

Accredited online qualifications – Industrial/Business Parks

Leadership & Management Training

- Duration: 4-6 hours
- Same day digital certificate
- Accredited by CPD

This Leadership and Management course is essential reading for anyone wanting to **improve their skills and reach their potential as a team leader or manager**. The course is fully interactive and prompts you to assess your own leadership or management style and then learn how to develop it further. The course covers key topics such as effective communication, the importance of managing your time well, how to build solid relationships with your team, mental fitness and taking care of your own wellbeing, and how to better solve workplace problems.

The course also includes a downloadable PDF workbook that you can fill in as you complete the training, so that you can develop your skills as a leader or manager and get the most out of the course content. The workbook contains multiple questions, activities and opportunities for self-reflection.

Effective Leadership Training – Advanced

- Duration: 3-4 hours
- Same day digital certificate
- Accredited by CPD

This Effective Leadership training course will **provide employers and employees with the information they need to develop and deepen the attributes, behaviours, values and practices of effective leadership**.

The course describes how to enrich management competencies, strategic and operational decision making, together with developing skills and techniques for problem solving, leading change and organisational development. It focuses on advancing leadership proficiencies and leveraging them for measurable, sustained impact in a range of business environments.

Project Management

- Duration: 3-4 hours
- Same day digital certificate
- Accredited by CPD

This Project Management training course has been designed to provide learners with a **comprehensive introduction to project management** so that you feel confident in undertaking your own successful project.

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The course provides tips, guidance and downloadable worksheets to help you write your own project plan and bring your project through from initiation to completion.

Project management skills are needed and used regularly in every workplace and both large and small scale projects need meticulous planning to ensure that they are completed efficiently, on time and within budget. **This course aims to help you execute any project that you are involved with to the best of your ability.**

GDPR Training

- Duration: 1 hour
- Same day digital certificate
- Accredited by CPD and approved by IIRSM
- City & Guilds Assured

The EU General Data Protection Regulation (GDPR) became part of the UK's Data Protection Act in 2018 and, post-Brexit, is now known as the UK GDPR. All organisations that handle personal data must ensure that they are aware of the rules brought about by the GDPR and must examine the processes they have in place to **ensure they continue to comply with the law**. This GDPR training course outlines your main responsibilities under the UK GDPR so that you can ensure the rights of data subjects continue to be upheld.

Employment Law

- Duration: 2-3 hours
- Same day digital certificate
- Accredited by CPD
- City & Guilds Assured

This Employment Law online training has been **developed by employment law specialists** to build six linked modules. The online course takes students through the employment journey covering key areas of employment law, such as employee status, recruitment, onboarding, working arrangements, leave entitlements, disputes, disciplinaries and grievance procedures as well as employment terminations.

The course will help learners understand **how to achieve legal compliance and best practice and avoid disputes or legal action.**

Cyber Security Awareness

- Duration: 1 hour
- Same day digital certificate

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- Accredited by CPD

Most people use a wide range of technology daily, including smartphones, computers, IT infrastructure and other smart devices, for both work and personal purposes. Cyber security is about protecting these devices, systems and the data contained within them from unauthorised access or misuse. It is essential to understand how to keep information secure and be aware of the methods cyber criminals may use to trick individuals into gaining unauthorised access.

This Cyber Security Awareness course provides learners with an **introduction to the cyber risks to data protection that they may encounter** and shares a range of practical tips to follow to remain secure online.

Mental Health Awareness for Managers

- Duration: 3 hours
- Same day digital certificate
- Accredited by CPD

In the UK, **1 in 4 people will experience a mental health problem** at any one time, **including in the workplace**. Knowing how to respond to an employee who is struggling with their mental health is an essential step towards that individual getting the help and support they need.

This training course is **suitable for managers** who need an introduction to mental health and how it can present itself in the workplace. The course provides an overview of the common mental health problems people may experience, the symptoms and effects of them and **what you should do to support any employees who are struggling**. You will also learn how to promote positive mental health in your workplace and make adjustments; skills that will help you to give employees the support they require.

