

# Leadership & Management

Training Solutions



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*Professional eLearning & Workforce Development*



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## Customer Service

### CPD Approved

Customer service is the act of taking care of the customer's needs by providing and delivering professional, helpful, high quality service and assistance before, during, and after the customer's requirements are met.

But how is this done?

How do you ensure it's consistent across your business? What are the benefits of delivering great customer service?

This course will start by making it very clear exactly what we mean by customer service, and why it's so vital. It then goes into detail about the goals of great customer service, communication skills both verbal and non-verbal, discovering and understanding customer needs and much more.

Course	Module Number	Module Name	Pass % Required
Customer Service	1	About the Course	70
Customer Service	2	What is Customer Service	70
Customer Service	3	The Goals of Great Customer Service	70
Customer Service	4	Discovering and Understanding Customer Needs	70
Customer Service	5	Delivering Maximum Levels of Customer Service	70
Customer Service	6	Making Customers Feel Great From the Start	70
Customer Service	7	Communication Skills	70
Customer Service	8	Non-verbal Communication and Body Language	70
Customer Service	9	Dealing with Customer Complaints	70

### Recommended System Requirements

- Browser: Up to date web browser
- Video: Up to date video drivers
- Memory: 1Gb+ RAM
- Download Speed: Broadband (3Mb+)

**Duration:** 75 minutes (*Note: This is based on the amount of video content shown and is rounded off. It does not account in any way for loading time or thinking time on the questions.*)



## Developing Teamwork

*CPD, IIRSM & ILM Approved*

### Course Description

Developing Teamwork is all about building stronger relationships within your team by getting to know each other better and creating the foundations for an exceptionally high performing group of people.

This course explains in detail what team working is and covers some of the basic principles for putting together a group of people who will work well together. It then goes on to cover conflict within teams, explaining some of the reasons conflict occurs and some strategies for managing it. It finishes off by exploring some of the different styles of management behaviour and how to develop a resilient team.

### Target Audience

Our Developing Teamwork course can be a great starting point for new managers or those that just want to enhance their management skills. This acts as a great introduction to the subject and covers the key concepts and theories around establishing and maintaining effective, resilient teams.

This course can be sold to individuals who are doing the training for themselves or it can be pitched to businesses who might want to put all of their first line management team through the training, so they are all work in the same way and have the same skill set.

### Advantages

CPD approval means that this course can be used by those that need to prove they are continually developing themselves.

ILM approval means that candidates that complete this course can contact us to arrange for an ILM certificate to be provided. This does have an additional cost associated with it but they get a recognised management qualification.

Online training is flexible, efficient and cost effective meaning the candidate can progress through the modules at their own pace and in their own time, so they can fit the training in around their work and personal life

### Further Progression

For candidates that want to add more qualifications to their CV our Leadership Skills course is also ILM approved and can provide them with another recognised management qualification.

For candidates new to management roles Managing Meetings would be a great next step although working through any of our range of Business Skills courses would be valuable

For candidates specifically interested in developing resilient teams and maintaining employee engagement our Introduction to Emotional Intelligence course goes hand in hand with this one as part of our Emotional Intelligence category.



Course	Module Number	Module Name	Pass % Required
Developing Teamwork	1	What is Team Working?	70
Developing Teamwork	2	Conflict	70
Developing Teamwork	3	Management Behaviour	70
Developing Teamwork	4	Resilience	70

**Recommended System Requirements**

- Browser: Up to date web browser
- Video: Up to date video drivers
- Memory: 1Gb+ RAM
- Download Speed: Broadband (3Mb+)

**Duration:** 30 minutes (*Note: This is based on the amount of video content shown and is rounded off. It does not account in any way for loading time or thinking time on the questions.*)



## Developing Good Employee Relations

### *CPD & IIRSM Approved*

Effective businesses encourage the development of positive relationships between managers and employees, as well as amongst co-workers. Establishing and maintaining good work relationships is the key to a positive workplace, and it doesn't have to take a lot of time.

This course will define employee relations and cover the many benefits good relations can bring to an organisation.

It'll explain how to build confidence in management, including sharing the company vision, building strong teams and the importance of employee feedback.

It'll examine how a proactive HR presence benefits employee relations. Then look at employment contracts and the role of the Employee Handbook.

The course briefly discusses Performance Management including information on motivating employees and how best to show your appreciation of their contribution to the company.

Finally, it'll show you how to deal effectively with complaints, discipline and how to combat negativity.

Course	Module Number	Module Name	Pass % Required
Developing Good Employee Relations	1	Good Employee Relations	70
Developing Good Employee Relations	2	Implementation and HR	70
Developing Good Employee Relations	3	Contracts	70
Developing Good Employee Relations	4	Employee Handbook	70
Developing Good Employee Relations	5	Managing Performance	70
Developing Good Employee Relations	6	Recruitment, Retention and Training	70
Developing Good Employee Relations	7	Complaints, Discipline and Negativity	70

### **Recommended System Requirements**

- Browser: Up to date web browser
- Video: Up to date video drivers
- Memory: 1Gb+ RAM
- Download Speed: Broadband (3Mb+)

**Duration:** 45 minutes (*Note: This is based on the amount of video content shown and is rounded off. It does not account in any way for loading time or thinking time on the questions.*)



## Effective Delegation

### CPD Approved

Effective delegation is an essential skill to learn if you want to be an effective manager. After all, the best managers don't strive to be super-heroes.

Instead, they are exceptional at picking good people to do what they need to have done, and then letting them get on with it.

However delegating effectively can be difficult. It means identifying the right tasks to delegate, overcoming barriers to delegation and taking the time to delegate properly so that everyone knows what they're expected to do and by when.

When it's done right the benefits are numerous and improve the working lives of everyone involved from the managers to the staff and it has wide ranging benefits to the organisation as a whole.

This course will start with the essentials - defining exactly what we mean by delegation and why it's so important. It then goes into details about, the elements of delegation, overcoming the barriers to delegation, how you can choose which tasks to delegate and who to the process of delegation and much more.

