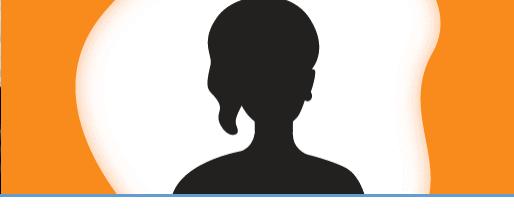
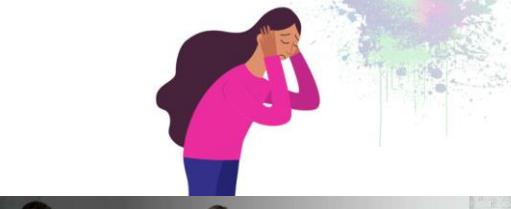
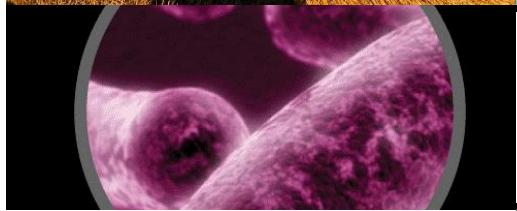




Hull
City Council

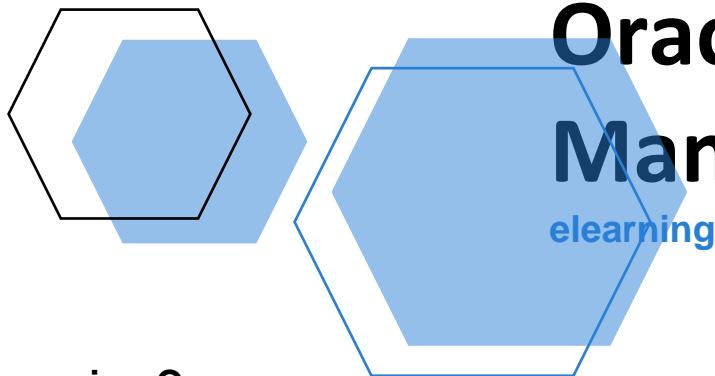


eLearning

Learning Programme

These eLearning courses offer a convenient, effective, and efficient way to deliver learning. They are available to all full-time, part-time, job-share, long/short-term contracts (permanent and temporary) directly employed by Hull City Council. If you do not have access to Oracle Learning Management, please contact Learning and Development.

Oracle Learning Management (OLM)



eLearning Courses

To enrol on an eLearning course, log in to Oracle and either select:
HCC Learner Self-Service – Learning - Learner Home

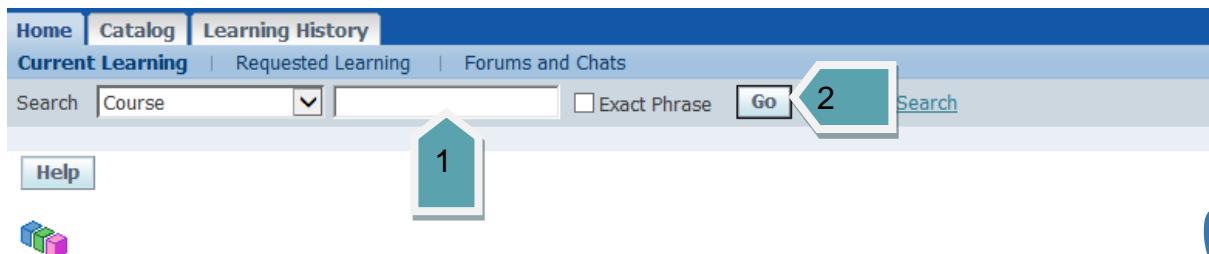
or if you access from the Employee Centre, select:
Other Services- Learning.



Learning

Step by step guide

1. Enter name of the eLearning course or related words into the search box
Each course can be searched for by its name or related key words
You can use the '%' symbol as a wildcard in your search
2. Click Go



3. Follow the on-screen instructions to enrol on the course.



For more information you can download the OLM Self Service Guide from the intranet by [selecting this link](#).

If you do not have access to Oracle Learning Management, please contact [Learning and Development](#)

4. Once you've enrolled on your eLearning course, it will appear in the Enrollments section of your Learner Home page.

Class Name	Type	Status	Item in	Start Date	End Date	Completion Date	Time Zone	Play	Evaluate or Sign
Lone Working Awareness	Online	Incomplete	Online	01-Jan-2011 00:00:00		26-Nov-2020 15:37:54	GMT		

5. It may not be on the first page of results, so use the 'Next 5' link to find the course and then click on the Play button.
6. This will open the eLearning course in a new window.
7. The content is divided into pages, when you reach the bottom of a page you can use the Next button move on, if the next button is not available and it displays a lock symbol, these means there is a section that you haven't completed. Click on the bar at the top of the eLearning and it will show you which parts are incomplete.

The screenshot shows a blue-themed eLearning interface. At the top, there's a navigation bar with a home icon, the Hull City Council logo, and a close (X) icon. The main content area has a dark background with a teal header bar containing the text 'Factors to consider'. Below this, a message says 'Unfortunately lone working is sometimes unavoidable.' On the right side, there's a sidebar with a light blue background listing several topics with corresponding progress bars:

- Factors to consider [progress bar]
- Medical Issues [progress bar]
- Assessing Staff vulnerability [progress bar]
- Visiting homes / premises [progress bar]
- Receptions and Public areas [progress bar]
- Remote Places [progress bar]
- Out of hours work [progress bar]

8. If you want to come out of the eLearning before completing the course, minimise the eLearning window (**do not close the window**) and click on the blue home button in the top right of the window below.
9. Then it will save your progress, automatically close the eLearning window and take you back to your Learner Home page.
10. When you do complete the course, you can either minimise the window and click on the blue home button or close the eLearning window and then click on the blue home button and you will be returned to your Learner Home page.

Certifications

Some eLearning courses need to be completed every year or every two or three years.

For OLM to be able to record that you have completed an eLearning course again, you need to enrol on the certification for that course.

Step by step guide



Hull City Council Learning Management

Learner Home Course Catalog Learning History

Current Learning Completed Learning Forums and Chats

Search Learning Certification ▾ Equality Exact Phrase Go Advanced Search

1. Using the drop down menu at the top left of your Learner Home page, select Learner Certification
2. Enter name of the Certification or related words into the search box
Each Certification can be searched for by its name or related key words
You can use the '%' symbol as a wildcard in your search
3. Click 'Go'

Hull City Council Learning Management

Learner Home Course Catalog Learning History

Search Learning Certification ▾ Equality Exact Phrase Go Advanced Search

Learner Home: Current Learning > Learning Certifications

Click the links to see details. For different results please re-enter Search Criteria.

Help Certification Name Equality and Diversity Certification

4. Select the Certification

Hull City Council Learning Management

Learner Home Course Catalog Learning History

Search Learning Certification ▾ Equality Exact Phrase Go Advanced Search

Learner Home: Current Learning > Learning Certifications > Learning Certification: Equality and Diversity Certification

You must complete this certification in 30 Day(s)
Completed certification is valid for 365 Day(s)
Renewal period 30 Day(s)
Renewable Yes

Home Logout Preferences Help

Navigator Favorites

Subscribe

5. Select 'Subscribe'
6. Select 'Review'
7. Select 'Submit'

For more information you can download the OLM Self Service Guide from the intranet by [selecting this link](#).

