



# Full Course Catalogue



HIGHLAND  
THIRD  
SECTOR  
INTERFACE





This catalogue provides an overview of all the courses available on the platform.

If you are interested in purchasing licences for your organisation please complete this form on our [website](#).

**Licences are priced at £25 per licence, unless included in a [membership package](#).**

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# Administration

## Environmental Awareness

Energy Efficiency Awareness (All Staff)  
Energy Efficiency Awareness (Managers)  
Energy Efficiency  
Environmental Awareness  
Environmental Awareness (Refresher)  
Sustainability  
Sustainable Development

## Finance

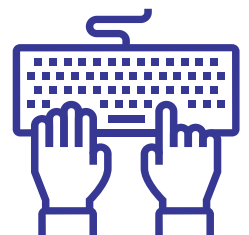
Budgeting Basics  
Budget Like a Boss  
Cash Flow Statement Pro  
Finance for Non-Financial Managers  
Maintaining a Healthy Cash Flow  
P&L Explained  
The Balance Sheet Explained

## HR & Administration

Corporate Social Responsibility  
Digital Transformation  
What is Digital Transformation?  
Good Premises Management  
Insider Trading  
Supporting Wellbeing and Attendance  
Managing Sickness  
The Four Basics of HR  
Virtual Interviews

## Writing Skills

Effective Writing  
Planning Your Report  
Spelling and Punctuation  
The English Sentence  
Writing Your Report



# Administration

# Customer Service

## Customer Relations

A Balancing Act  
Ability to Admit you Don't Have all the Answers  
Caring for Vulnerable Customers  
Communicating with Respect  
Email Etiquette  
Handling Complaints  
Handling Complaints  
Managing Expectations  
Remote Selling  
Selling in a Digital World  
Taking Responsibility  
Telephone Manner  
The Use of Positive Language  
Using Rapport

## Customer Service

Approaching New Customers  
Brand & Reputation  
Customer Empathy  
Customer Persuasion  
Customer Service Essentials  
Know Your Customer  
Understanding the Customer  
Maintaining Existing Customers



**Customer Service**

# Digital Skills

## Digital Skills

Basic Concepts

Google Docs

Google Sheets

HTML - CSS Part 1

Google Chrome Update

Microsoft Edge

Microsoft Windows 10

## Microsoft Office

Microsoft 365 Excel

Microsoft 365 Word

Microsoft Access 2016 - Beginners

Microsoft Access 2016 - Intermediate

Microsoft Excel 2016 - Beginners

Microsoft Excel 2016 - Intermediate

Microsoft Excel 2016 - Advanced

Microsoft Excel 2019 Basic Workbook Skills

Microsoft Excel 2019 Basic Worksheet Skills

Microsoft Excel 2019 Tools to Get You Going

Microsoft Outlook 2013 - Beginners

Microsoft PowerPoint 2016 - Beginners

Microsoft PowerPoint 2016 - Intermediate

Microsoft Project 2013 - Beginners

Microsoft Word 2016 - Beginners



**Digital Skills**

# Equality, Diversity and Inclusion

## Equality, Diversity and Inclusion

Allyship

Allyship in the Workplace

Anti-Racism in the Workplace

Bullying and Harassment

Workplace Bullying

Bullying (Employees & Managers)

Creating a Workplace that Embraces Neurodiversity

Disability in the Workplace

Gender Identity

Equity, Diversity and Inclusion

Equality, Diversity & Inclusion

Diverse Recruitment

Leading with Inclusion

Microaggressions

Microaggressions in the Workplace

Recognising Privilege

Unconscious Bias

Unconscious Bias (Refresher)

Unconscious Bias

The Importance of an Inclusive Workplace



# Equality, Diversity and Inclusion

# Health and Safety

## Food Safety

Food Allergies  
Allergy Awareness  
Control of Cross Contamination  
Food HACCP Level 3  
Food Law  
Food Safety Level 1  
Food Safety Level 2  
Food Safety Level 3  
Food Safety (Refresher)  
Food Safety & Hygiene Level 2 (Overview)

## Health & Safety - Chemicals & Disease

Control of Major Accident Hazards (COMAH) Regulations 2015  
Dangerous Substances and Explosive Atmospheres Regulations (DSEAR)  
GHS Classification  
Legionella  
Legionnaires' Awareness  
Malaria Awareness  
Norovirus  
Spill Prevention and Control  
Virus Prevention and Protection  
COSHH  
COSHH (Refresher)  
Working with Substances Hazardous to Health

