Me or I?	15-30 mins	Yes	Multiple choice test
Practice or Practise?	15-30 mins	Yes	Multiple choice test
Presenting Information Clearly	15-30 mins	Yes	Multiple choice test
Punctuating Quotations	15-30 mins	Yes	Multiple choice test
Split Infinitives	15-30 mins	Yes	Multiple choice test
Their, There or They're?	15-30 mins	Yes	Multiple choice test
Then or Than?	15-30 mins	Yes	Multiple choice test
To, Too or Two?	15-30 mins	Yes	Multiple choice test
Using -ible and -able	15-30 mins	Yes	Multiple choice test
Using Apostrophes Correctly	15-30 mins	Yes	Multiple choice test
Using Capitals	15-30 mins	Yes	Multiple choice test
Using Colons	15-30 mins	Yes	Multiple choice test
Using Commas	15-30 mins	Yes	Multiple choice test
Using Paragraphs	15-30 mins	Yes	Multiple choice test
Using Parenthesis	15-30 mins	Yes	Multiple choice test
Using Semi-Colons	15-30 mins	Yes	Multiple choice test
We're, Where or Were?	15-30 mins	Yes	Multiple choice test
Who or Whom?	15-30 mins	Yes	Multiple choice test
Whose or Who's?	15-30 mins	Yes	Multiple choice test
Why Don't You Write The Way You Talk?	15-30 mins	Yes	Multiple choice test
Writing Numbers	15-30 mins	Yes	Multiple choice test
Your or You're?	15-30 mins	Yes	Multiple choice test

Wellbeing

	Duration	Available for eCommerce	Assessment Method
Achieving Work Life Balance	15-30 mins	Yes	Multiple choice test
Are you feeling SAD?	15-30 mins	Yes	Multiple choice test
Are You Really Listening?	15-30 mins	Yes	Multiple choice test
Understanding the common forms of stress	15-30 mins	Yes	Multiple choice test
Being Aware of your Unconscious Bias	15-30 mins	Yes	Multiple choice test
Change Bad Habits to Become Happier	15-30 mins	Yes	Multiple choice test
Coping with Isolation	15-30 mins	Yes	Multiple choice test
Counting Sheep - How to Get a Great Night's Sleep	15-30 mins	Yes	Multiple choice test
Deskercises for Wellbeing	15-30 mins	Yes	Multiple choice test
Develop the High Self Esteem Habit	15-30 mins	Yes	Multiple choice test
Do You Want to Transform Your Leadership Capability?	15-30 mins	Yes	Multiple choice test
Feeling Stressed? Try Mindfulness	15-30 mins	Yes	Multiple choice test
Five Ingredients for a Flourishing Life	15-30 mins	Yes	Multiple choice test
Get Rid of Stress	15-30 mins	Yes	Multiple choice test
Helping People to GROW - a Coaching Model	15-30 mins	Yes	Multiple choice test
Motivate for a Happy Workforce	15-30 mins	Yes	Multiple choice test
Relax - How to Switch Off After Work	15-30 mins	Yes	Multiple choice test
Remove Stress - Focus and Centre Yourself	15-30 mins	Yes	Multiple choice test
Reward Yourself with a Digital Detox	15-30 mins	Yes	Multiple choice test
The Art of Being Patient	15-30 mins	Yes	Multiple choice test
The Positive Side of Conflict	15-30 mins	Yes	Multiple choice test
The Power of Positive Reframing	15-30 mins	Yes	Multiple choice test
Think Differently - The Reframing Matrix	15-30 mins	Yes	Multiple choice test
Wellbeing - The Science of Happiness	15-30 mins	Yes	Multiple choice test
Why are you so angry? The eight causes of conflict	15-30 mins	Yes	Multiple choice test