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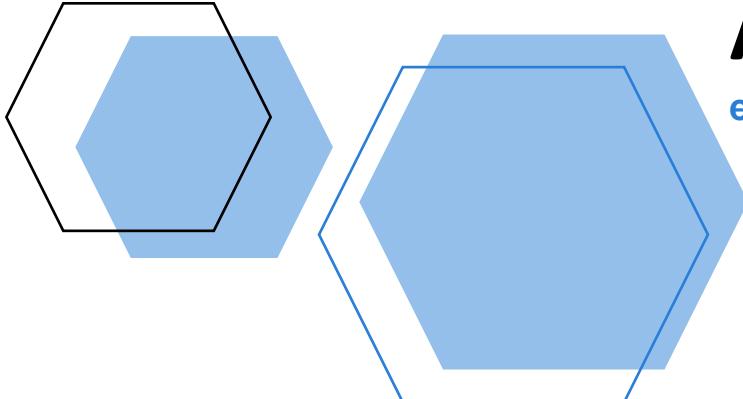
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ADULTS

elearning



A Strengths-Based Approach to Adult Social Care

This course looks to increase your knowledge and understanding of strengths-based approach tools, and techniques



40 minutes



Carer Champion Training

This eLearning aim is to raise the services and support available to unpaid carers, from the Carers' Information Support Service and to develop Carers' Champions across the city.



30 minutes



**Carers'
Information
& Support
Service**

Communicating with Deafblind People

This short course looks at two main methods of communication that deafblind people use:

- Deafblind manual alphabet
- Block alphabet



20 minutes



Dementia Awareness



40 minutes

This module is about raising dementia awareness and meets the requirements for Tier 1 of the Dementia Training Standards Framework (Skills for Health, Health Education England, Skills for Care 2018).



Guide to Care Act 2014 Easements During COVID-19 Pandemic



30 minutes

This course will introduce the range of measures provided by The Coronavirus Act 2020 to help local authorities and care providers.



Human Rights Act 1998: An introduction to Human Rights in Practice



40 minutes

By the end of this course, you'll be able to talk to customers and colleagues about the relevance of the Humans Rights Act to the public sector.



Introduction to the Care Act 2014



40 minutes

The Care Act 2014 is the single piece of legislation that sets out how local authorities should go about performing its care and support responsibilities to carry out this purpose.



The Accessible Information Standard: Introduction



20 minutes

This course aims to equip health and care professionals with the knowledge and skills to effectively apply and follow the Accessible Information Standard.



The Accessible Information Standard: Towards Excellence

This session builds upon the Introduction session and aims to enhance learners' knowledge, skills and confidence around supporting individuals with information and communication needs.



30 minutes



Health Education England

Mental Capacity Introduction Level 1

This course will describe the purpose of the Mental Capacity Act 2005, Mental Capacity Act Principles, Capacity Assessment, Best Interest Decisions and Court of Protection.



40 minutes



Medication Management

This course has been introduced to offer an online option to enable you to learn the required knowledge of medication management during the current COVID-19 pandemic.



60 minutes



Supervision for Adult Social Care

This course will describe how supervision helps us, examine what type of supervisor you are, how to use your reflective cycle and think solution focused.



60 minutes



Writing and recording for Adult Social Care

This programme aims to equip participants with the knowledge and skills needed to ensure that records support information gathering, analysis and evidence-based decision making.



45 minutes



Introduction to NHS Continuing Healthcare



60 minutes

This session provides a basic explanation of the legal background to NHS Continuing Healthcare, defines key terms, introduces the learner to the national tools and outlines the overall process for considering eligibility for NHS Continuing Healthcare.



Core Values and Principles of NHS Continuing Healthcare



30 minutes

This session sets out the core values and principles which are central to the correct implementation of NHS Continuing Healthcare policy. It also explains key links to wider requirements including obtaining consent, applying the Mental Capacity Act and, most crucially, ensuring a person-centred approach throughout.



Brokerage for NHS Continuing Healthcare



35 minutes

The aim of this session is to provide key principles and good practice to help health and social care professionals effectively broker care for individuals eligible for NHS Continuing Healthcare (CHC).

The session also provides a context to help health and social care professionals not working directly in brokerage to understand its functions, responsibilities and importance in securing appropriate best value care for CHC-eligible individuals.



Care and support planning and case management



25 minutes

This session provides guidance on the responsibility of the Clinical Commissioning Group (CCG) / Integrated Care Boards (ICBs) to plan and commission care for individuals who are eligible for NHS Continuing Healthcare (NHS CHC) and to ensure the provision of case management for people who receive NHS CHC funding.



Commissioning for NHS Continuing Healthcare



35 minutes

The aim of this session is to provide key principles and good practice guidelines to help health and social care professionals effectively commission care for NHS Continuing Healthcare (CHC).



Co-ordination of a CHC Multidisciplinary Team



35 minutes

This session provides guidance on co-ordinating a NHS CHC Multidisciplinary Team (MDT) assessment and participating in an MDT. It is designed to support the process of making a well-evidenced recommendation on eligibility for NHS CHC.



Referral for NHS Continuing Healthcare: Fast Track Pathway Tool



30 minutes

This session provides a comprehensive description of the Fast Track Pathway process for NHS Continuing Healthcare, in accordance with the National Framework for NHS Continuing Healthcare and NHS-funded Nursing Care October 2018 (Revised).



Referral for NHS Continuing Healthcare: Checklist



30 minutes

This session provides a comprehensive description of the referral process for NHS Continuing Healthcare in accordance with the National Framework for NHS Continuing Healthcare and NHS-funded Nursing Care October 2018 (Revised) using the Checklist.



Multidisciplinary Assessment and Completing the Decision Support Tool

This session will provide guidance to practitioners and multidisciplinary teams regarding the use of the National Framework Tools for determining eligibility for NHS Continuing Healthcare.



40 minutes



Referral for NHS-funded Nursing Care and Assessment

This session is designed to support practitioners in health and social care organisations to determine NHS-funded Nursing Care (FNC) eligibility. It will discuss the appropriate assessment processes and NHS Continuing Healthcare (CHC) National Framework-compliant assessment tools.



35 minutes



NHS Continuing Healthcare Reviews

This session provides a description of the principles and process to undertake a review following an eligible decision for CHC in line with the revised National Framework (October, 2018). It describes the focus for a CHC Review and the next steps once a review of eligibility has been conducted.



25 minutes



Data and Finance Reporting

The aim of this session is to ensure NHS staff (both finance and non-finance professionals) are aware of the coding and recording criteria for NHS Continuing Care ensuring accurate accounting records are maintained in the Integrated Single Finance Environment (ISFE).



50 minutes



Transition from Childhood to Adulthood

This session will describe the process and key aims for transition from children's services (and, in particular, children and young people's continuing care), to adult services where eligibility for NHS Continuing Healthcare needs to be considered.



20 minutes



Dispute Resolution in NHS Continuing Healthcare

This session will provide guidance for health and social care professionals to understand the dispute resolution processes.