## Health & Safety - Environmental

Asbestos Awareness  
Asbestos Awareness (Refresher)  
Farm Safety  
General Workshop Safety Equipment  
Personal Emergency Evacuation Plans (PEEP)  
Getting In & Out of Buildings  
Good Housekeeping  
Laboratory Safety  
Lighting  
Office Safety  
Office Safety (Refresher)  
Lone Working (Employees)  
Lone Working (Managers)  
The Adventures of the Lone Worker  
The Adventures of the Lone Worker (Refresher)



## **Health & Safety - Environmental cont.**

Noise Awareness  
Noise Awareness (Refresher)  
Noise  
Hot Weather Conditions  
Hot Works (Refresher)  
Winter Weather Awareness  
Temperature  
Warehouse Safety  
Winter Weather Awareness

## **Health & Safety - Introduction**

Health and Safety Culture  
Health and Safety for Cleaners  
Health and Safety for Directors  
Health and Safety for Homeworkers (Employees)  
Health and Safety for Homeworkers (Managers)  
Health and Safety for Homeworkers (Refresher)  
Health and Safety in the Home  
Health and Safety for Managers  
Health and Safety Introduction (Refresher)  
Introduction to Safe Systems of Work  
Induction Safety  
First Aid in the Workplace (Employees)  
First Aid (Refresher)  
First Aid in the Workplace (Managers)  
Introduction to First Aid  
Introduction to Health and Safety Audits  
Steward Training  
Student Health and Safety  
Workplace Safety

## **Health & Safety - Machinery & Tools**

Abrasive Wheels  
Hand-Arm Vibration  
Lift Truck Safety  
Lifting Operations and Lifting Equipment Regulations (LOLER)



# **Health and Safety**

# Health and Safety

## Health & Safety - Machinery & Tools cont.

Lockout/Tagout  
Permit to Work Systems  
Plant & Machinery  
Provision and Use of Work Equipment Regulations (PUWER)  
Safe Movement of Vehicles  
Safe Use of Hand and Power Tools  
Heavy Plant - Lift Truck Safety

## Health & Safety - Situational Awareness

Accident Investigation  
Accident Reporting (RIDDOR)  
Accident Reporting (RIDDOR) (Refresher)  
Accident Reporting  
The Adventures of RIDDOR  
Violence and Aggression in the Workplace  
Aggression & Violence  
Drugs & Alcohol at Work  
Managing Shift Work  
New and Expectant Mothers  
Personal Hygiene  
Personal Hygiene in the Workplace  
Risk Assessment  
Risk Assessment (Refresher)  
Risk Assessment Training  
Defining Hazard and Risk  
Working with Young People  
Young People at Work

## Health & Safety - Workplace

DSE  
DSE (Refresher)  
Workstation Setup  
Computer Workstations (DSE)  
Dangers of Night Working  
Driving Safety  
Driving Safety (Refresher)  
Driver Awareness Training

## **Health & Safety - Workplace cont.**

Electrical Safety  
Electrical Safety (Refresher)  
Electricity - The Shocking Truth  
Eye Protection Training  
Fire Safety  
Fire Safety (Refresher)  
Fire Safety Awareness  
Fire Safety Awareness (Refresher)  
Fire Wardens  
Fire Wardens (Refresher)  
Fire Warden Awareness  
Stepladder and Ladder Safety  
The Ups & Downs of Ladder Safety  
Manual Handling  
Manual Handling (Refresher)  
The Basics of Manual Handling  
The Basics of Manual Handling (Refresher)  
Moving or Falling Objects  
Moving and Falling Objects (Refresher)  
Personal Protective Equipment (PPE)  
Personal Protective Equipment (PPE) (Refresher)  
PPE Essentials  
Sharps  
Slips, Trips and Falls  
Slips, Trips and Falls (Refresher)  
Slips, Trips & Falls  
Working at Height  
Working at Height  
Working at Height (Refresher)  
Confined Spaces  
Working in Confined Spaces  
Working in Confined Spaces (Refresher)



# **Health and Safety**

# HTSI Courses

## **COVID-19 Response**

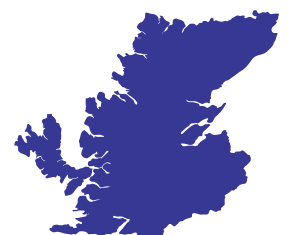
Coping with Change  
Returning to Work  
Self Care  
Social Media Tips  
Managing Volunteers

