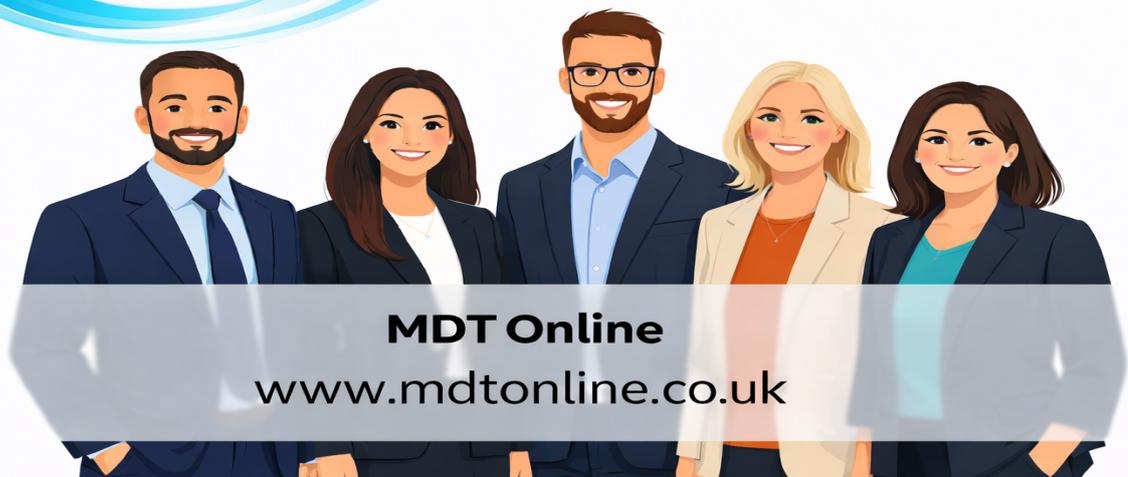


Safeguarding, Behaviour & Welfare

Training Solutions



Professional eLearning & Workforce Development

Contents

Anti Harassment and Bullying	3
Behavioural Safety	4
Conflict Resolution in the Workplace	5
Developing a Workplace Mental Health Policy	7
Equality, Diversity and Discrimination	9
Implementing a Workplace Mental Health Policy	10
Safeguarding Adults	12
Safeguarding Children	13

Anti Harassment and Bullying

CPD Approved

Your Company should be committed to providing a working environment free from harassment and bullying and ensuring all staff are treated, and treat others, with dignity and respect.

This course covers the commitments that will be laid out in your company's anti-harassment and bullying policy. It then explains the differences between harassment and bullying, the steps that can be taken if either of these occur in or out of work, and some case studies to illustrate the points covered throughout the course.

Course	Module Number	Module Name	Pass % Required
Anti Harassment and Bullying	1	Policy Commitments, Harassment And Bullying	70
Anti Harassment and Bullying	2	Informal Steps, Raising A Formal Complaint and Investigations	70
Anti Harassment and Bullying	3	Action Following Investigations	70
Anti Harassment and Bullying	4	Case Studies	70

Recommended System Requirements

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

Duration: 32 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.*)



Behavioural Safety

IIRSM & IOSH Approved

This course defines behavioural safety and explains the origins of the concept. It covers how it can be implemented in the workplace and some of the potential benefits. It includes analysis of some examples of 'at risk behaviours' and some examples of ways you can measure how well your organisation is doing when it comes to safety. Finally it touches on some of the key laws regarding health and safety in the workplace and how to ensure positive workforce attitudes.

Learning Objectives

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

- Understand what behavioural safety is and its links to health and safety in the workplace.
- Recognise and understand 'at risk' behaviours in the workplace.
- Identify the benefits of behavioural Safety Plans
- Identify the benefits of a positive and safe workplace.

Course	Module Number	Module Name	Pass % Required
Behavioural Safety	1	Introduction	70
Behavioural Safety	2	Essential Terms and Business Benefits	70
Behavioural Safety	3	How Behavioural Safety Works	70
Behavioural Safety	4	Setting Up a Programme	70
Behavioural Safety	5	Ensuring Positive Workforce Attitudes	70
Behavioural Safety	6	Final Assessment	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.*)



Conflict Resolution in the Workplace

CPD, IIRSM & Institute of Hospitality Approved

Course Description

The Confederation of British Industry estimates that the cost of workplace conflict is around £33 Billion each year. It also estimates that up to 20% of leaders time is spent dealing with conflict and then there are the intangible costs such as reduction in loyalty, commitment, motivation, teamwork and morale.

This course starts by explaining what constitutes conflict in the workplace before moving on to look at some of the most common causes and the effects this can have on the workforce.