35 minutes



Decision-Making in NHS Continuing Healthcare

This session describes the decision-making process and relevant statutory responsibilities in relation to eligibility for NHS Continuing Healthcare (NHS CCHC), and the procedure to follow where an individual or their representative wishes to request a review of an eligibility decision.



30 minutes



Independent Review Panel and Parliamentary and Health Service Ombudsman

This session will describe the purpose and scope of the Independent Review Process which can be used when the Clinical Commissioning Group (CCG) / Integrated Care Board (ICB) decision regarding eligibility for NHS Continuing Healthcare is appealed by the individual and/or their representative and where Local Resolution Processes have been exhausted.

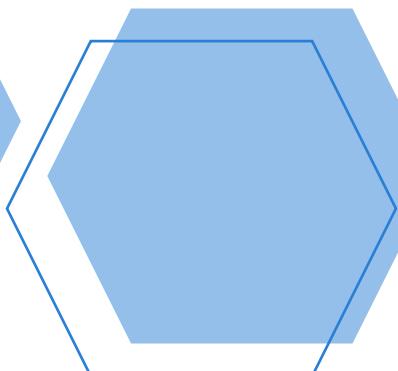
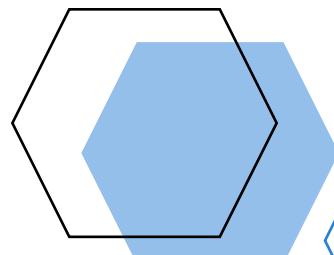


20 minutes



CHILDREN AND YOUNG PEOPLE

elearning



Adversity and Trauma-Informed Practice



30 minutes

This course will discuss what are the traumatic childhood experiences that adversely affect service users and what it is like for young people/adults to live with complex trauma and how practitioners can recognise it.



Early Brain Development



40 minutes

This course will give you an understanding of brain development in first five years.

It will describe the experiences necessary for the brain foundations to be formed and look at the impact of neglect and maltreatment on brain development.



Introduction to Private Fostering



20 minutes

This eLearning will help develop and understanding of what private fostering arrangements are, explain the policy, guidance and legislative framework, increase awareness of roles and responsibilities and promote an understanding of the process for assessing children who are privately fostered.



Personal Education Plans for Children Looked After



11 minutes

This training is for Social Workers to enable them to successfully complete Section A of ePEP.

Personal Educational Plans for Children Looked After



Self-harm Awareness



20 minutes

This course looks specifically at children who self-harm, helping you to develop an understanding of the issues faced by young self-harmers, and what you can do to help them.



Trauma sensitive practice with children



40 minutes

This course will support practitioners to reflect on their practice in this context and enhance their understanding of trauma to improve their practice with children who have experienced trauma.



Understanding Attachment Theory



50 minutes

This course will give you an understanding of the role difference between attachments and bonding.

It will describe the different styles of attachment and how early experiences affect these being formed and the relevance of Internal Working Model and how this affects behaviour throughout life.



HEALTH AND SAFETY

elearning



Asbestos Awareness



35 minutes

Gain an understanding of why asbestos is still a risk and guidance about what to do if you are potentially confronted with asbestos.



Anxiety Awareness



45 minutes

This module introduces the signs and symptoms of anxiety and anxiety disorders. It outlines different types of anxiety disorders and provides signposts to strategies and help for managing anxiety.



Basic Life Support



35 minutes

This session has been updated with guidance in light of the Coronavirus (COVID-19) pandemic.



CoSHH Awareness



30 minutes

Insight into CoSHH, the provisions in place for you whilst at work and the different categories and requirements of the CoSHH regulations and how they are applicable to your working area.





30 minutes



Three years

Display Screen Equipment Awareness Certification

Awareness of how to minimize the risks associated with using Display Screen Equipment.



Donning of Personal Protective Equipment (PPE) in Health and Social Care



10 minutes

This shows you how to safely don (put on) and doff (take off) the PPE for non-aerosol generating procedures (AGPs), specific to COVID-19



Public Health
England

Drug and Alcohol Awareness



30 minutes

This course aims to raise your awareness of drugs and alcohol looking at recommended guidelines for alcohol consumption, useful tips for cutting back as well as the more common drug types and their side effects and symptoms.



Email stress



30 minutes

Explores aspects of email stress and offers practical advice to help you use email more effectively.



Fire Door Inspection



20 minutes

This eLearning course is aimed at anyone who will undertake fire door inspections.





30 minutes



Three years

Fire Safety Awareness Certification



Basic awareness of how to evacuate a building if the Fire Alarm sounds.

Food Safety – Level 1



40 minutes

This course looks at:

- What happens when food safety goes wrong
- Some common food hazards
- Your responsibility for food safety
- What food poisoning looks like and who is most at risk
- Your responsibility for food safety



Food Safety – Level 2



90 minutes

This course looks at:

- Food safety, the law and your responsibilities
- Food safety hazards
- Principles of safe food storage
- Temperature and cleaning
- Food premises and equipment



Food Safety – Level 3



45 minutes

This Level 3 course has been designed to help Managers and Supervisors in the Government sector ensure their organisation adheres to food safety legislation. As a senior team member, you will learn how to minimise hazards and encourage your team to follow the food safety management system.



How to wash your hands



5 minutes

Washing your hands is one of the easiest ways to protect yourself and others from illnesses such as food poisoning and flu.

To access this course, just click on the purple play button once enrolled.

You do not need to register, just click 'Continue'



Infection Prevention and Control Awareness



80 minutes

This course has been produced by HCC and will provide an alternative delivery approach during the current pandemic.



Coronavirus (COVID-19) Infection Prevention and Control (from the IPS)

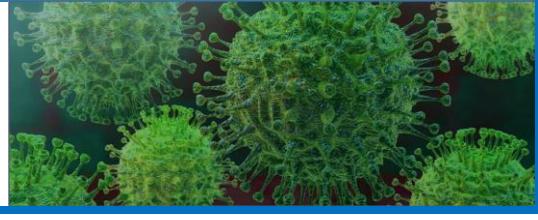


30 minutes

Coronavirus (COVID-19) Infection Prevention and Control (from the Infection Prevention Society).

To access this course, just click on the purple play button once enrolled.

You do not need to register, just click 'Continue'



Incident Investigation



25 minutes

The aim of this guidance is to describe the actions needed to successfully investigate accidents and incidents in the workplace.



Inspection, use and maintenance of steps/ladders



20 minutes

To provide skills and awareness in the inspection of step/ladders ensuring safe to use.



Introduction to First Aid



30 minutes

Insight into First Aid, the provisions in place for you whilst at work and the different categories and requirements of a first aider.





45 minutes



Two years

Introduction to Health & Safety Certification



To introduce all staff to the basics of H&S.

Keeping Mentally Healthy



30 minutes

Define the term mental health

List the factors that contribute to mental ill health

Explain activities to maintain good mental health

State the different support services that are available



Legionella Awareness for Employees



30 minutes

Understand your legal responsibilities and duties associated with legionella management in Hull City Council



30 minutes



One years

Lone Working Awareness Certification



Awareness of Lone Working and the reasons for needing to plan when staff members may be working in isolation.