Course	Module Number	Module Name	Pass % Required
Effective Delegation	1	The course structure	70
Effective Delegation	2	What is delegation, and why is it so important?	70
Effective Delegation	3	Elements of delegation	70
Effective Delegation	4	The benefits of delegation	70
Effective Delegation	5	Overcoming the barriers to delegation	70
Effective Delegation	6	Choosing what to delegate	70
Effective Delegation	7	Who you should delegate to	70
Effective Delegation	8	The process of delegation	70
Effective Delegation	9	Completion, follow-up and evaluation	70

### Recommended System Requirements

- Browser: Up to date web browser
- Video: Up to date video drivers
- Memory: 1Gb+ RAM
- Download Speed: Broadband (3Mb+)

**Duration:** 110 minutes (*Note: This is based on the amount of video content shown and is rounded off. It does not account in any way for loading time or thinking time on the questions.*)



## Front Line Manager Skills

### Course Description

The course starts by delving into the various roles that a front line manager is accountable for. You will explore how effective managers balance these responsibilities to create a productive work environment.

Furthermore, this course goes in depth about the potential challenges that may arise when transitioning into a management position. Providing insight into overcoming common obstacles and adapting to new responsibilities with confidence.

You will explore the importance of planning and organization in management and will cover techniques to effectively manage time and resources, ensuring that projects are completed efficiently and goals are met successfully.

Moreover, you will learn about the skills involved in questioning, listening, and leadership. These skills are crucial for effective communication and team management, allowing managers to lead their teams with clarity and empathy.

And finally, strategies for effective problem-solving and conflict resolution are explained. This course will provide tools to address and resolve conflicts in a constructive way.

### Target Audience

This course is designed for employees who are developing into a management or supervisory position.

### Learning Objectives:

By the end of this course, you will:

- Understand how the role of FLM fits into the organisation;
- Know what to consider in order to manage the transition from team member to team leader or manager;
- Know the importance of leading, communicating with, and motivating your team;
- Know the characteristics of a good manager and the key skills required;
- Have considered your own ongoing support and development requirements to keep you on track

### Advantages

Online training is flexible, efficient and cost effective meaning the candidate can progress through the modules at their own pace and in their own time, so they can fit the training around their work and personal life.



**Modules**

<b>Course</b>	<b>Module Number</b>	<b>Module Name</b>	<b>Pass % Required</b>
Front Line Manager Skills	1	Manager Roles and Accountabilities	70
Front Line Manager Skills	2	Managing and the Step up into management	70
Front Line Manager Skills	3	Planning and Organisation	70
Front Line Manager Skills	4	Questioning, Listening and Leadership	70
Front Line Manager Skills	5	Problem Solving and Conflict Resolution	70

**Recommended System Requirements**

- Browser: Up to date web browser
- Video: Up to date video drivers
- Memory: 1Gb+ RAM
- Download Speed: Broadband (3Mb+)

**Duration:** 50 minutes (*Note: This is based on the amount of video content shown and is rounded off. It does not account in any way for loading time or thinking time on the questions.*)



## Introduction to Emotional Intelligence

*CPD & IIRSM Approved*

### Course Description

Emotional Intelligence is a set of emotional and social skills that collectively establish how well you perceive and express yourself, maintain social relationships and cope with challenges. It's not just a passing management fad, in fact it is based on a great body of data, based on studies of tens of thousands of working people taken from a wide range of industries.

The research shows which qualities make a star performer and while Emotional Intelligence isn't the sole predictor of performance potential, it has been proven to be a key indicator in this area.

This course will introduce the concept of emotional intelligence and look at how you can use it in effective and meaningful ways. It will examine the difference between emotional intelligence and IQ and dispel some of the myths surrounding emotional intelligence. It contains a sections on the advantages and disadvantages of using emotional intelligence and considers the biological purpose for emotions and how best to manage them. Finally it will highlight the role played by emotions in the workplace and provide practical advice including tips for using emotional intelligence to deal effectively with emotions in situations that can arise in the workplace.

### Target Audience

This course is aimed at supervisors and managers that want to develop more effective relationships with members of their teams. The course can be a great starting point for people new to their leadership role as well as more established managers that want to enhance their skills. This acts as a great introduction to the subject and covers the key concepts and theories relating to emotional intelligence.

This course can be sold to individuals who are doing the training for themselves or it can be pitched to businesses who might want to put all of their first line management team through the training, so they are all work in the same way and have the same skill set.

### Advantages

CPD approval means that this course can be used by those that need to prove they are continually developing themselves.

Online training is flexible, efficient and cost effective meaning the candidate can progress through the modules at their own pace and in their own time, so they can fit the training in around their work and personal life.

### Further Progression

For candidates that want to add more qualifications to their CV our Leadership Skills course is ILM approved and can provide them with another recognised management qualification.

For candidates specifically interested in developing resilient teams our Developing Teamwork course goes hand in hand with this one and expands on some of the key ideas and how they can be applied to teams.

For candidates new to management roles Managing Meetings would be a great next step although working through any of our range of Business Skills courses would be valuable.



Course	Module Number	Module Name	Pass % Required
Introduction to Emotional Intelligence	1	What is Emotional Intelligence?	70
Introduction to Emotional Intelligence	2	Understanding and recognising emotions	70
Introduction to Emotional Intelligence	3	Emotional Intelligence at work	70
Introduction to Emotional Intelligence	4	Tips for dealing with emotions at work	70

**Recommended System Requirements**

- Browser: Up to date web browser
- Video: Up to date video drivers
- Memory: 1Gb+ RAM
- Download Speed: Broadband (3Mb+)

**Duration:** 50 minutes (*Note: This is based on the amount of video content shown and is rounded off. It does not account in any way for loading time or thinking time on the questions.*)



## Leadership Skills

*CPD & ILM Approved*

### Course Description

A leader doesn't necessarily have to be a 'manager', but it's difficult to see how a manager could be truly effective without having at least some leadership skills.

This course starts by introducing the basics of leadership and explores where the concept originated from. It then goes on to discuss various leadership theories, including situational leadership, contingency theories, transactional and transformational leadership and more. It then moves on to discuss developing teams including and team members by looking at the role leaders play in this. The final two modules cover the role communication plays in effective leadership and finishes off with a module about moving forward together to achieve a shared vision.

### Target Audience

This course is aimed at supervisors and managers that want to develop more effective relationships with members of their teams. The course can be a great starting point for people new to their leadership role as well as more established managers that want to enhance their skills. This acts as a great introduction to the subject.