Care

	Duration	Available for eCommerce	Assessment Method
Adult Support and Protection (Scotland) Act	15-30 mins	Yes	Multiple choice test
Adults with Incapacity (Scotland) Act	15-30 mins	Yes	Multiple choice test
Care Act for front-line staff	15-30 mins	Yes	Multiple choice test
Dementia Awareness (for senior staff)	15-30 mins	Yes	Multiple choice test
Dementia Awareness for Carers	15-30 mins	Yes	Multiple choice test
Handling Difficult Conversations in a Care Setting	15-30 mins	Yes	Multiple choice test
Introduction to Medication Awareness	15-30 mins	Yes	Multiple choice test
Introduction to Professional Boundaries (for Care)	15-30 mins	Yes	Multiple choice test
Manual Handling of People in Care Settings	15-30 mins	Yes	Multiple choice test
Mental Capacity Act for frontline staff	15-30 mins	Yes	Multiple choice test
Mental Health Awareness	15-30 mins	Yes	Multiple choice test
Privacy in Practice	15-30 mins	Yes	Multiple choice test
Recognising and Reporting Abuse (Care)	15-30 mins	Yes	Multiple choice test
Safety for Lone Workers (for Care)	15-30 mins	Yes	Multiple choice test
Sharps Awareness	15-30 mins	Yes	Multiple choice test
The Care Act 2014	15-30 mins	Yes	Multiple choice test
The Mental Capacity Act	15-30 mins	Yes	Multiple choice test
Understanding Duty of Care	15-30 mins	Yes	Multiple choice test
Understanding Person-Centred Care	15-30 mins	Yes	Multiple choice test

Housing Associations

	Duration	Available for eCommerce	Assessment Method
An Introduction To Housing Associations	2 hours	Yes	Multiple choice test
Managing Housing Associations	1.5 hours	Yes	Multiple choice test
An Overview of the Construction (Design and Management) Regulations (CDM) 2015	15-30 mins	Yes	Multiple choice test
Arm's Length Management Organisations (ALMOs)	15-30 mins	Yes	Multiple choice test
Buying a Housing Association Home	15-30 mins	Yes	Multiple choice test
Dealing with Damp and Mould for Housing	15-30 mins	Yes	Multiple choice test
Dealing with Rent Arrears	15-30 mins	Yes	Multiple choice test
Dealing with Rent Arrears in Scotland	15-30 mins	Yes	Multiple choice test
Fraud Awareness for Housing	15-30 mins	Yes	Multiple choice test
Governance: The Role of the Board Member	15-30 mins	Yes	Multiple choice test
Housing Association - Applying for a House	15-30 mins	Yes	Multiple choice test
Housing Association - Residents on the Board	15-30 mins	Yes	Multiple choice test
Housing Association - Tenancy Agreements	15-30 mins	Yes	Multiple choice test
Housing Association: Swapping Your Home	15-30 mins	Yes	Multiple choice test
Introduction to Housing Associations	15-30 mins	Yes	Multiple choice test
Introduction to Leasehold	15-30 mins	Yes	Multiple choice test
Introduction to Managing Financial Risk for Housing Associations	15-30 mins	Yes	Multiple choice test
Introduction to Professional Boundaries (General)	15-30 mins	Yes	Multiple choice test
Management in a Housing Association	15-30 mins	Yes	Multiple choice test
Managing Tenant Issues	15-30 mins	Yes	Multiple choice test
Meeting Diverse Needs in Housing	15-30 mins	Yes	Multiple choice test
Modern Slavery Awareness for Housing Associations	15-30 mins	Yes	Multiple choice test
Regulating Housing Associations	15-30 mins	Yes	Multiple choice test
Safety for Lone Workers for housing associations	15-30 mins	Yes	Multiple choice test
Tackling Antisocial Behaviour in Scotland	15-30 mins	Yes	Multiple choice test
Tenancy Fraud	15-30 mins	Yes	Multiple choice test
Tenancy in a housing association home	15-30 mins	Yes	Multiple choice test
The Changing Landscape of Housing Associations	15-30 mins	Yes	Multiple choice test
The Problem of Hoarding	15-30 mins	Yes	Multiple choice test
Understanding and Tackling Anti-Social Behaviour	15-30 mins	Yes	Multiple choice test
Understanding Domestic Abuse	15-30 mins	Yes	Multiple choice test
Understanding Hate Crime	15-30 mins	Yes	Multiple choice test
Understanding How Tenants Get Into Rent Arrears	15-30 mins	Yes	Multiple choice test