Managing Stress in the Workplace



40 minutes

Provides all managers and supervisors and provides awareness and information regarding the role of the manager in terms of stress prevention and stress management.





30 minutes



Three years

Manual Handling Certification

This module is intended as an introduction to manual handling. The examples used in the module focus on an office environment but will apply to most work settings.

Mental Health Awareness



30 minutes

The aim of the course is to provide an awareness of Mental Health issues and causes of Mental Ill Health as well as support information.



Mental Health and Wellbeing aspects of COVID19



30 minutes

Taking care of your mind as well as your body during the COVID19 outbreak is really important whether you are a key worker, working from home or having to self-isolate.

Make sure you get further support if you feel you need it.



Moving and Handling People Awareness



60 minutes

This course will make you aware of the manual handling techniques and equipment that can be used to move and handle human loads safely, and in accordance with current legislation and professional guidance.



Needlestick Awareness



25 minutes

This course will explain how to collect, handle, store and dispose of sharps safely using the correct Personal Protective Equipment (PPE), how to handle incidents and reporting responsibilities.

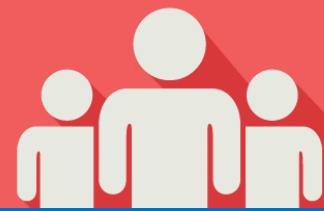


Occupational Health



30 minutes

The aim of this course is to outline the services provided by Occupational Health which may assist you to manage employees more effectively or to assist you with your own personal health issue which may be causing you problems at work.



Open Water



30 minutes

This course will highlight the health and safety risks regarding open water.



Personal Resilience



20 minutes

This course is designed to help you think about your own resilience and how it can be improved upon.



PPE Awareness



30 minutes

This course gives you an awareness of PPE, the reasons for needing it and what types of PPE are available for use.



35 minutes



Three years

Principles of Working at Heights Certification



The aim of this course is to give the learner a basic awareness of Working at Height, what it means and when it occurs, how to plan it effectively and what you may need to carry this out safely.

Recognising the Terrorist Threat



45 minutes

This eLearning will help you to understand the threat and how to deal with potential terror related incidents.



Risk Assessment



30 minutes

An overview of risk assessment with respect to health and safety laws and policies that affect you and your team.



Stress Awareness for Employees



30 minutes

We'll explain why stress occurs and how it can manifest itself physically and psychologically and offer practical hints and tips on how to cope with the ever-increasing demands of the modern workplace.



Stress Awareness for Managers



30 minutes

To provide an awareness of stress and its causes as well as information regarding the role of the manager in terms of stress prevention and stress management.



Stress Awareness and Mindfulness



40 minutes

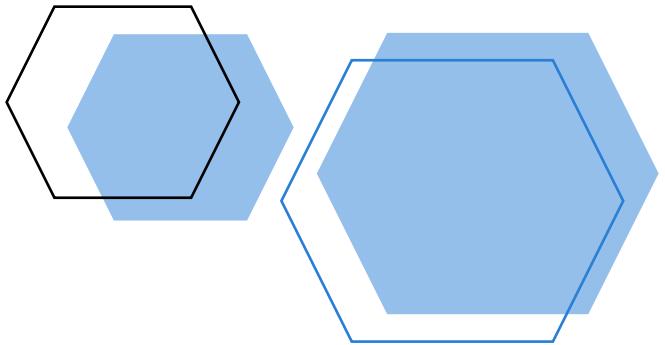
This eLearning is the online version of the classroom course, Stress Awareness and Mindfulness.

Understanding stress and how it affects you will help you put helpful coping strategies in place. The tips and advice included are things you can do now to help you keep on top of your mental wellbeing and cope with how you may feel. (Make sure you get further support if you feel you need it).



EQUALITY

ELearning



A Guide to Reasonable Adjustments



20 minutes

This course will consider the legal requirements, our individual responsibilities and what constitutes a 'reasonable adjustment'. We will also cover some good practice that should be followed when dealing with our disabled colleagues.



Basic Autism Awareness



30 minutes

This module will provide you with the facts about autism, including the impact that it can have on individuals. We'll look at the key characteristics of the condition and how you can interact with people with autism.



Disability and Discrimination



30 minutes

A course to provide an understanding of disability and discrimination, including the law and the role of the local authority in developing inclusive communities.



Equality Analysis



30 minutes

A course to provide a clear understanding of Equality Impact Assessments and the processes and principles in conducting them effectively.





60 minutes



One year

Equality and Diversity Certification



A course to actively promote the principles of Equality and Diversity and to raise awareness of personal attitudes and feelings towards discrimination and equip learners with the knowledge, skills and attitudes to deal with discrimination.

Epilepsy Awareness



45 minutes

The purpose of this module is to improve the learner's understanding of epilepsy, including causes and triggers, types of seizure and methods of treatment.



Gender Identity Quiz



10 minutes

Take this quiz and find out if you're ready to confidently join the conversation and stand up as a trans ally.



Hate Crime



45 minutes

This module will provide you with a basic understanding of hate crime and an increased understanding of how to respond and report it.



Learning Disability Awareness



20 minutes

This module will help you to understand more about learning disabilities and difficulties, and the issues that sufferers can face in everyday life. It looks at how you and your organisation can improve your communications to ensure that your service is accessible to all.



LGBTQI Awareness



20 minutes

You have a role to play in ensuring those around you feel respected, cared for and dignified. This module will enable you to do that with your colleagues, your team and customers.



40 minutes



3 years

Public Sector Equality Duty (PSED) Certification



A course to provide an overview of the Public Sector Equality Duty and its impact on Hull City Council.

Reasonable Adjustments Disability Passport



25 minutes

This course will explain how to record adjustments agreed between an employee and their manager to support them at work because of a health condition or disability.

Reasonable
adjustments
disability
passports

The uncomfortable truth



40 minutes

This is the first of two courses that looks at exploring the uncomfortable truths surrounding racial inequality in the workplace.



The uncomfortable conversation



40 minutes

Hopefully, you have already completed the first module in this series, titled The uncomfortable truth. If not, we recommend you begin by doing that module, which discussed the importance of having conversations about racial inequality. This module will provide a toolkit to help with starting and carrying out those conversations.

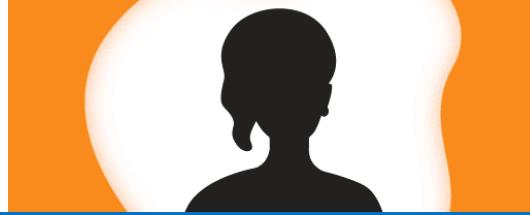


Unconscious Bias



20 minutes

This 20-minute course will help you get to grips with unconscious bias so that you can identify, acknowledge, and challenge it in your workplace.



Understanding Autism Tier 1



90 minutes

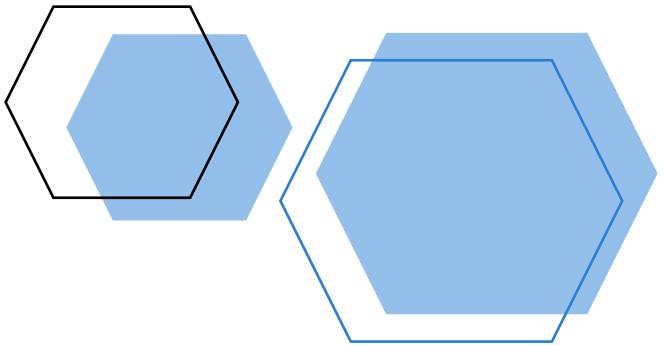
The module is designed for people in any sector who require a general understanding of autism and the support autistic people may need.