This course can be sold to individuals who are doing the training for themselves or it can be pitched to businesses who might want to put all of their first line management team through the training, so they are all work in the same way and have the same skill set.

### Advantages

CPD approval means that this course can be used by those that need to prove they are continually developing themselves.

ILM approval means that this course can provide candidates with a recognised management qualification.

A strong leader will motivate their team, improving morale and efficiency and ensure that their team is of a common purpose.

Online training is flexible, efficient and cost effective meaning the candidate can progress through the modules at their own pace and in their own time, so they can fit the training around their work and personal life.

### Further Progression

For candidates that want to add more qualifications to their CV our Introduction to Emotional Intelligence course is a great introduction to that aspect of Leadership and management.

For candidates specifically interested in developing resilient teams our Developing Teamwork course goes hand in hand with this one and expands on some of the key ideas and how they can be applied to teams.

For candidates new to management roles Managing Meetings would be a great next step although working through any of our range of Business Skills courses would be valuable.



Course	Module Number	Module Name	Pass % Required
Leadership Skills	1	Leadership and Management	70
Leadership Skills	2	Leadership Theories	70
Leadership Skills	3	Team Development and Leadership	70
Leadership Skills	4	Individuals Within Teams	70
Leadership Skills	5	Communicating One-to-One with Individuals	70
Leadership Skills	6	Moving Forward Together	70

**Recommended System Requirements**

- Browser: Up to date web browser
- Video: Up to date video drivers
- Memory: 1Gb+ RAM
- Download Speed: Broadband (3Mb+)

**Duration:** 90 minutes (*Note: This is based on the amount of video content shown and is rounded off. It does not account in any way for loading time or thinking time on the questions.*)



## Managing Meetings

### CPD Approved

I think everyone would agree that poorly called or run meetings waste valuable time for any organisation. This course will show you how to run meetings effectively and improve your ability to instigate actions that are quick and efficient.

The course starts with some basic definitions and statistics that outline how important running meetings effectively can be.

It examines factors that make meetings great, and some practical steps you can take to ensure everything runs smoothly and successful outcomes are achieved. It also covers some of the ways you can handle any problems that may arise.

Finally, it looks at different decision-making approaches you can use and finishes off with some notes on keeping a learning log to help you learn and grow, ultimately becoming a more confident and effective participant or chairperson.

Course	Module Number	Module Name	Pass % Required
Managing Meetings	1	The Basics	70
Managing Meetings	2	Planning	70
Managing Meetings	3	Preparing an Agenda	70
Managing Meetings	4	Problems and How to Deal With Them	70
Managing Meetings	5	Techniques for Resolving Conflict	70
Managing Meetings	6	Making Decisions	70

### Recommended System Requirements

- Browser: Up to date web browser
- Video: Up to date video drivers
- Memory: 1Gb+ RAM
- Download Speed: Broadband (3Mb+)

**Duration:** 60 minutes (*Note: This is based on the amount of video content shown and is rounded off. It does not account in any way for loading time or thinking time on the questions.*)



## Managing Occupational Health

*CPD Approved*

### Course Description

This course explains the key elements, procedures and activities involved in successful Occupational Health and Safety Management in the workplace.

The course show how professional Occupational Health and Safety Management benefits individuals and organisations.

It will investigate workplace health models, including the basic criteria of the World Health Organisation model.

You'll discover the importance of a Health Needs Assessment and how it leads to the development of a Health Management Strategy.

On a more practical level, the course will look at hazards, risks, controls and 'Safe Systems of Work' and the role played by health risk assessments.

Turning to workplace well-being, we'll explain how to promote healthy lifestyles and positive mental health.

You'll learn how to manage absences from work, both authorised and unauthorised, how to create an official Attendance Policy, manage the return-to-work process and deal effectively with absenteeism.

Finally, the course discusses the steps needed to develop and build a strong health and well-being culture, including leadership, communication, work-life balance and embracing change.

### Learning Objectives

By the end of this course, you will be able to:

Understand what Occupational Health and Safety is along with the benefits of promoting a healthy organisation.

Create Health Management Strategies and collaborate with professionals for effective implementation.

Define Employee well-being, risk factors and understand the importance of promoting a positive culture around occupational health.

Create Risk assessments and understand when and where they are needed and the process to create effective assessments.

### Target Audience

This course is aimed at supervisors and managers who are responsible for the health and wellbeing of their employees.

### Advantages

Creating a culture of health, safety and wellbeing in the workplace increases staff morale and ensures a high level of retention.

Online training is flexible, efficient and cost effective meaning the candidate can progress through



the modules at their own pace and in their own time, so they can fit the training in around their work and personal life.

### Further Progression

Other business skills and health and safety courses would be great follow ups to this one, especially Leadership Skills, Developing Teamwork and Health and Safety in the Workplace.

Course	Module Number	Module Name	Pass % Required
Managing Occupational Health	1	Occupational Health Basics	70
Managing Occupational Health	2	Health Risk Assessments	70
Managing Occupational Health	3	The Health Risk Assessment Process	70
Managing Occupational Health	4	Long-Term Personal or Health Conditions	70
Managing Occupational Health	5	Employee Well-being	70
Managing Occupational Health	6	Substance Misuse	70
Managing Occupational Health	7	Managing Absence	70
Managing Occupational Health	8	Creating A Culture	70

### Recommended System Requirements

- Browser: Up to date web browser
- Video: Up to date video drivers
- Memory: 1Gb+ RAM
- Download Speed: Broadband (3Mb+)

**Duration:** 90 minutes (*Note: This is based on the amount of video content shown and is rounded off. It does not account in any way for loading time or thinking time on the questions.*)



## Managing Sickness and Absence

### CPD Approved

Employee absence can be costly in terms of both lost time and money. It impacts businesses, managers, and colleagues in ways that range from them having to take on extra work or undertake additional training, to experiencing additional stress and a drop in morale.

This course will help you to understand the different types of absence and identify ways of measuring absence. It covers why you should complete return-to-work forms and how to conduct effective return-to-work meetings. The course finishes off by explaining the formal processes involved in managing absence and how to apply appropriate policies.