## **Good Governance**

Code of Practice  
Risk Management  
Understanding Legal Structure and Duties  
Decisions and Conflict  
Measuring How Effective We Are  
Organisational Purpose and Strategic Planning

## **Bereavement and Death in the Workplace**

Coping with Change - Bereavement and Death in the Workplace  
Returning to Work  
Self Care  
Social Media Tips  
Managing Volunteers



**HTSI Courses**

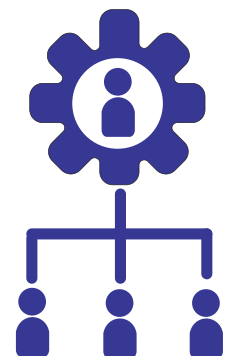
# Management

## Leadership

Challenging the Status Quo  
Company Culture  
Developing Leadership  
Effective Decision Making  
Flexible Leadership  
Giving & Receiving Feedback  
Inspiring Action  
Leadership  
Leadership in a Crisis  
Taking Action  
Taking the Lead  
The Effective Leader

## Operational Management

Change Management  
Innovation  
Making the Change  
Operational Agility  
Project Management  
Seeing Change Through  
The Need for Strategy  
Thriving in Change  
What is a learning Culture  
Workplace Ethics

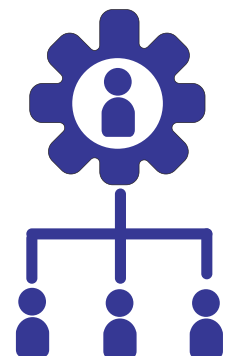


# Management

# Management

## People Management

- Appraisal Interviews
- Conducting Appraisals
- Coaching
- Coaching & Mentoring
- Creating a Coaching Culture
- Empowering Others
- Hiring Right First Time
- Inducting a New Team Member
- Managing Virtual Teams
- Mentoring
- Motivation & Effective Feedback
- Performance Management
- Performance Troubleshooting
- Planning & Monitoring Team Performance
- Talent Management
- Training for Non-Trainers
- Mentoring
- Performance Reviews
- Performance Improvement Plan (PIP) - When are they Needed
- Recognising a Skill vs Performance Issue



## Management

# Mental Health

## Mental Health - Awareness

Recognising and Managing Anxiety  
Anxiety  
Attachment & Separation Anxiety  
Crisis Prevention  
Cyberbullying  
Drug abuse Awareness  
Eating Disorders  
Panic Attacks  
Paranoia  
Self Harm  
Sleep Problems  
Social Media & Self Image  
Social Media, Screens & Teens  
Warning Signs

## Mental Health - Support

Cognitive Behavioural Therapy  
Combatting Imposter syndrome  
Understanding Loneliness  
Coping with Isolation  
Understanding Suicidal Thoughts  
Dealing with Suicidal Feelings  
Depression & Low Mood  
Introduction To Mental Health  
Lets Talk About Mental Health  
How To Support Yourself and Others With Mental Health  
Mental Health First Aider  
Responding to Difficult Events  
Workplace Mental Health



**Mental Health**

# Personal Development

## Managing Self

Adaptability and Flexibility  
A Positive Perspective  
Confidence  
Creative Thinking  
Stress Management (Employees)  
Stress Management (Managers)  
Stress Management (Refresher)  
Dealing with Stress  
Dealing with Stressful Situations  
Exam Stress  
First Impressions  
Hybrid Working 101  
Negotiation Skills  
Networking  
Problem Solving  
Building & Rebuilding Trust  
Setting Up Your Home Office

## Personal Development

Career Planning  
Continuous Learning  
Making Objectives Happen  
Managing Personal Finance  
Redefine your Personal Average  
The Growth Mindset  
Productivity  
Personal Productivity  
Planning Your Own Development  
Problem Solving  
Remote Working  
Remote Working 101  
Setting Objectives  
Time Management  
Tips for the Interviewee



## **Self Awareness**

Ask for Help

Being your Best Self

Bring Your Whole Self to Work (Authenticity)

Dare to Disagree

Don't Fail Fast, Fail Mindfully

Kicking the Bad Habits

Know your Worth (and ask for it)