Menopause Awareness

- Duration: 1-2 hours
- Same day digital certificate
- Accredited by CPD

In the UK, it is estimated that **13 million women are either perimenopausal or menopausal**. This is equivalent to a third of the entire UK female population. Eight in 10 women will experience noticeable symptoms associated with menopause, and these symptoms can have a detrimental impact on their performance and output at work.

This Menopause Awareness course will **help employees and employers develop their understanding of menopause and its potential impact in the workplace**. It provides learners with a comprehensive overview of menopause, including its symptoms and the

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treatment options available. By the end of this training, you will feel equipped and confident in applying best practice when supporting women experiencing menopause. This course contains optional additional training for managers.

Complaint Handling Training

- Duration: 2 hours
- Same day digital certificate
- Accredited by CPD

This training course teaches you **how to handle and solve any complaints you receive**. Complaints are inherent to every business, and it's essential that you know how to handle them correctly. Whether your complaint is over the phone, via email, on social media, or made in person, our training course will give you the **skills you need to handle it appropriately and resolve it successfully**.

Customer Service Training Course

- Duration: 2 hours
- Same day digital certificate
- Accredited by CPD

This online Customer Service Course is designed for **anyone who works with members of the public face-to-face, over the phone or via email, social media or live chat**. The course will enable you to maintain the highest standards of customer service at all times and ensure your customers have the best experience with you, facilitating repeat business and positive recommendations.

Throughout the course, you'll learn about common issues you might face and how to resolve them, how to communicate effectively, and how to ensure you're operating in accordance with company policies and procedures.

Retail Customer Service Training

- Duration: 2 hours
- Same day digital certificate
- Accredited by CPD

This online Retail Customer Service training is designed to help anyone **working in a retail environment** improve their customer service skills. This course ensures that retail staff are constantly and consistently achieving and exceeding their customer's needs and expectations.

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All businesses that sell a product or service to the public should strive to provide their customers with the best possible service. This course aims to provide retail workers with the necessary skills and techniques needed to put the customer first and go above and beyond with their service.

Managing Conflict in Retail

- Duration: 1 hour
- Same day digital certificate
- Accredited by CPD and endorsed by the Institute of Hospitality

This Managing Conflict in Retail course will **help those working in retail deal with conflicts that can arise with customers**. As customer service is a large part of the role, retail workers often find themselves in difficult situations. Occasionally, this can lead to confrontations that may leave you feeling intimidated or even threatened. This course will offer advice and guidance on how best to deal with these situations, so that you can feel safe at work.

There are many different factors that can cause a conflict between customers and staff. This course will examine the common causes of these conflicts and provide advice on how best to handle a customer complaint. It also covers the sale of alcohol and other age-restricted products, and guidance on dealing with verbal and physical abuse, shoplifting and robberies. By the end of this course, you will feel secure in your knowledge and understanding of what can cause a conflict with a customer and be confident in dealing with any difficult situation that may come your way. Once learnt, these skills can be applied to any future role you may have.

Bullying & Harassment

- Duration: 1-2 hours
- Same day digital certificate
- Accredited by CPD
- City & Guilds Assured

This Bullying and Harassment training course will explore the difference between bullying and harassment, the laws that protect workers from harassment, and the laws that make tackling bullying a statutory duty for employers.

Bullying in the workplace takes many forms. It may be covert and insidious or a one-off blatant incident. Either way, bullying and harassment are always unacceptable. **This course will help managers to recognise bullying and create an effective and robust bullying and harassment policy.**

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Updated in line with The Worker Protection (Amendment of Equality Act 2010) Act 2023 which came into force on 26th October 2024.

Sexual Harassment Training for Employees

- Duration: 1-2 hours
- Same day digital certificate
- Accredited by CPD
- City & Guilds Assured

Sexual harassment can happen anywhere but it's particularly prevalent in workplaces. For this reason, it's essential that you, **the employee**, understand what behaviours and comments constitute sexual harassment so they can be avoided, prevented and called out.