Course	Module Number	Module Name	Pass % Required
Managing Sickness and Absence	1	The Costs and Impact of Employee Absence	70
Managing Sickness and Absence	2	Measuring and Managing Employee Absence	70
Managing Sickness and Absence	3	Legislation, Processes, and Pay	70

### Recommended System Requirements

- Browser: Up to date web browser
- Video: Up to date video drivers
- Memory: 1Gb+ RAM
- Download Speed: Broadband (3Mb+)

**Duration:** 30 minutes (*Note: This is based on the amount of video content shown and is rounded off. It does not account in any way for loading time or thinking time on the questions.*)



## Negotiation

### CPD Approved

Negotiation is a basic means of getting what you want from others. It's a back and forth communication designed to reach an agreement when you and the other side have some interests that are shared and others that are opposed.

This course covers the basics of what constitutes a negotiation, the key stages of a negotiation, skills you can apply to your negotiations and some practical advice so you can bring all of this together and become a more effective negotiator.

Course	Module Number	Module Name	Pass % Required
Negotiation Skills	1	What is Negotiation?	70
Negotiation Skills	2	The Key Negotiation Stages and skills	70
Negotiation Skills	3	Negotiating Positions	70
Negotiation Skills	4	The Negotiation	70

### Recommended System Requirements

- Browser: Up to date web browser
- Video: Up to date video drivers
- Memory: 1Gb+ RAM
- Download Speed: Broadband (3Mb+)

**Duration:** 45 minutes (*Note: This is based on the amount of video content shown and is rounded off. It does not account in any way for loading time or thinking time on the questions.*)



# NVQ Unit - Conforming to Productive Working Practices in the Workplace

## Course Description

This course can be used as part of the Level 2 NVQ Mandatory Unit Conforming to Productive Working Practices in the Workplace. It provides the knowledge components of this unit and the final module will allow you to type in your answers which, once marked as completed by your assessor can then be downloaded and used as part of your work portfolio.

This unit covers 4 areas:

1. **Communicating with Others to Establish Productive Work Practices** - this module covers different levels and methods of communication in the workplace.
2. **Productive Working Practices and Environmental Impact** - this module covers allocating and using resources efficiently and how to use method statements. It also discusses reducing the environmental impact of your work.
3. **Completing and Maintaining Documentation** - this module covers the use of job cards, material lists and timesheets and explains how and why these should be used during your work.
4. **Maintaining Good Working Relationships** - this module covers ways to maintain good working relationships and why it is important that you do. In particular this relates to relationships with individuals, customers and operatives, operatives and line management, and people of your own trade and those of other trades on the site. It also briefly covers the principles of Equality and Diversity and what should be covered in the site induction process.

## Learning Objectives

*By the end of this course, you will be able to:*

- Understand the importance of communicating with others to establish productive work practices
- Define productive working practices and environmental impact on the workplace.
- Identify the main documentation involved and understand how to complete and maintain them.
- Understand the importance of maintaining good working relationships.

## Target Audience

As this unit can be used as part of several Level 2 NVQ courses it is aimed at anyone taking one of those courses.

## Advantages

Online training is flexible, efficient and cost-effective, so candidates can progress through the modules at their own pace, in their own time, making it easy to fit the training around their work and personal life.

Completing the knowledge components of your NVQ unit online will mean you'll spend less time in a classroom and can spend more time on site completing the practical elements of your NVQ studies.



### Further Progression

The other Level 2 NVQ units we offer all work well alongside this course. There are also several other Health and Safety courses that will provide more detail on some of the specific hazards that might be encountered on construction sites. These include, Asbestos Awareness, COSHH and Abrasive Wheels.

Course	Module Number	Module Name	Pass % Required
NVQ Unit - Conforming to Productive Working Practices in the Workplace	1	Communicating With Others	70
NVQ Unit - Conforming to Productive Working Practices in the Workplace	2	Working Productively and Environmental Impact	70
NVQ Unit - Conforming to Productive Working Practices in the Workplace	3	Completing and Maintaining Documentation	70
NVQ Unit - Conforming to Productive Working Practices in the Workplace	4	Maintaining Good Working Relationships	70
NVQ Unit - Conforming to Productive Working Practices in the Workplace	5	Final Exam	100

### Recommended System Requirements

- Browser: Up to date web browser
- Video: Up to date video drivers
- Memory: 1Gb+ RAM
- Download Speed: Broadband (3Mb+)

**Duration:** 35 minutes (*Note: This is based on the amount of video content shown and is rounded off. It does not account in any way for loading time or thinking time on the questions*).



## NVQ Unit - Erecting and Dismantling Working Platforms

### Course Description

This course can be used as part of the Level 2 NVQ Mandatory Unit Erecting and Dismantling Working Platforms. It provides the knowledge components of this unit and the final module will allow you to type in your answers which, once marked as completed by your assessor can then be downloaded and used as part of your work portfolio.

This unit covers 5 areas:

**Module 1:** Interpreting work and resource information - and complying with legislation and official guidance

**Module 2:** Fixed Scaffolding - Considerations Before Assembly

**Module 3:** Fixed Scaffolding - Assembly and Dismantling

**Module 4:** Scaffold Towers and Mobile Elevating Work Platforms

**Module 5:** Safe Working Practices, How To Select The Right Resources And Minimise The Risk Of Injuries.

### Learning Objectives

*By the end of this course, you will be able to:*

- Identify key legislation and official guidance.
- Recognise the issues surrounding Fixed Scaffolding, such as considerations before, during and after assembly and dismantling.
- Identify issues and practices involved with Scaffold Towers and Mobile Elevating Work Platforms
- Define Safe Working Practices and understand how to select the right resources and minimise the risks involved.

### Target Audience

As this course can be used as part of several Level 2 NVQ courses it is aimed at anyone taking one of those courses.

### Advantages

Online training is flexible, efficient and cost-effective, so candidates can progress through the modules at their own pace, in their own time, making it easy to fit the training around their work and personal life.

Completing the knowledge components of your NVQ unit online will mean you'll spend less time in a classroom and can spend more time on site completing the practical elements of your NVQ studies.

### Further Progression

The other Level 2 NVQ units we offer all work well alongside this course. There are also several other Health and Safety courses that will provide more detail on some of the specific hazards that might be encountered on construction sites. These include, Asbestos Awareness, COSHH and Abrasive Wheels.