Teaching and Learning

	Duration	Available for eCommerce	Assessment Method
Activating Prior Knowledge In Teaching	15-30 mins	Yes	Multiple choice test
Advance Organisers	15-30 mins	Yes	Multiple choice test
Co-operative Learning	15-30 mins	Yes	Multiple choice test
Cold Call - A Questioning Technique for Teachers and Trainers	15-30 mins	Yes	Multiple choice test
Delivering Great Virtual Learning Experiences	15-30 mins	Yes	Multiple choice test
Effective Use Of Praise	15-30 mins	Yes	Multiple choice test
Engage Learners with Assertive Questioning	15-30 mins	Yes	Multiple choice test
Engaging Starts in Teaching	15-30 mins	Yes	Multiple choice test
Evidence Based Teaching	15-30 mins	Yes	Multiple choice test
Is Your Teaching Up To PAR?	15-30 mins	Yes	Multiple choice test
No Opt Out - A Questioning Technique for Teachers and Trainers	15-30 mins	Yes	Multiple choice test
Peer Assessment	15-30 mins	Yes	Multiple choice test
Reciprocal Teaching	15-30 mins	Yes	Multiple choice test
Self-Assessment Techniques	15-30 mins	Yes	Multiple choice test
Selling Relevance and Importance in Teaching	15-30 mins	Yes	Multiple choice test
Setting Up Teaching Activities	15-30 mins	Yes	Multiple choice test
Stretch It - A Questioning Technique for Teachers and Trainers	15-30 mins	Yes	Multiple choice test
Teaching with Graphic Organisers	15-30 mins	Yes	Multiple choice test
Teaching With Spoof Assessments	15-30 mins	Yes	Multiple choice test
The Accelerated Learning Cycle	15-30 mins	Yes	Multiple choice test
What is the Right Question?	15-30 mins	Yes	Multiple choice test
What Sort of Intelligence Do You Have?	15-30 mins	Yes	Multiple choice test
Writing Effective Learning Outcomes	15-30 mins	Yes	Multiple choice test

SkillGate Regulatory and Insurance Libraries 2024

Environment

- Steps to Sustainability
- Carbon Literacy and Net Zero
- Environmental Awareness at Work
- Environmental Sustainability in Business
- The Importance of Environmental Sustainability

Equality and Wellbeing

- Banter, Bullying and Harassment in the Workplace
- Being Aware of your Unconscious Bias
- Dignity at Work
- Disability Awareness
- Drug and Alcohol Awareness Training
- EDI – Exploring the Nine Protected Characteristics
- Forced Marriage Awareness
- Introduction to Personal Safety While Working
- Introduction to Professional Boundaries
- Introduction to the Care Act 2014
- Introduction to the Human Rights Act
- Introduction to the Mental Capacity Act
- Managing Equality and Diversity for Senior Managers
- Menopause Awareness at Work
- Mental Health Awareness
- Modern Slavery Awareness (General)
- Modern Slavery Awareness for Housing Associations
- New and Expectant Mothers
- Overview of Equality Impact Assessments
- The Importance of Equality, Diversity and Inclusion
- Understanding Hate Crime

Food Safety

- Food Safety and Hygiene - Level 1 *RoSPA Assured*
- Food Safety and Hygiene - Level 2 *RoSPA Assured*
- Introduction to food allergies
- Personal Hygiene in Food Manufacturing
- Selling Alcohol Legally and Responsibly

Health and Safety

- Abrasive Wheels Training
- An Employees' Guide to Safety Signs
- An Overview of the Construction (Design and Management) Regulations (CDM) 2015
- An Overview of the Corporate Manslaughter and Corporate Homicide Act 2007
- Asbestos Awareness *RoSPA Assured*
- Avoiding Slips and Trips at Work *RoSPA Assured*
- Confined Space Awareness *RoSPA Assured*
- COVID-19 - Getting Back To Work Safely
- Display Screen Equipment (DSE) *RoSPA Assured*

- Driving safely for work
- Dust in the workplace – general principles of protection
- Evacuation Chairs - The Basics
- Fire Marshal Training *RoSPA Assured*
- Fire Safety *RoSPA Assured*
- First Aid in the Workplace *RoSPA Assured*
- First Aid Scenarios & Refresher
- Hand-arm vibration at work *RoSPA Assured*
- Health and Safety Certificate for Managers
- Infection Prevention and Control for Everyone *RoSPA Assured*
- Infection prevention and control in healthcare
- Introduction to COSHH *RoSPA Assured*
- Introduction to Health and Safety for Managers *RoSPA Assured*
- Introduction to risk assessment
- Investigating Accidents and Incidents
- Legionella Management and Prevention *RoSPA Assured*
- Manual Handling *RoSPA Assured*
- Manual Handling for Office Workers
- Manual Handling of People in Care Settings
- Noise Awareness
- Portable Appliance Testing
- Processing and Transporting Dangerous Goods Awareness
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) *RoSPA Assured*
- Safety for Lone Workers (for Care)
- Safety for Lone Workers (H&S)
- Safety for Lone Workers (Housing Association)
- Storage, Safe Handling & Transportation of LPG & other dangerous goods
- Understanding Fire Risk Assessments
- Using Personal Protective Equipment (PPE) *RoSPA Assured*
- Working at Height *RoSPA Assured*
- Working Safely - An Introduction to Workplace Health and Safety (for Employees) *RoSPA Assured*
- Working Safely with Steps and Ladders *RoSPA Assured*