The module meets the requirements of the Core Capabilities Framework for Supporting Autistic People (2019).



HOUSING

ELEARNING



Homelessness Reduction Act (2017)



50 minutes

Welcome to this module on the Homelessness Reduction Act (2017). The Act places new legal duties on local authorities and housing authorities to reduce and prevent homelessness. This e-learning provides an overview of the new duties and how these will work in practice.



Housing Self Service



30 minutes

This course will help Housing staff to support tenants in accessing the online services housing offers through the self-service portal.



Introduction to Hoarding



30 minutes

The aim of this training is to help understand the disorder that people live with, the reasons that they behave the way they do, the risks and dangers associated with their behaviour and how we can best help in managing or overcoming their problem.

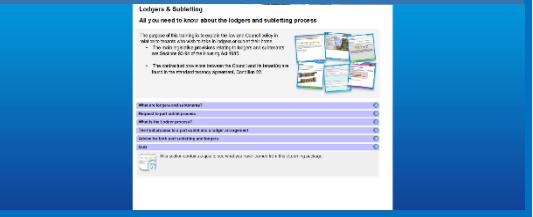


Lodgers and Subletting



30 minutes

The purpose of this training is to explain the law and Council policy in relation to tenants who wish to take in lodgers or sublet their home.



Making Every Adult Matter (MEAM)



30 minutes

The Making Every Adult Matter (**MEAM**) Approach helps local areas design and deliver better coordinated services for people experiencing multiple disadvantage.



Tenant Participation Awareness



30 minutes

This course will explain what tenant participation is, why we do tenant participation, what the tenants compact is and what the current participation structure is.



Introduction to Welfare Benefits



60 minutes

This course is designed for those learners who want to know the basics of how the Welfare Benefit System in the UK works and what it's all about.



Universal Credit – The Basics



60 minutes

This course is designed for those learners who want to know the basics of how Universal Credit works and what it's all about. Learners will gain an understanding of the benefits it is replacing, who can claim it, how it's claimed, how it's paid and how it works in general.



Who has to claim Universal Credit?



60 minutes

Many people believe any change in their circumstances will mean they have to claim UC - but this is not always the case. Because many claimants are worse off on UC, you need to make sure you are providing accurate advice. Especially because there is almost always no going back!



Mixed Age Couples - The Essentials



60 minutes

Changes in May 2019 mean that there are now three benefit systems a Mixed Age Couple could fall under!

This course will explain what options Mixed Age Couple may have and why it is important that they seek advice.

Interactive quizzes and case studies to consider will help you gain a good insight into this complex topic.

**Mixed Age
Couples:
Getting to grips
with the
new rules....**



Making a successful claim to Universal Credit



60 minutes

The course focuses on getting the claim right the first time by avoiding common pitfalls with quizzes as you go along.

It investigates the problem areas and looks at possible solutions with hints and tips along the way.

**Making a
successful claim
How to claim UC -
avoiding the pitfalls**



Calculating Universal Credit – The Elements



60 minutes

This course investigates the Elements that can be included in a UC award and highlights where things can go wrong.

**Calculating UC:
The Elements**



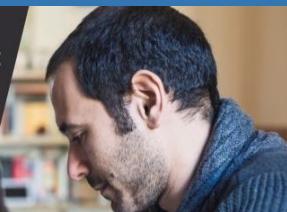
Understanding the SDP Gateway



60 minutes

This course looks at who is prevented from claiming UC because of this Gateway, who might be able to take advantage of these rules, and the compensation payment available to some claimants who moved onto UC before the Gateway was introduced - as well as some who have moved onto UC since.

**Universal Credit:
Understanding the
SDP Gateway**



Mixed Age Couples - Advanced



60 minutes

This course will take you through the rules in detail - explaining what happens, when and why - so you can better advise Mixed Age Couples and ensure they are given all their options.

**Mixed Age
Couples:
Advanced**



EEA Nationals and Universal Credit



60 minutes

This course is designed for those housing workers and advisers who would like a practical understanding of which EEA Nationals can claim Universal Credit.



EEA Nationals and Universal Credit - Overview



60 minutes

This course is designed for those housing workers and advisers who would like a basic understanding of the rules governing which EEA Nationals can claim Universal Credit following Brexit and the introduction of the EU Settlement Scheme.



The Housing Cost Element - How Much?



60 minutes

This course - part 1 of 2 - looks at how the housing element is calculated—eligible service charges, room allocation, Housing Costs Contributions and so on.



The Housing Cost Element – Eligibility?



60 minutes

This course - part 2 of 2 - looks at who is eligible - examining who can (and can't get it), untidy tenancies, and what happens when someone is away from home, or moves home.



Students & Universal Credit



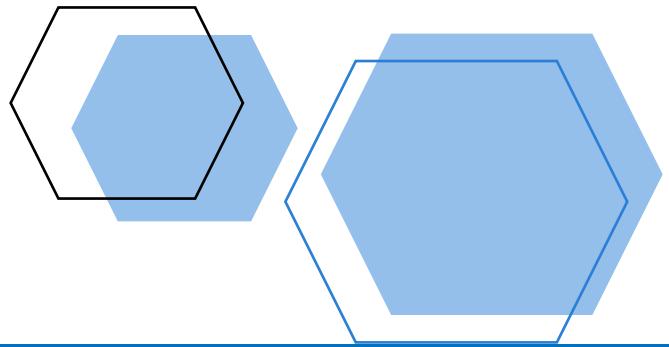
120 minutes

The course looks at how UC takes account of student income - including student maintenance loans, grants and other bursaries.



ICT/ORACLE

ELEARNING



Bartec Auto ID Confluence



40 minutes

Central resource for setup and use information on the Collective desktop, mobile and web platforms



Collective User Guide - Hull

Chameleon Budget Return



15 minutes

This will show you how to complete the monthly budget return in chameleon.



Cisco Telephony



40 minutes

This course will show you the features of the Cisco Telephones.



Confirm Guides



various

These guides are available to help you to use the Confirm system:

- Confirm - Condition Survey Configuration Guide
- Confirm - Contract Preparation Maintenance Guide
- Confirm - Customer Service Configuration Guide
- Confirm - Data Sources and Qualifications Guide
- Confirm - Job Lookups Guide
- Confirm - Report Writing Guide
- Confirm - System Administration Guide
- Confirm - Logging into Confirm Connect user guide
- Confirm - Report an enquiry user guide
- Confirm - Dip Check Guide
- Confirm - Street Cleansing Routes - assigning routes
- Confirm - Guide To Locate Attachments and Condition Surveys
- Confirm - Plotting an Asset

pitney bowes

Confirm
Training Guide

Data Protection Awareness



40 minutes

This course outlines how to treat information securely to comply with legislation (2018 Data Protection Act together with the General Data Protection Regulations) and our policies.