Course	Module Number	Module Name	Pass % Required
NVQ Unit - Erecting and Dismantling Working Platforms	1	Complying With Information and Legislation	70
NVQ Unit - Erecting and Dismantling Working Platforms	2	Fixed Scaffolding	70
NVQ Unit - Erecting and Dismantling Working Platforms	3	Fixed scaffolding - assembly and dismantling	70
NVQ Unit - Erecting and Dismantling Working Platforms	4	Mobile access towers and MEWPs	70
NVQ Unit - Erecting and Dismantling Working Platforms	5	Safe Working Practices	70
NVQ Unit - Erecting and Dismantling Working Platforms	6	Final Exam	100

#### Recommended System Requirements

- Browser: Up to date web browser
- Video: Up to date video drivers
- Memory: 1Gb+ RAM
- Download Speed: Broadband (3Mb+)

**Duration:** 70 minutes (*Note: This is based on the amount of video content shown and is rounded off. It does not account in any way for loading time or thinking time on the questions.*)



## Objective Setting

### *CPD Approved*

Setting clear and precise goals and objectives ensure that everyone is working towards the same goal, allowing for business and personal growth. Objectives clarify priorities and allow employees to allocate their time and resources more effectively. They also introduce a way of understanding how work will be measured and evaluated, thus enabling employees to evaluate their own performance, and make adjustments as necessary.

This course aims to help you write effective objectives that deliver results. It covers the importance of goals and objectives and why we need them, the barriers to you achieving your objectives and how to overcome them, what SMART objectives are and how to write and identify them and concludes with some tips for successful objective setting.

Course	Module Number	Module Name	Pass % Required
Objective Setting	1	Why Goals and Objectives are Important	70
Objective Setting	2	SMART Objectives	70
Objective Setting	3	Tips for Successful Objective Setting	70

### **Recommended System Requirements**

- Browser: Up to date web browser
- Video: Up to date video drivers
- Memory: 1Gb+ RAM
- Download Speed: Broadband (3Mb+)

**Duration:** 30 minutes (*Note: This is based on the amount of video content shown and is rounded off. It does not account in any way for loading time or thinking time on the questions.*)



## Preparing for a Job Interview

*CPD Approved*

### Course Description

Interviews are two-way processes, where the employer and the interviewee can both decide if they are a good fit. This short course will provide you with some useful tips for how to prepare for an interview including preparing answers to common questions.

The course also covers other things to consider in advance of the interview including planning how you will get there. It briefly covers some of the key differences between online and face to face interviews.

### Target Audience

This course is aimed at people who are starting out in their careers or those who might need to refresh their interview skills after being out of the workforce for a long time.

### Advantages

Online training is flexible, efficient and cost effective meaning the candidate can progress through the modules at their own pace and in their own time, so they can fit the training in around their work and personal life.

### Further Progression

Other courses that could be useful for those starting a new job could include Developing Teamwork, Customer Service and Introducing GDPR.

Course	Module Number	Module Name	Pass % Required
Preparing for a Job Interview	1	Preparation	70
Preparing for a Job Interview	2	Preparing for Questions	70

### Recommended System Requirements

- Browser: Up to date web browser
- Video: Up to date video drivers
- Memory: 1Gb+ RAM
- Download Speed: Broadband (3Mb+)

**Duration:** 20 minutes (*Note: This is based on the amount of video content shown and is rounded off. It does not account in any way for loading time or thinking time on the questions.*)



## Presentation Skills

### CPD Approved

Giving a successful presentation can be one of the hardest parts of many people's jobs.

Ultimately preparation will be the key to success when it comes to giving a presentation, but how do you make sure you are prepared enough?

What about the structure? The content? How should you use visual aids?

Being a successful presenter also involves understanding your audience, their expectations and needs.

This course covers the common mistakes people make when preparing for and giving a presentation so you can avoid these, as well as going over good practice and providing some practical advice that you can put to good use the next time you have a big presentation to make.

Course	Module Number	Module Name	Pass % Required
Presentation Skills	1	Presentation and its Structure	70
Presentation Skills	2	Content	70
Presentation Skills	3	Visual Aids	70
Presentation Skills	4	The Presentation	70
Presentation Skills	5	Listening	70
Presentation Skills	6	Learning Names	70

### Recommended System Requirements

- Browser: Up to date web browser
- Video: Up to date video drivers
- Memory: 1Gb+ RAM
- Download Speed: Broadband (3Mb+)

**Duration:** 55 minutes (*Note: This is based on the amount of video content shown and is rounded off. It does not account in any way for loading time or thinking time on the questions.*)



## Prevent Duty

### *IIRSM & CPD Approved*

Intelligence indicates that further terrorist attacks in our country are 'highly likely'.

Experience tells us that the threat comes not just from foreign nationals, but from terrorists born and bred in Britain. It is therefore vital that our counter-terrorism strategy contains a plan to prevent radicalisation and stop would-be terrorists from committing mass murder. The Prevent strategy, published by the Government is part of the overall counter-terrorism strategy.

This course starts with an overview of the Government's Prevent strategy, and then looks at some of the reasons people become extremists. It goes on to cover the objectives of the Prevent strategy, how to base your actions on a risk based approach, what to do if you are concerned and much more.

Course	Module Number	Module Name	Pass % Required
Prevent Duty	1	Introduction to the Course	70
Prevent Duty	2	What is Prevent?	70
Prevent Duty	3	Prevent Objectives	70
Prevent Duty	4	Delivering Prevent with a Risk-Based Approach	70
Prevent Duty	5	Extremism, Radicalisation and Terrorism	70
Prevent Duty	6	What Should You Do If You Are Concerned?	70
Prevent Duty	7	The Channel Process	70
Prevent Duty	8	British Values	70

### **Recommended System Requirements**

- Browser: Up to date web browser
- Video: Up to date video drivers
- Memory: 1Gb+ RAM
- Download Speed: Broadband (3Mb+)

**Duration:** 65 minutes (*Note: This is based on the amount of video content shown and is rounded off. It does not account in any way for loading time or thinking time on the questions.*)



## Principles of Communication

### CPD Approved

When working in the adult social care sector, communicating is essential to develop your understanding of a service user's needs, so you can provide them with the support they require.

If the information exchanged is inaccurate or misleading, mistakes can be made which can result in ineffective care and a negative view of the service. Professionals will form many different relationships in their work. Some will be formal and others more informal.

Whoever you are communicating with and whatever the method you use it is essential that you make sure your communication is appropriate and effective.