This Sexual Harassment training will give you the confidence to recognise sexual harassment in the workplace, understand how to report it to your line manager appropriately, and know how to work with your colleagues to promote a positive environment that prevents sexual harassment from occurring.

Updated in line with The Worker Protection (Amendment of Equality Act 2010) Act 2023 which came into force on 26th October 2024.

Sexual Harassment Training Course for Managers and Supervisors

- Duration: 2 hours
- Same day digital certificate
- Accredited by CPD
- City & Guilds Assured

As a **manager or supervisor**, you have a duty of care towards your employees and this involves working to prevent sexual harassment in the workplace.

This Sexual Harassment for Managers and Supervisors course will help you to understand why sexual harassment often occurs at work, identify danger zone behaviours, effectively listen to employee concerns and always act in accordance with your company's policies and procedures.

Updated in line with The Worker Protection (Amendment of Equality Act 2010) Act 2023 which came into force on 26th October 2024.

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Equality, Diversity & Inclusion Training (Also known as EDI Training)

- Duration: 2 hours
- Same day digital certificate
- Accredited by CPD

This Equality, Diversity and Inclusion course **explains what the law expects of individuals in terms of preventing discrimination and harassment** based on the nine protected characteristics, but it also empowers you to do the right thing, to give everyone the same opportunities and to ensure everyone has a sense of belonging, whoever and wherever they might be.

Equality - treating everyone fairly - diversity - appreciating people's uniqueness - and inclusion - encouraging everyone to retain their uniqueness - are vital components of workplaces and societies everywhere, so understanding how to promote them is essential for all employees.

Food Safety & Hygiene Level 2 Course for Catering

- Duration: 2-3 hours
- Same day digital certificate
- Accredited by CPD, assured by RoSPA Qualifications and endorsed by the Institute of Hospitality
- Matches RSPH and CIEH level 2 syllabus

This Level 2 Food Hygiene and Safety course is for anyone who **handles, prepares or serves food in the catering industry**. By law, all food handlers must have an understanding of the principles of food hygiene and know how to work safely to protect the food they serve from contamination.

This Level 2 course informs you of your legal responsibilities and what constitutes best practice for controlling food safety hazards, controlling temperatures, food storage, food preparation, personal hygiene and premises cleaning. You learn through a range of interactive exercises, written text, and video content.

Upon completion of this training, you will be confident in your food hygiene knowledge and have all the skills and tools you need to keep people safe and **comply with food hygiene law**.

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How To Improve Your Food Hygiene Rating

- Duration: 4 hours
- Same day digital certificate
- Accredited by CPD and endorsed by the Institute of Hospitality

This course is **designed for those who manage food premises**, whether catering, retail or manufacturing, who want to improve their rating under the Food Hygiene Rating Scheme (FHRS).

The FHRS is in place throughout England, Wales and Northern Ireland. This course will help businesses to develop a thorough understanding of how the Food Hygiene Rating Scheme works so that they can apply the knowledge in their own workplace and aim towards achieving, and maintaining, a level 5 food hygiene rating.

The course also contains a downloadable checklist that you can use to assess the current conditions of your food premises and recognise where changes are needed to improve your food hygiene rating score.

Health & Safety for Food Handlers Course

- Duration: 2-3 hours
- Same day digital certificate
- Accredited by CP, assured by RoSPA Qualifications and endorsed by the Institute of Hospitality

The work activities and environment in a food premises can pose numerous health and safety risks to food handlers. In order to **comply with the law** and keep people free of ill-health or injury, these hazards must be suitably and sufficiently controlled. This is primarily the duty of the business owner, but all food handlers have a part to play in keeping the workplace safe.

This course familiarises learners with the types of hazards that may exist in their food premises. It teaches them what to do to help uphold health and safety measures put in place by their employer, and how to carry out work activities in a way that reduces risk. With this knowledge, food handlers will be fully equipped to adopt good health and safety practices and ensure everyone's wellbeing is upheld.