Getting started with WorkSmart



30 minutes

This eLearning will take you through how to connect your WorkSmart laptop and offer some tips on how to improve the Windows 10 experience to make life easier.



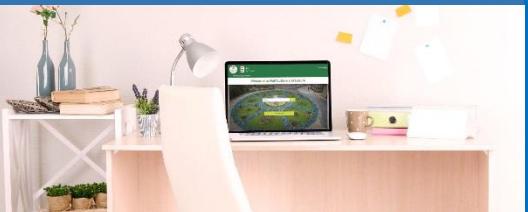
HCAL Web Content Editor



45 minutes

This course is the first part of your content editor training, it will introduce you to our website and demonstrate the theory behind creating effective web content.

The second part of this course is classroom based.



How to complete eLearning

This course will show you all the different ways of interacting with an eLearning course, explain how to navigate and how to exit a course to ensure your progress is saved.



20 minutes



Introduction to Information Governance

This course will provide you with a comprehensive guide to why information is so important, the risks to its safety, and what you can do to protect it.



30 minutes



Introduction to Information Security

Any Public Authority that uses or provides information resources has a responsibility to maintain, safeguard them, and comply with the laws governing the processing and use of information and communications technology.



60 minutes



Jabber

This course will show you how to use the Jabber instant messaging software.



60 minutes



Oracle Make a Payment

This eLearning will show you how to use the make a payment store in Oracle iProcurement



10 minutes



Oracle Purchasing and Payments



40 minutes

This course will show you how to purchase goods or services through Oracle iProcurement, how to raise a Purchase Order, a Make a Payment order, how to receive in goods and set up and receive against a Standing Order.



Summary Care Records



30 minutes

The purpose of this training is to provide potential users with an overview of the Summary Care Records service and a step-by-step guide on how to use it, together with the elements that you need to be aware of to protect you and patients when accessing patient data.



Twitter



30 minutes

The aim of this module is for learners to understand what Twitter is and how it can benefit the council.



Web Awareness



30 minutes

This eLearning course will show how the new website is structured, how to navigate key areas and use our portal and micro-sites. It also demonstrates how you can promote the website and its self-serve features to your customers.



Web Content Editor – Part 1



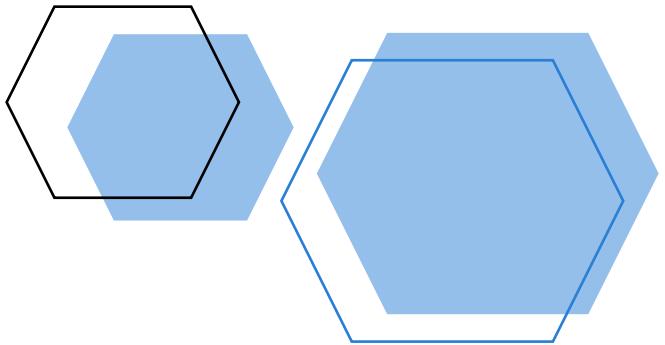
40 minutes

An introduction to the Hull City Council website, its design and how to create web content that meets our customers needs and council requirements. This eLearning course is the first part of the Web Content Editor training and must be completed before your classroom session.



INDUCTION

ELEARNING



Corporate Induction



60 minutes

Due to current COVID-19 restrictions, this course has been created to provide an online Induction for new staff.



Corporate Induction - Processes and Procedures



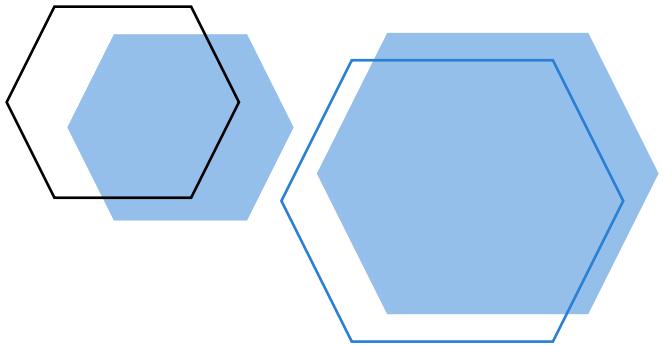
20 minutes

This is a course designed for new employees to Hull City Council or employees moving from one area to another. This will include what to complete and the policies and procedures they need to be aware of.



LEADERSHIP & MANAGEMENT

ELEARNING



Agile Project Management - Introduction to Agile Project Management



45 minutes

In this module you'll find out what Agile Project Management is, the basics of how it works, and how it can help you deliver fit for purpose projects in a fast paced and changing environment.

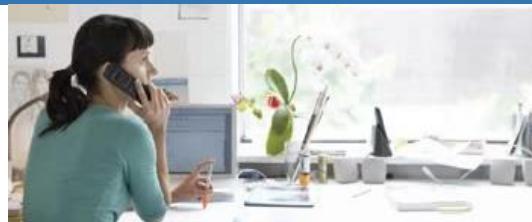


Agile Project Management - The Scrum Method



45 minutes

In this module we'll find out together what a scrum is and how to use them to successfully apply Agile methodology to our projects.



Change Management Part 1: Introduction



30 minutes

Part one of a suite of four modules on Change Management. This module is an introduction to organisational change and why it needs to be managed.



Change Management Part 2: Change and People



30 minutes

Part two of a suite of four modules on Change Management. This module explores how people respond to change and introduces four key change roles.



Change Management Part 3: The Change Process



45 minutes

Part three of a suite of four modules on Change Management. This module explores the change process itself, from seeing the need for change through initiating the change and then fostering involvement and commitment.



Change Management Part 4: Change Tools



30 minutes

The final part in a series of four modules on change management. This module looks at the change management tools referred to in previous modules and refer you to the Change Management Toolkit (a valuable resource for the public sector).



Coaching



30 minutes

The aim of this eLearning package is to help you improve your understanding of performance coaching and to develop your coaching skills.



Conducting Exit Interviews



15 minutes

This eLearning package aims to provide an awareness of how to conduct an Exit Interview using the Council's policy and procedure.



Corporate Finance: Introduction to Local Government Finance



30 minutes

In this module we will provide an introduction to Local Government Finance in Hull.



Corporate Finance: Budget Setting

This course will provide an overview of the budget setting process within Hull City Council, who is involved, what service areas need to do and how Corporate Finance support the process.



20 minutes



Corporate Finance: Budget Monitoring

This course aims to outline the monitoring process, highlight some of the potential problems you may be faced with during monitoring and how to forecast and report them.



30 minutes



Corporate Finance: Year End Closedown

This course will provide an overview of the Year End Closedown process, including who is involved and what you need to do.



30 minutes



Dignity at Work - Respecting Others

Employers are responsible for preventing bullying and harassing behaviour. Bullying and harassment can create an unhappy and unproductive environment for all. This course looks at how managers can help create a positive work environment in which everyone is treated with dignity and respect.



40 minutes



Disciplinary Hearing

How to conduct a disciplinary hearing and the possible outcomes.



25 minutes



Disciplinary Policy



25 minutes

This course will provide you with a general overview of Hull City Councils Disciplinary Policy, Procedure and Rules.