This course covers some of the different ways of communication, how to identify barriers to communication and how to reduce these, making sure the person you are communicating with understands what you are communicating, how to get help with communication issues and much more.

Course	Module Number	Module Name	Pass % Required
Principles of Communication	1	Reasons People Communicate	70
Principles of Communication	2	Ways of Communicating	70
Principles of Communication	3	Identifying Communication Barriers	70
Principles of Communication	4	Reducing Communication Barriers	70
Principles of Communication	5	Checking Understanding	70
Principles of Communication	6	Getting Help With Communication Issues	70
Principles of Communication	7	Confidentiality	70

### Recommended System Requirements

- Browser: Up to date web browser
- Video: Up to date video drivers
- Memory: 1Gb+ RAM
- Download Speed: Broadband (3Mb+)

**Duration:** 75 minutes (*Note: This is based on the amount of video content shown and is rounded off. It does not account in any way for loading time or thinking time on the questions.*)



## Problem Solving in a Workplace

*CPD Approved*

### Course Description

This course covers a range of problems that occur in the workplace - and how they can be recognised, controlled and solved.

You'll learn about the three main areas in which problems can occur - people tasks and resources.

Problems with people can include personality clashes, dangerous, offensive or illegal behaviour, poor communication and differences of opinion.

You'll learn about the Equality Act 2010 and how it applies to discrimination.

There'll be coverage of time-wasting - due to individual actions and poorly organised work systems - and how to ensure time at work is spent productively.

It'll also cover problems with resources, such as a lack of raw materials or equipment.

You'll discover the ways problems can be solved by the actions of managers, employees and outside organisations.

Finally, we'll investigate the use of arbitration, negotiation, compromise, conciliation and mediation to resolve conflicts - and the many benefits these resolutions can bring to the workplace.

### Learning Objectives

*By the end of this course, you will be able to:*

- Identify the main areas that can cause problems within the work environment.
- Define discrimination and its relationship to the Equality Act 2010.
- Recognise and understand the implications of time wasting in the workplace and how it occurs.
- Identify the best ways to resolve situations and understand the benefits of conflict resolution.

### Target Audience

This course is aimed at supervisors and managers that want to develop problem solving skills in the workplace. The course can be a great starting point for people new to their leadership role as well as more established managers that want to enhance their skills. This acts as a great introduction to the subject.

This course can be sold to individuals who are doing the training for themselves or it can be pitched to businesses who might want to put all of their first line management team through the training, so they all work in the same way and have the same skill set.



### Advantages

CPD approval means that this course can be used by those that need to prove they are continually developing themselves.

Understanding why problems occur and having the tools to solve common problems quickly will ensure work runs smoothly.

Online training is flexible, efficient and cost effective meaning the candidate can progress through the modules at their own pace and in their own time, so they can fit the training around their work and personal life

### Further Progression

For candidates specifically interested in developing resilient teams our Developing Teamwork course goes hand in hand with this one and expands on some of the key ideas and how they can be applied to teams.

For candidates new to management roles Managing Meetings would be a great next step although working through any of our range of Business Skills courses would be valuable.

Course	Module Number	Module Name	Pass % Required
Problem Solving in a Workplace	1	Introduction and People Problems	70
Problem Solving in a Workplace	2	Problems With Tasks	70
Problem Solving in a Workplace	3	Successful Resolutions	70

### Recommended System Requirements

- Browser: Up to date web browser
- Video: Up to date video drivers
- Memory: 1Gb+ RAM
- Download Speed: Broadband (3Mb+)

**Duration:** 30 minutes (*Note: This is based on the amount of video content shown and is rounded off. It does not account in any way for loading time or thinking time on the questions*).



## Project Management

### CPD Approved

The effective management of projects is an essential skill in many workplaces. Correct control of stages and different aspects of projects helps to increase the chances of projects being successful.

There are many tools and approaches to managing projects, from a simple 'to do' list, to complex methodologies.

When a project is managed correctly it ensures that there's a sound business reason for undertaking the project, that it's clear who's involved in delivering the project, what the expected outcomes are and how resources and risks will be managed throughout the project.

When it's done poorly the project can suffer from feature creep, delays, go over budget or not get finished at all.

This course covers some of the common project management methodologies, setting goals, and actually achieving them, identifying the need for a project to be started, using key project management tools and much more.

Course	Module Number	Module Name	Pass % Required
Project Management	1	Introducing Project Management	70
Project Management	2	Terminology and Project Lifestyle	
Project Management	3	Identifying Needs, Project Aims and Objectives	70
Project Management	4	Project Aims, Objectives and Initiation	70
Project Management	5	Gantt Charts, Budgets, Risks and Issues	70
Project Management	6	Monitoring Change, Stakeholders and Terminology	70

### Recommended System Requirements

- Browser: Up to date web browser
- Video: Up to date video drivers
- Memory: 1Gb+ RAM
- Download Speed: Broadband (3Mb+)

**Duration:** 90 minutes (*Note: This is based on the amount of video content shown and is rounded off. It does not account in any way for loading time or thinking time on the questions.*)



## Sales Skills

### CPD Approved

The course will start by providing an overview of the basic rules for sales people, along with the right mindset, self-assessment and the goals you'll need in the short, medium and long term.

It'll cover cold calling, including how to prepare, what to say and how to deal with gatekeepers as well as walking you through a typical face-to-face meeting.

You'll learn how to start a meeting, the questions you need to ask your prospect, practical tips for presentations including, staying relaxed, getting across your main messages, handling questions and using presentation aids.

We'll also be analysing how you can sell by stressing the results prospects can expect if they buy, and how best to play to their emotions.

We'll take a look at negotiation. We'll highlight how you can avoid it, what to say if you're drawn into it, and how you can use your negotiating skills to land the sale and much more.