Return to Work

Return to Work 101

Speaking up for Yourself

The Power of Passion and Perseverance

The Role of Luck



# Policy

## Data Protection

- Data Breaches
- Data Handling
- Freedom of Information Act
- Freedom of Information (UK) (Refresher)
- Freedom of Information (Scotland) (Refresher)
- Data Protection in the EU
- Data Protection UK
- GDPR Overview
- The GDPR Guru
- Payment Card Industry (PCI) Awareness
- Payment Card Industry Data Security Standard (PCI DSS) (Refresher)
- Subject Access Requests
- The Role of Data Protection Officers
- PCI DSS

## Legislation

- Alcohol Licensing Law
- Alcohol Licensing Law (Scotland)
- Anti-Facilitating Tax Evasion for Business
- Anti-Money Laundering for Regulated Business
- Anti-Money Laundering (Refresher)
- Bribery Act (Refresher)
- Good Governance - AML & CCOs
- CDM Regulations
- Competition Law
- Criminal Finances Act
- Serving Alcohol Responsibly
- Selling Age Restricted Products
- Anti-Bribery & Corruption
- Competition Law

## **Organisational Governance**

Control of Contractors  
Disciplinary and Grievance Procedures  
Fair Treatment of Customers  
Fraud Awareness  
International Business Travel  
Modern Slavery Act  
Anti-Slavery  
Modern Slavery  
Preventing Radicalisation and Extremism in Education  
Prevent  
Right to Work  
Sexual Harassment  
Sexual Harassment in the Workplace  
Welfare Facilities  
Whistleblowing  
Whistleblowing (Refresher)  
Workplace Security

## **Safeguarding**

Basic Safeguarding Awareness  
Creating a Safeguarding Culture  
FGM  
Helping People Stay Safe Online  
Managing a Safeguarding Disclosure  
Neglect  
Safeguarding Adults at Risk Level One  
Safeguarding Vulnerable Adults (Refresher)  
Safeguarding Children Level One  
Safeguarding Children (Refresher)  
Safeguarding Children and Vulnerable Adults  
Types of Abuse



**Policy**

# Teamwork

## Communication

- Active Listening
- Asking the Right Questions
- Body Language
- Communication
- Clear Communication
- Communication Skills
- Effective Research
- Communicating with Emotional Intelligence
- Emotional Intelligence
- Presenting Data
- The Art of Patience
- The Power of Storytelling
- What's Not Being Said
- Workplace Diplomacy

## Teamwork

- Change Management
- Collaborative Working
- Digital Collaboration
- Collaborative Problem Solving
- Conflict Management
- Dealing with Conflict
- Conflict Management
- Effective Delegation
- Effective Meetings
- Find Your Role
- Teamwork
- Working in Teams



**Teamwork**

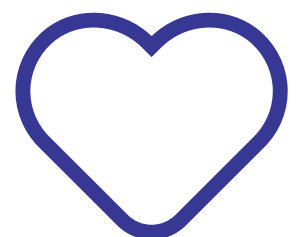
# Wellbeing

## Workplace Conversations

- Communicating under Pressure
- Effective Dispersed Teams
- Expressing Yourself
- Having Tough Conversations
- How to be Assertive
- How to Have an Honest Conversation
- Presenting with Confidence
- Difficult Conversations

## Personal Wellbeing

- Being Kind to Yourself
- Better Judgements
- Changing Behaviours
- Everyday Energy
- Impact and Influence
- Letting Go
- Life Balance
- Mindfulness
- Mindset
- Personal Agility
- Resilience
- Personal Resilience
- Turn off Work Thoughts during Free Time
- Winter Wellbeing
- Worry & False Thinking



**Wellbeing**

# Wellbeing

## Physical Wellbeing

Benefits of Good Sleep

The Importance of Sleep

Health and Wellbeing

Healthy Living

Menopause - Asking for Support (for Employees)

Menopause - Awareness at Work (Managers and Employees)

Menopause - Providing Support (for Managers)

Relaxation

The Importance of Exercise

## Workplace Wellbeing

Ambiguity

Creativity

Critical Thinking

Curiosity

Empathy

Great Conversations

Managing Emotions

Positive Thinking

Relationship Building

Value and Purpose

Creativity & Innovation



**Wellbeing**





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All information is correct at time of printing and is subject to change without notice.

The Highland Third Sector Interface is a Scottish Registered Charity SC043521 and a Scottish Registered Company SC425808