

eLearning for the Third Sector



Our online training courses are designed to be fully intuitive and easy to use. Learners can navigate the system simply. You can track and report on your own or you team's progress.

We have over 40 courses on the platform, containing modules relevant to the Third Sector.

Licences	Price
1-3	£30
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11-15	£100
16-20	£130
21-30	£180
31-40	£240
40+	POA

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Communication

Communication - Behaviours

- Communicating Under Pressure
- Workplace Diplomacy

Communication - Knowledge

- Body Language
- How to be Assertive
- How to Have an Honest Conversation
- Networking
- Social Media Awareness
- What's Not Being Said

Communication - Skills

- Active Listening
- Asking The Right Questions
- Communicating With Emotional Intelligence
- Communication Skills
- Effective Writing
- Emotional Intelligence
- Expressing Yourself
- Presenting With Confidence
- Presenting Data
- The Power of Storytelling

Customer Service - Behaviours

- Email Etiquette
- Handling Complaints
- Telephone Manner

Customer Service - Knowledge

- A Balancing Act
- Approaching New Customers
- Brand & Reputation
- Caring for Vulnerable Customers
- Know Your Customer
- Maintaining Existing Customers
- Managing Expectations

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Compliance

Equality, Diversity & Inclusivity - Behaviours

Age
Sex Discrimination
Unconscious Bias
Workplace Bullying

Equality, Diversity & Inclusivity - Knowledge

Disability
Equality & Diversity Overview
Gender Reassignment
Marriage & Civil Partnership
Pregnancy & Maternity
Race
Religion or Belief
Sexual Orientation

Food Safety - Behaviours

Hygienic Premises
Personal Hygiene

Food Safety - Knowledge

Allergy Awareness
Food-Borne Illness
Food Law
Food Safety & Hygiene

Food Safety - Skills

Control of Cross-Contamination
Food Safety Hazards
Food Safety Management
Temperature Control

GDPR - Knowledge

An Introduction to GDPR
Individual Rights Under GDPR
Lawful Basis For Processing
Under GDPR
Accountability Governance
Under GDPR
Data Protection Act 2018

Health and Safety - Behaviours

Agressions & Violence
Display Screen Equipment
Getting in & Out of Buildings
Good Housekeeping
Personal Hygiene in the Workplace
Plant & Machinery
The Ups & Downs of Ladder Safety
Vehicles in & around the
warehouse
Working in confined spaces

Health and Safety - Knowledge

Abrasive Wheels
Asbestos Awareness
Dangerous Substances
Electricity
Fire Safety
Fire Warden Awareness
General Workshop Safety
Equipment
Health & Safety Equipment
Health & Safety introduction
Legionella Awareness
Lighting
Lone Working
Noise
Office Health & Safety
PPE
Remote Health & Safety
Slips, Trips & Falls
Temperature

Health and Safety- Skills

Accident Reporting Training
Driving At Work
First Aid
Manuel Handling
Moving or Falling Objects
Risk Assessment Training
Working at Height

Online safety - Behaviours

Email security
Staying safe online
Using a strong password

Online safety - Knowledge

Cyber Security
Denial of Service Attack
Freedom of Information
Phishing
Protection & Infection Control
The Internet of Things
Spoofing Attacks
Viruses & Malware

Policies - Knowledge

Anti-Money Laundering
Bribery Act 2010
Bribery & Corruption
CDM Regulations
Competition Law
Control of Contractors
Insider Trading
Modern Day Slavery
Payment Card Industry Data
Security Standard (PCI DSS)
Selling Age Restricted Products
Right to Work
Welfare Facilities
Sustainability
RIDDOR
Whistleblowing

Safeguarding - Behaviours

Creating a Safeguarding culture

Safeguarding - Knowledge

Basic Safeguarding Awareness
FGM
Managing a safeguarding
disclosure
Safeguarding Adults
Safeguarding Children
Types of Abuse

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COVID-19 Response

COVID-19 Response

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

Good Governance

Good Governance

- Code of Practice
- Decisions & Conflict
- Finance
- How effective are we?
- Risk Management
- Understanding legal structures and duties

Wellbeing

Wellbeing - Behaviours

- Being Kind to Yourself
- Changing Behaviours
- Healthy Living
- Mindset
- Relationship Building
- Relaxation

Wellbeing - Knowledge

- Ambiguity
- Benefits of Good Sleep

- Better Judgements
- Creativity
- Curiosity
- Empathy
- Everyday Energy
- Great Conversations
- Life Balance
- Positive Thinking
- Resilience
- Sickness and Absence

- Value & Purpose
- Winter Wellbeing

Wellbeing - Skills

- Critical Thinking
- Impact & Influencing
- Letting Go
- Managing Emotions
- Mindfulness
- Personal Agility
- Worry & False Thinking

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Workplace Development

Career Development - Knowledge

Tips for the Interviewee

Career Development - Skills

Career Planning

Change - Knowledge

Challenging the Status Quo

Experiencing Change

Making the Change

Seeing Change Through

The Need for Strategy

Thriving in Change

Customer Service - Behaviours

Email Etiquette

Handling Complaints

Telephone Manner

Customer Service - Knowledge

A Balancing Act

Approaching New Customers

Brand & Reputation

Caring for Vulnerable Customers

Know Your Customer

Maintaining Existing Customers

Managing Expectations

HR - Knowledge

Budget Like a Boss

Cash Flow Statement Pro

Good Premises Management

Maintaining a Healthy Cash Flow

P&L Explained

The Balance Sheet Explained

The Four Basics of HR

Virtual Interviews

Literacy - Knowledge

Planning Your Report

Spelling & Punctuation

The English Sentence

Writing Your Report

Management - Behaviours

Creating a Coaching Culture

Taking Action

Taking the Lead

Workplace Ethics

Management - Knowledge

Developing Leadership

Effective Decision Making

Finance for Non-Finance

Managers

Flexible Leadership

Hiring Right First Time

Inducting a New Team Member

Motivation & Effective Feedback

Performance Management

Project Management

The Effective Leader

Training for Non-Trainers

What is a Learning Culture?

Management - Skills

Appraisal Interviews

Budgeting Basics

Coaching

Coaching & Mentoring

Giving & Receiving Feedback

Managing Virtual Teams

Mentoring

Operational Agility

Planning & Monitoring Team

Performance

Planning For a Crisis

Managing Self - Knowledge

Hybrid Working 101

Making Objectives Happen

Productivity

Remote Working

Time Management

Teamwork - Knowledge

Change Management

Conflict Management

Find Your Role

Performance Troubleshooting

Working in Teams

Teamwork - Skills

Collaborative Problem Solving

Effective Delegation

Effective Meetings

Negotiation Skills

More at highlandtsi.org.uk/elearning