Course	Module Number	Module Name	Pass % Required
Sales Skills	1	Basic Rules for Sales People	70
Sales Skills	2	Cold Calling	70
Sales Skills	3	Face-to-Face Meetings	70
Sales Skills	4	Rapport Building	70
Sales Skills	5	Sales Presentations	70
Sales Skills	6	Results Selling	70
Sales Skills	7	Handling Negotiations	70
Sales Skills	8	Dealing With Objections	70
Sales Skills	9	Closing the Sale	70

### Recommended System Requirements

- Browser: Up to date web browser
- Video: Up to date video drivers
- Memory: 1Gb+ RAM
- Download Speed: Broadband (3Mb+)

**Duration:** 120 minutes (*Note: This is based on the amount of video content shown and is rounded off. It does not account in any way for loading time or thinking time on the questions.*)



## SMART Objectives

### Course Description

Setting clear and precise goals and objectives ensure that everyone is working towards the same goal, allowing for business and personal growth. Objectives clarify priorities and allow employees to allocate their time and resources more effectively. They also introduce a way of understanding how work will be measured and evaluated, thus enabling employees to evaluate their own performance, and make adjustments as necessary.

This course aims to give you an insight into what SMART objectives are and how to write and identify them.

### Learning Objectives

By the end of this course, employees will be able to:

- To understand what SMART objectives are.
- To be able to identify and set SMART objectives.

### Target Audience

Supervisors and managers who are responsible for performance review and objective setting along with staff who may want to understand why their objectives are structured in this way.

### Advantages

Online training is flexible, efficient and cost effective meaning the candidate can progress through the modules at their own pace and in their own time, so they can fit the training around their work and personal life.

### Further Progression

Our Objective Setting course takes the concepts in this micro learning module and expands on them to cover objective setting in more detail. We also recommend any of our other business skills courses such as Leadership Skills, Performance Management and Teamwork to those candidates looking to further enhance their management abilities.

### Modules

Course	Module Number	Module Name	Pass % Required
SMART Objectives	1	SMART Objectives	70

### Recommended System Requirements

- Browser: Up to date web browser
- Video: Up to date video drivers
- Memory: 1Gb+ RAM
- Download Speed: Broadband (3Mb+)



**Duration:** 15 minutes (*Note: This is based on the amount of video content shown and is rounded off. It does not account in any way for loading time or thinking time on the questions.*)



## Stress Management

### *IIRSM & CPD Approved*

The Health and Safety Executive states that 'work related stress develops because a person is unable to cope with the demands being placed on them'. This can come from any aspect of their life but it often comes from demands placed on them at work.

So why is stress a problem in the workplace?

Well the latest estimates show the total number of cases of work related stress depression or anxiety account for 39% of all work related illness.

Some occupations may be more susceptible to stress but it can affect anyone and can impact on health, ability to function effectively at work and at home and in relationships.

This course will cover an introduction to stress and why it's a problem, some of the causes of stress and some ways to minimise the risk of stress.

Course	Module Number	Module Name	Pass % Required
Stress Management	1	What is Stress and Why is it a Problem	70
Stress Management	2	The Causes and Symptoms of Stress	70
Stress Management	3	The Law on Stress and its Contravention	70
Stress Management	4	Minimising the Risk of Stress	70

### **Recommended System Requirements**

- Browser: Up to date web browser
- Video: Up to date video drivers
- Memory: 1Gb+ RAM
- Download Speed: Broadband (3Mb+)

**Duration:** 30 minutes (*Note: This is based on the amount of video content shown and is rounded off. It does not account in any way for loading time or thinking time on the questions.*)



## Supervising Mental Health at Work

*CPD Approved*

### Course Description

This course will look at supervising stress and mental health at work and show you how to create a good mental health culture in your workplace.

The course starts by examining the negative effects of poor mental health on individuals and also considers the many benefits of mental health interventions by employers.

You'll learn the six main areas that can lead to work-related stress and discover how to recognise when individuals and teams are under stress.

Companies are legally bound to assess health risks from stress at work, and we'll show how to assess those risks, along with how to recruit, and train Mental Health First Aiders.

You'll learn how to create a good mental health culture within your workplace and how to conduct a Mental Health Audit and produce a Mental Health Policy and Action Plan.

Finally, you'll learn a number of proven ways to promote a good mental health culture within your workplace.

### Learning Objectives

By the end of this course, you will be able to:

Define the term Mental Health and understand the impact of poor Mental Health in the workplace.

Understand workplace factors relating to Mental Health issues.

Learn how to create Risk Assessments and how to implement them successfully.

Introduce the role of a Mental Health Aider and how they can help to implement successful mental health policies and work culture.

### Target Audience

This course is aimed at supervisors and line managers who are interested in getting a basic awareness of mental health at work and want to use this knowledge to create a positive mental health culture in their workplace.

### Advantages

Online training is flexible, efficient and cost effective meaning the candidate can progress through the modules at their own pace and in their own time, so they can fit the training in around their work and personal life.

### Further Progression

Other more specific awareness courses such as Depression Awareness would complement this one for those who want a more rounded knowledge of mental health issues. For those wanting to take their role further Mental Health First Aid would be a great follow up course to this one.



Course	Module Number	Module Name	Pass % Required
Supervising Mental Health at Work	1	Introduction	70
Supervising Mental Health at Work	2	Implementation	70

**Recommended System Requirements**

- Browser: Up to date web browser
- Video: Up to date video drivers
- Memory: 1Gb+ RAM
- Download Speed: Broadband (3Mb+)

**Duration:** 25 minutes (*Note: This is based on the amount of video content shown and is rounded off. It does not account in any way for loading time or thinking time on the questions.*)



## Team Development and Leadership

### Course Description

This short course explains what a team is and discusses how it will grow and develop over time.

It talks about team members and behaviours that you will see within a team and It also then goes onto explain about the 5 stages of the Tuckman theory on group development. Finally it touches on leadership.

### Learning Objectives

By the end of this course, you will :

- Understand what a team is
- Know about teams and learn how they develop
- Learn about the 5 stages of the Tuckman theory on group development
- Understand what is required as the leader of a team.

### Target Audience

This course is aimed at supervisors and managers that want to develop more effective relationships with members of their teams. The course can be a great starting point for people new to their leadership role as well as more established managers that want to enhance their skills. This acts as a great introduction to the subject.

### Advantages

A strong leader will motivate their team, improving morale and efficiency and ensure that their team is of a common purpose.

Online training is flexible, efficient and cost effective meaning the candidate can progress through the modules at their own pace and in their own time, so they can fit the training around their work and personal life

### Further Progression

For candidates that want to add more qualifications to their CV our Introduction to Emotional Intelligence course is a great introduction to that aspect of Leadership and management.

For candidates specifically interested in developing resilient teams our Developing Teamwork course goes hand in hand with this one and expands on some of the key ideas and how they can be applied to teams.