Health and Safety for Homeworkers

- Health, Safety and Wellbeing for Homeworkers (Certificate)
- Avoiding Slips, Trips and Falls at Home
- Creating a Great Home-Working Environment
- Financial Wellbeing
- Fire and Electrical Safety in the Home
- Lone Working Safety for Home and Remote Workers
- Managing Stress, Isolation and Self-Motivation for Home-Workers
- Manual Handling for Home Workers
- Using Display Screen Equipment when Working from Home *RoSPA Assured*

Medical

- Advanced Data Protection and the Role of the Data Protection Officer
- Advantages of Using Intellectual Property (IP)
- Creating Strong Passwords

- Cyber Awareness and Staying Safe Online
- Data Protection and Freedom of Information: Compliance Following GDPR
- Data Protection: Compliance following GDPR
- Introduction to Data Protection
- Keeping Digital Systems Up to Date
- Managing Information Securely
- Understanding Intellectual Property (IP)
- Understanding PCI (Payment Card Industry) Compliance
- Using Emails Safely
- Using Social Media Responsibly

Medical

- Allergy and anaphylaxis
- An Introduction to Clinical Record Keeping
- Chaperone Policy
- Controlled Drugs
- Diabetes Mellitus Awareness
- Duty of Candour
- General Principles of Wound Management
- Informed Consent
- Introduction to Medical Devices
- Introduction to Medication Awareness
- Learning Disability and Autism Awareness
- Medical Gases
- Medicines Management
- Pain Assessment
- Preventing Falls in Older People
- Sepsis
- Sharps Awareness
- Waste Management in Healthcare

Organisational Compliance

- Anti-Bribery and Corruption Training
- Anti-money laundering in practice
- Anti-Money Laundering in Practice for Housing Associations
- Business ethics - working wisely
- Conflict of interest
- Fraud Awareness
- Fraud Awareness for Housing
- Introduction to Absence Management
- Introduction to IR35 Off-Payroll Working Rules
- Introduction to Local Government
- Introduction to the Financial Conduct Rules
- Introduction to Whistleblowing
- Introduction to Working Legally in the UK - for Managers
- Local Authority Use of Covert Surveillance Under RIPA
- Managing Absence for Managers
- Monitoring Employees at Work
- Promoting British Values

- Tax Evasion Awareness
- Understanding and Tackling Anti-Social Behaviour
- Understanding Domestic Abuse
- Understanding Gifts and Hospitality Regulations
- Understanding Know Your Customer Requirements
- Understanding the PREVENT Strategy
- Universal Credit

Safeguarding

- Adult Support and Protection (Scotland) Act
- Adults with Incapacity (Scotland) Act
- Being a Designated Safeguarding Lead in your Organisation
- Child Sexual Exploitation Awareness
- Dementia Awareness for Frontline Staff
- Designated Safeguarding Officers or Leads (Adults with Safeguarding Needs)
- Essential Safeguarding for Adults
- Essential Safeguarding for Children and Young People
- Essential Safeguarding for Children, Young People and Adults
- Forced Marriage Awareness
- Safeguarding Adults at Risk (Scotland)
- Safeguarding Adults at Risk for Wales ** (also available in Welsh)
- Safeguarding Children and Young People in Scotland
- Safeguarding Children and Young People in Wales ** (also available in Welsh)
- Safeguarding for Children and Young People - Designated Officers and Leads
- Working Together to Safeguard Adults
- Working Together to Safeguard Adults for Housing Associations
- Working Together to Safeguard Children and Young People
- Working Together to Safeguard Children and Young People for Housing Associations
- Working Together to Safeguard Children and Young People and Adults at Risk
- Working Together to Safeguard Children and Young People and Adults at Risk for Housing Associations

Insurance

- A Guide to the FCA Handbook and Regulations
- An Overview of the FCA
- Background to the Regulation of General Insurance
- Basic Principles of Insurance
- FCA - Claims Handling
- FCA - Conflicts of Interest
- FCA – Complaints Handling
- Sanctions in General Insurance
- The FCA's 11 Principles for Business
- Treating Customers Fairly