The Role of the Investigating Officer



25 minutes

Information regarding the role of the investigating officer under our disciplinary procedure.



Giving and Receiving Feedback



20 minutes

This course explains the meaning of the term feedback and outlines why feedback is important both in everyday life and in the world of work.



Improving Employee Performance



45 minutes

This eLearning package outlines the aims of the Improving Employee Performance Procedure and how the procedure must be carried out.



Introduction to Project Management



60 minutes

This will give you an introduction to managing your projects and will take you through the basic principles of what you need to do.



Investors in People



30 minutes

A brief eLearning package to help staff understand the Investors in People process and the assessment which will take place.



Leadership Styles and Skills



60 minutes

Looks at the difference between leadership and management. Examines a range of leadership theories, models and styles, which to choose and why these leadership styles or behaviours are likely to have a positive or negative effect on individual and group behaviour.



Managing Annual Leave



30 minutes

Provides an awareness of the calculations which should be used when calculating part-time leave allowance.



Managing Bullying and Harassment at Work



40 minutes

How managers can help create a positive work environment in which everyone is treated with dignity and respect.



Managing Difficult Conversations in Performance Management



30 minutes

This course will explore the basics of performance management, including the key components of the performance management cycle. It will demonstrate how to tackle poor performance and handle difficult conversations.



Managing Family Leave



30 minutes

Provides an awareness of the various forms of family leave which employees are entitled to.



Managing Flexible Working



20 minutes

An awareness of the flexible working policy and procedure and management responsibility in responding to and facilitating flexible working requests.



Managing Grievance



30 minutes

This course explains the expectations for supervisors and managers in terms of their responsibilities in dealing with grievances, the focus on facilitating a resolution to the grievance and describes the stages of the procedure and appeal process.



Managing Personal Growth and Performance Review (PGPR)



50 minutes

This module takes a fresh look at performance appraisal, what it's all about, why we do it, and how we can use it to meet our own and our organisation's objectives. It aims to energise your approach to performance appraisals and ensure that you and your staff get real value from them.



Managing the Probationary Period



35 minutes

This eLearning package outlines the Probationary Procedure and how the procedure must be carried out.



Managing Volunteers

A course to provide an overview of the process of managing volunteers within the council.



30 minutes



Mediation Skills

This short eLearning course will explain when and how to use mediation skills to resolve conflicts or difficult situations. It will help you to achieve a positive outcome when problem solving.



30 minutes



Mentoring for Mentors

In this course you will learn what mentoring is and the benefits it can bring. You will also learn how to get the best out of a mentoring relationship, including how to start and structure it and how to bring it to a close when the time comes.



30 minutes



Negotiation Skills

Demonstrates negotiation skills and techniques and how to use different communication methods, handle conflict and devise problem solving techniques.



30 minutes



Organisational Performance

A brief overview of performance management in general; and understanding how the process works within Hull City Council and what your role within this is.



30 minutes



Problem Solving and Decision Making



45 minutes

To help managers understand how different factors might influence problem solving in the workplace.



Questioning Techniques



25 minutes

The aim of the package is to provide an awareness of questioning techniques and types of questions which may be useful and those which should be avoided. It provides advice and practical examples of questioning techniques which can be used for recruitment interviews.



Equality and Diversity in Recruitment and Selection



25 minutes

This course will provide an awareness of equality and diversity in the recruitment and selection process. You are required to complete this before attending the one-day recruitment and selection classroom session. There is also a short test to enrol on that will consolidate your learning.

Part 1 of 3.



Recruitment & Selection Policy & Procedure to the shortlisting process



25 minutes

This covers Policies and Procedures, the Job Description and Person Specification and how attract prospective employees with a well written job advert. You are required to complete this before attending the one-day recruitment and selection classroom session. There is also a short test to enrol on that will consolidate your learning.

Part 2 of 3.



Recruitment & Selection Interview & Decision Making



15 minutes

This covers interviews, making the decision to appoint and the checks you will need to carry out before appointing. You are required to complete this before attending the one-day recruitment and selection classroom session. There is also a short test to enrol on that will consolidate your learning.

Part 3 of 3.





35 minutes



One year

Recruitment and Selection Update Certification

This module will update you on the latest changes to the council's procedures and the law relating to recruitment and selection. You are required to complete this eLearning package every year. If it has been longer than a year since you last completed this package, you must attend the recruitment and selection one day classroom course.

Introduction to Sickness Absence Management for Managers

Provides you with an overview of the policy, procedure and its aims.



20 minutes



Sickness Absence Management - Notification

An overview of the notification process.



25 minutes



Sickness Absence Management – Return to Work

How to prepare and conduct a return to work discussion.



30 minutes



Sickness Absence Management – Pre-Stage Review

How to undertake a pre-stage review investigation in order to make a decision as to what action is needed for improvement of attendance at work.



30 minutes



Sickness Absence Management – Stage One Review

How to prepare, provide effective support and jointly develop an agreed action plan.



30 minutes



Sickness Absence Management – Stage Two Review

Helps to determine if a stage two review is appropriate, how to prepare the meeting and explains what outcomes are possible.



30 minutes



Sickness Absence Management – Stage Three Review

How to prepare for a stage three review and what outcomes are appropriate.



30 minutes



Sickness Absence Management – Appeals

This learning will clarify who can appeal and the grounds they can appeal on together with guidance on the information needed and how the appeal meeting works.



30 minutes



Smarter Working for Managers

This course is aimed at managers to help you identify whether you require any further development to manage smarter workers. It will also provide guidelines on how to put smarter working into action.



40 minutes



Supervisory Skills



35 minutes

This package describes the role of the supervisor, the impact of different learning styles and how to manage change more effectively.



Team Leading



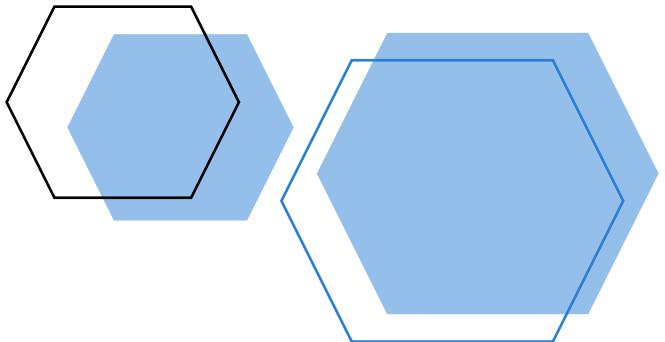
45 minutes

This course will show you how to develop your team, set goals, review performance and how to review your own development as a leader.



SAFEGUARDING

ELEARNING



Adult Safeguarding and Human Rights



40 minutes

During the course, you will learn about the importance of human rights as a basis for good safeguarding practice, advocacy as a key element to ensuring people's rights are protected, the human rights that are most relevant and the relationship between human rights, adult social care and safeguarding.



Child Sexual Exploitation



50 minutes

This course will explain what is meant by Child Sexual Exploitation (CSE), how to identify that CSE may be taking place, how to recognise that a young person is being groomed, how a framework is used when assessing for CSE and how practitioners can effectively support victims of CSE.



County Lines



30 minutes

In this module, we'll explore the ways children, young people and vulnerable adults are exploited by criminal activity and give you mechanisms to safeguard and take action when someone is at risk.