For candidates new to management roles Managing Meetings would be a great next step although working through any of our range of Business Skills courses would be valuable.

### Modules

Course	Module Number	Module Name	Pass % Required
Team Development and Leadership	1	Team Development and Leadership	70



**Recommended System Requirements**

- Browser: Up to date web browser
- Video: Up to date video drivers
- Memory: 1Gb+ RAM
- Download Speed: Broadband (3Mb+)

**Duration:** 12 minutes (*Note: This is based on the amount of video content shown and is rounded off. It does not account in any way for loading time or thinking time on the questions.*)



## The Principles of Performance Management

### CPD Approved

In any organisation, the traditional model of strict command and control wastes a significant amount of time and money. Mutual trust, employee motivation and readiness to perform can easily be undermined. Performance management, on the other hand, offers a different, much more effective approach.

In formal terms, performance management involves the achievement of performance targets through the effective management of people and the environment in which they operate. It's about setting achievable goals for the organisation and targets for individuals and teams.

Course	Module Number	Module Name	Pass % Required
The Principles of Performance Management	1	The Course Structure	N/A
The Principles of Performance Management	2	Definition and Benefits	70
The Principles of Performance Management	3	Successful Performance Management Planning	70
The Principles of Performance Management	4	Setting Goals, Objectives and Targets	70
The Principles of Performance Management	5	Implementation	70
The Principles of Performance Management	6	Motivation	70
The Principles of Performance Management	7	Evaluation, Monitoring, Feedback and Coaching	70

### Recommended System Requirements

- Browser: Up to date web browser
- Video: Up to date video drivers
- Memory: 1Gb+ RAM
- Download Speed: Broadband (3Mb+)

**Duration:** 55 minutes (*Note: This is based on the amount of video content shown and is rounded off. It does not account in any way for loading time or thinking time on the questions.*)



## Time Management

### CPD Approved

Good Time Management will improve and enhance the time spent in the workplace and can even go a long way to improving the quality of the work you produce.

For most people however this is easier said than done. We've all experienced that feeling of having more work to do than we can possibly complete in the time we have.

This can lead to increased stress... dissatisfaction... and demoralisation...

This course can help, by introducing you to some of the theories and techniques of time management that can really make a difference.

Course	Module Number	Module Name	Pass % Required
Time Management	1	Key Terms and the Benefits of Time Management	70
Time Management	2	The 6 Laws of Time Management	70
Time Management	3	Time Stealers and Interruptions	70
Time Management	4	Time Saving Methods	70
Time Management	5	Monkey Management	70
Time Management	6	Meetings and Summing up	70

### Recommended System Requirements

- Browser: Up to date web browser
- Video: Up to date video drivers
- Memory: 1Gb+ RAM
- Download Speed: Broadband (3Mb+)

**Duration:** 105 minutes (*Note: This is based on the amount of video content shown and is rounded off. It does not account in any way for loading time or thinking time on the questions.*)



## Working Within the Private Security Industry

*CPD & IIRSM Approved*

### Course Description

In the UK, the private security industry provides manned, physical and technical systems to help protect people, premises and property. It can also help prevent and detect crimes and any activities that could be considered unauthorised as well as offering expertise in monitoring and responding to safety risks.

This course is an introduction to the private security industry, and the main services it covers. It discusses the body which regulates the industry, highlights the standards of behaviour expected from security operatives, and the law as it relates to the industry.

It includes an in-depth look at health and safety issues, the concept of duty of care and examines a range of emergency situations which security operatives might be involved with. The course also covers communication skills, including tips for effective radio communication and instructions on how to use the phonetic alphabet.

### Target Audience

People wanting to start a career in the Private Security Industry, or those in the early stages of their career that want to broaden their knowledge of the industry.

### Advantages

This course covers a wide range of roles in the Private Security Industry, their various responsibilities and how these are affected by the law. It also includes a wide overview of the health and safety concerns that should be considered by those working in the industry.

CPD approval means that this course can be used by those that need to prove they are continually developing themselves.

### Further Progression

Other courses that could compliment this one are:

Emergency First Aid, as first aid is a useful skill for security operatives to have.

Fire Marshal Training, in emergency situations people will look to security operatives for guidance on what to do, so having a higher level of training in this area may prove useful.



Course	Module Number	Module Name	Pass % Required
Working Within the Private Security Industry	1	Working in the Private Security Industry	70
Working Within the Private Security Industry	2	Civil and Criminal Law	70
Working Within the Private Security Industry	3	Health and Safety	70
Working Within the Private Security Industry	4	Fire Procedures	70
Working Within the Private Security Industry	5	Emergencies	70
Working Within the Private Security Industry	6	Communication Skills and Customer Service	70

#### Recommended System Requirements

- Browser: Up to date web browser
- Video: Up to date video drivers
- Memory: 1Gb+ RAM
- Download Speed: Broadband (3Mb+)

**Duration:** 90 minutes (*Note: This is based on the amount of video content shown and is rounded off. It does not account in any way for loading time or thinking time on the questions.*)



## Your Personal Development

### CPD Approved

A key part of your progression within the adult social care sector will be focused on your personal development. In a number of sectors it is even a legal requirement to continue to develop your skills and knowledge and it is essential to ensure you are working to the most up to date standards and guidance.

The course will start by looking at the way standards are set, monitored and regulated for social care organisations and workers throughout the UK. It then goes on to cover the codes of practice and legislation, reflecting on your work to ensure continued improvement, communication, feedback and much more.

Course	Module Number	Module Name	Pass % Required
Your Personal Development	1	The Course Structure	70
Your Personal Development	2	Setting Standards	70
Your Personal Development	3	Codes of Practice and Legislation	70
Your Personal Development	4	Reflecting on your Work Activities	70
Your Personal Development	5	Personal Attitudes and Beliefs	70
Your Personal Development	6	Formal and Informal Learning	70
Your Personal Development	7	Feedback	70
Your Personal Development	8	Personal Development Plans	70

### Recommended System Requirements

- Browser: Up to date web browser
- Video: Up to date video drivers
- Memory: 1Gb+ RAM
- Download Speed: Broadband (3Mb+)

**Duration:** 35 minutes (*Note: This is based on the amount of video content shown and is rounded off. It does not account in any way for loading time or thinking time on the questions.*)