It covers the stages and build up to a workplace conflict and contains several extensive modules that outline conflict resolution techniques that can be applied at any stage of this build up.

As well as the negative impacts of conflict the course also explores how effective management of conflict can result in positive outcomes in the workplace. These can be the development of shared ideas, the ability to reach compromises through increased trust and creating an environment where differences of opinion are celebrated and considered rather than shut down.

Target Audience

This course is aimed at supervisors and managers that want to develop effective conflict resolution methods. 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 conflict management.

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

Left unmanaged workplace conflict can be damaging to relationships, team morale and ultimately the company's bottom line. Having a knowledge of effective conflict resolution techniques and strategies and taking a proactive approach to resolving issues will lead to a better work environment and more effective teams.

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, 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.

Further Progression

Beyond this topic we offer a range of other business skills courses that could all be useful in developing and improving as a manager. The ones that directly compliment this course include Developing Teamwork and Introduction to Emotional Intelligence.



Course	Module Number	Module Name	Pass % Required
Conflict Resolution in the Workplace	1	The Causes and Symptoms of Conflict at Work	70
Conflict Resolution in the Workplace	2	Resolving Conflict	70
Conflict Resolution in the Workplace	3	The Five Conflict Modes	70
Conflict Resolution in the Workplace	4	Using the Modes	70
Conflict Resolution in the Workplace	5	Assertiveness	70
Conflict Resolution in the Workplace	6	Making Positive Outcomes	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.*)



Developing A Workplace Mental Health Policy

CPD & IIRSM Approved

Course Description

When people have good mental health, they are more likely to fulfil their potential. That means they enjoy work and cope easily with work situations. They have a happy family life and good social relationships.

Organisations are required by law to promote and protect the mental well-being of their workforce.

A comprehensive Mental Health Policy, along with easy-to-understand operating procedures, will incorporate mental health issues into established organisational thinking. It will make sure everyone knows how the organisation views and deals with workplace mental health.

This course covers the steps that organisations should consider when developing and implementing a comprehensive workplace Mental Health Policy.

Learning Objectives

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

- Understand what a Mental Health Policy in the Workplace is.
- Explain what the policy should include and who in the workplace should be included in its creation and implementation.
- Define how the policy will be implemented and how employees will understand the policy and how it applies to them.
- Recognise that the policy will need constant review to ensure that it will be effective for all employees.

Target Audience

This course is aimed at employers and employees responsible for developing and following a workplace mental health policy.

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.

Further Progression

Other courses that could be useful for those working in office environments include Display Screen Equipment, Workplace Health and Safety and Basic Fire Safety.

Course	Module Number	Module Name	Pass % Required
Developing A Workplace Mental Health Policy	1	Introduction	70
Developing A Workplace Mental Health Policy	2	Implementing a Workplace Mental Health Policy	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).*



Equality, Diversity and Discrimination

CPD Approved

We've all heard and used the words 'equality' and 'diversity' before but what do they actually mean and how do they affect you as an employer or employee?

Well if you take the words on their own they are actually quite different, equality is the state of being equal, especially in rights and opportunities.

Diversity is the state of being different or varied.

However these 2 things should not be seen as opposite to each other, after all people can be different but they still have the same rights.

When it comes to places of work there is legislation in place to ensure that we all meet our responsibilities in relation to equality and diversity... And one way to make sure we meet these responsibilities is through training.

Course	Module Number	Module Name	Pass % Required
Equality, Diversity and Discrimination	1	What is Equality & Diversity	70
Equality, Diversity and Discrimination	2	Equality and Diversity Legislation	70
Equality, Diversity and Discrimination	3	What do we Mean by Discrimination	70
Equality, Diversity and Discrimination	4	Promoting Diversity	70
Equality, Diversity and Discrimination	5	Links Between Values, Attitudes and Beliefs	70
Equality, Diversity and Discrimination	6	Stereotypes, Prejudices and Discrimination	70
Equality, Diversity and Discrimination	7	Institutional Discrimination	70
Equality, Diversity and Discrimination	8	Valuing Others	70
Equality, Diversity and Discrimination	9	Resistance to Feedback	70
Equality, Diversity and Discrimination	10	Course Summary	70

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.*)



Implementing a Workplace Mental Health Policy

Course Description

When people have good mental health, they are more likely to fulfil their potential. That means they enjoy work and cope easily with work situations. They have a happy family life and good social relationships.

Organisations are required by law to promote and protect the mental well-being of their workforce.

A comprehensive Mental Health Policy, along with easy-to-understand operating procedures, will incorporate mental health issues into established organisational thinking. It will make sure everyone knows how the organisation views and deals with workplace mental health.