Female Genital Mutilation (FGM)



45 minutes

This module looks at a particular type of abuse which happens to girls and sometimes women that is collectively known as Female Genital Mutilation (FGM).



Honour based abuse and forced marriage

This module looks at honour based abuse and in particular, forced marriage.



45 minutes



Introduction to Neglect

This course will cover – What is neglect, the different types of neglect, the causes of neglect and the impact of neglect



40 minutes



Modern Slavery and Human Trafficking

The course is designed to raise your awareness of modern slavery and human trafficking and to help you recognise your role in identifying and reporting concerns.



90 minutes



90 minutes

3 years

Prevent Certification



HM Government

This three-part certification will provide an understanding of the Prevent Duty, how to share a concern and how Channel works and who is responsible.

This certification contains:

- Introduction to Prevent
- Prevent Referrals
- Channel Awareness

Safe Sleeping

This course will help you to recognise and understand safe sleeping procedures for babies and explore how current safe sleeping guidance impacts on your safe sleeping procedures.



45 minutes



Safeguarding Adults Level 1



30 minutes

This course will introduce you to the different types of abuse encountered by adults at risk, and what to do if you are worried about the safety of an adult.



Safeguarding Children Young People and At Risk Adults Awareness for Drivers



30 minutes

This course will help you to understand your role in Safeguarding Children, Young People and Adults who are at risk of or experiencing harm.

It will show you how to recognise the signs and symptoms of abuse, neglect, exploitation, and trafficking and know what to do if you suspect abuse.



Safeguarding Children and Young People Online



120 minutes

By the end of the course, you will have an increased awareness of the issues and risks relating to children and young people online and how to safeguard them.



Safeguarding Children - Learning from Case Reviews



40 minutes

This course covers learning and recommendations from local and national Child Safeguarding Practice Reviews.



The Vulnerability of Babies



45 minutes

This course will raise awareness of the vulnerabilities of babies and young children.



Threshold of Need



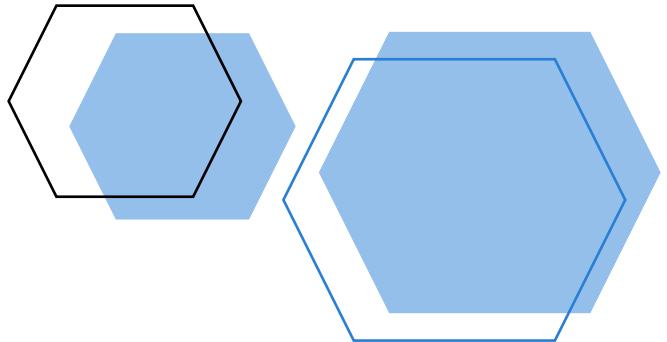
50 minutes

This course will help you develop an understanding of the application of the Hull threshold guidance and framework - as a model for working together to meet the individual needs of children, young people and families.



SKILLS

ELEARNING



Assert Yourself



20 minutes

One of the most important and yet difficult to master aspects of interpersonal communication is assertiveness.



Business Maths



20 minutes

This module is aimed at helping those who lack confidence in using mathematics for business and within Excel.



Customer Service Suite Part 1: Introduction



30 minutes

In this first part you'll reflect on your knowledge and experience and then explore customer service in the context of the council.



Customer Service Suite Part 2: Standards



30 minutes

In this part you will further explore the benefits of customer service standards for you, the organisation and the customers.



Customer Service Suite Part 3: Communication



30 minutes

This part focuses on skills to help you communicate effectively either face to face, in writing or on the telephone.

You will also find some techniques for how to manage difficult situations.



30 minutes



One year

Data Protection Quiz Certification

This quiz certification is aimed at all staff and should be completed yearly.

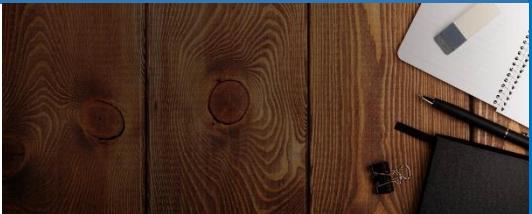


Effective Minute Writing



30 minutes

A practical guide that looks at the value of minutes whether the meeting is planned with an agenda and a chair person to manage the meeting, or if it is unplanned without an agenda and is less structured.



Effective Writing



30 minutes

Write effective letters and briefs and understand how good writing can persuade and influence people.



Emotional Intelligence



30 minutes

How Emotional Intelligence can increase your self-awareness, help you work with others and improve professional performance.

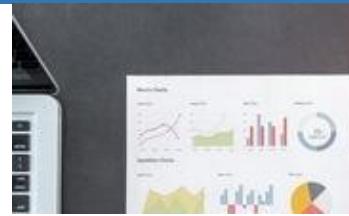


Introduction to Corporate Research, Consultation and Feedback Standards

This course has been developed as guidance for all areas of the council who are planning to undertake consultation, research and feedback.



40 minutes



Information sharing

How to properly share personal information so that our services can be improved. It covers why we need to share information, what information can be shared and with whom, and how to share information in a safe way.



30 minutes



Interview Skills

Explains the importance of interview preparation, as well as giving you helpful hints and tips on interview questions and how to combat nerves.



25 minutes



Managing Yourself and Your Time

How to prioritise and organise your workload more confidently and recognise productive and unproductive work behaviours.



30 minutes



Meeting Skills

This module will guide you through when it is appropriate to organise a meeting, who should be invited, preparation for the attendees, controlling a meeting and determining the outcomes of a successful meeting.



40 minutes



Plain English

Outlines the basics of plain English. It will help you learn how to get your message across quickly and clearly.



30 minutes



Presentation Skills Part 1 and Part 2

You'll learn how to develop and deliver professional and impactful presentations. We're covering the whole process from developing your idea for a presentation, through to delivering it.



30 minutes



Questionnaire Design

This course provides a compilation of dos and don'ts for good questionnaire design that will, if followed, ensure that data analysis and data driven decision making across the Council is valid and reliable.



30 minutes

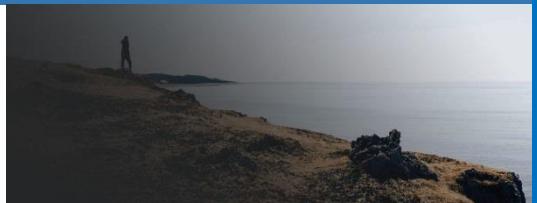


Self Development

Shows you how to develop and implement your own career plan. It gives you a structured approach to assessing your own development needs, developing and implementing a career plan and appraising your progress.



20 minutes



Smarter Working

This course will introduce you to smarter working and the benefits that mobile, remote and flexible working can bring.



30 minutes



Spelling Grammar and Punctuation

This course is designed to increase your confidence in writing with correct grammar, spelling and punctuation.



30 minutes



Whistleblowing

This aims to encourage individuals to feel confident in raising concerns and to question, and act, upon concerns if they have a reasonable suspicion that wrongdoing is occurring.



30 minutes



Writing a CV

Outlines the basics of plain English. It will help you learn how to get your message across quickly and clearly.



30 minutes