This course covers the steps that organisations should consider when developing and implementing a comprehensive workplace Mental Health Policy.

Learning Objectives

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

- Understand what a Mental Health Policy in the Workplace is.
- Explain what the policy should include and who in the workplace should be included in its creation and implementation.
- Define how the policy will be implemented and how employees will understand the policy and how it applies to them.
- Recognise that the policy will need constant review to ensure that it will be effective for all employees.

Target Audience

This course is aimed at employers and employees responsible for developing and following a workplace mental health policy.

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

Other courses that could be useful for those working in office environments include Display Screen Equipment, Workplace Health and Safety and Basic Fire Safety.

Modules

Course	Module Number	Module Name	Pass % Required
Implementing a Workplace Mental Health Policy	1	Implementing a Workplace Mental Health Policy	70



Recommended System Requirements

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

Duration: 10 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.*)



Safeguarding Adults

CPD Approved

Our Safeguarding courses have been created because, first and foremost, each and every one of us has basic human rights. Chief among these is the right to be healthy, happy and treated well, regardless of race, age, gender or location. When these rights are abused in some way it's wrong, and it is therefore vital that guidelines, policies and procedures are followed to enable everyone, without exception to live a life in which these basic values and rights are maintained and upheld.

This course is aimed at anyone who has a duty of care for, or comes into contact with, adults in need of care and support, either as a paid professional or a volunteer. This includes, but isn't limited to, those that work in domiciliary care, the NHS, community centres, prisons or with a family member at home, and sets out the roles and responsibilities everyone must undertake to protect an adult's right to live in safety, free from abuse and neglect. You and the organisation you work for must take appropriate and proportional measures necessary for the protection of adults in your care, while still ensuring they are supported and empowered to have control over how they want to live their lives and this course can bring you one step closer to being able to do this.

This means that whatever the circumstance, you and the organisation you work for must take appropriate and proportional measures necessary for the protection of adults in your care, while still ensuring they are supported and empowered to have control over how they want to live their lives.

During this course you will hear many facts, figures and details surrounding the risk to adults in need of care and support, the types of abuse suffered and key safeguarding legislation put in place to minimise the abuse of adults with care and support needs. By the end of this course, you will have learned a better understanding of safeguarding principles and be able to apply them to your role.

This includes being able to define the key terminology in relation to safeguarding; identify the principle laws that relate to safeguarding and why they have been put in place to minimise abuse; recognise and respond to the ten types of abuse suffered by vulnerable adults; identify and report concerns of abuse or neglect; describe your role, responsibilities and boundaries; ensure people are supported and encouraged to make their own decisions and give informed consent, and finally manage the environment to minimise the risk of abuse.

Course	Module Number	Module Name	Pass % Required
Safeguarding Adults	1	Introduction and Definitions	70
Safeguarding Adults	2	Types of Abuse and the Rights of Vulnerable Adults	70
Safeguarding Adults	3	Recognising the Signs of Abuse	70
Safeguarding Adults	4	What to Do if you Suspect Abuse	70
Safeguarding Adults	5	Safeguarding Legislation	70

Recommended System Requirements

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

Duration: 80 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).*



Safeguarding Children

CPD Approved

Our Safeguarding courses have been created because, first and foremost, each and every one of us has basic human rights. Chief among these is the right to be healthy, happy and treated well, regardless of race, age, gender or location. When these rights are abused in some way it's wrong, and it is therefore vital that guidelines, policies and procedures are followed to enable everyone, without exception to live a life in which these basic values and rights are maintained and upheld.

Everyone, regardless of their age, gender, religion, ethnicity or background has the right to a healthy, happy life. Safeguarding is about minimising and managing the risks to vulnerable individuals.

This course, 'Safeguarding Children', is aimed at anyone who has a duty of care for, or comes into contact with children in their chosen profession.

Although most children are brought up in loving, nurturing environments and grow up to lead happy lives, the subject has to be discussed in order to better protect those children that need it most.

During this course you will hear many facts, figures and details surrounding the risk to children, the types of abuse suffered, how to recognise the signs of abuse and key safeguarding legislations put in place to minimise the abuse of children.

Once you are able to recognise the signs of possible abuse, and know the steps you should take if you suspect it you will be better able to protect the children in your care.

Course	Module Number	Module Name	Pass % Required
Safeguarding Children	1	Introduction to Safeguarding Children	70
Safeguarding Children	2	Types of Abuse, who may carry it out and why children may not tell	70
Safeguarding Children	3	How to Recognise the Signs of Abuse	70
Safeguarding Children	4	What to do if you suspect a child is being abused	70
Safeguarding Children	5	Safeguarding Legislation	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.*)

