

Third Sector Members Online Learning Resource



**ARGYLL
& BUTE**
THIRD SECTOR
INTERFACE

Members of the Third Sector in Argyll and Bute have access to a selection of FREE Online Learning programs to help them develop both their permanent staff and their volunteers. This resource is supplied by the Argyll & Bute Third Sector Interface. Licenses are limited, so this service is offered on a first come first served basis.

To request access to this resource contact philashby@argylltsi.org.uk

Communication Skills

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

Customer Relations

A Balancing Act	You Don't Have all the Answers	Caring for Vulnerable Customers
Communicating with Respect	Email Etiquette	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
Maintaining Existing Customers	Understanding the Customer	

Data Protection

Data Breaches	Data Handling	Data Protection (UK)
Data Protection (EU)	Freedom of Information (Scot)	Freedom of Information (UK)
GDPR Overview	PCI Awareness	PCI Security Standards
GDPR Guru	Role of Data Protection Officers	

Digital Skill

Basic Concepts	Google Chrome	Google Docs
Google Sheets	HTML—CSS	Microsoft Edge
Windows 10		

Environmental Awareness

Energy Efficiency	Energy Efficiency Awareness	Energy Efficiency for Managers
Environmental Awareness	Environmental Awareness Refresher	Sustainability
Sustainability Development		

Equality, Diversity & Inclusion

Allyship	Allyship in the Workplace	Anti-Racism in the Workplace
Bullying	Bullying & Harassment	Embracing Neurodiversity
Disability in the Workplace	Diverse Recruitment	Equality, Diversity & Inclusion
Gender Identify	Leading with Inclusion	Microaggressions
Microaggressions in the Workplace	Recognising Privilege	Unconscious Bias
Workplace Bullying		

Finance

Budget Like a Boss	Cash Flow Statements	Criminal Finances Act
Finance for Non-Financial Managers	Managing Personal Finance	Managing a Healthy Cashflow
P&L Explained	The Balance Sheet Explains	

Food Safety

Allergy Awareness	Control of Cross Contamination	Food Allergies
Food HACCP Level 3	Food Law	Food Safety & Hygiene (L2)
Food Safety Refresher	Food Safety Level 1	Food Safety Level 2
Food Safety Level 3		

HR & Administration

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

Health & Safety : Chemicals & Disease

COSHH	COSHH Refresher	Control of Major Hazards
Dangerous Substances & Explosives	GHS Classification	Legionella
Legionnaire's Awareness	Malaria Awareness	Norovirus
Spill Prevention & Control	Virus Protection & Prevention	Working with Hazardous Substances

Health & Safety : Environmental

Asbestos Awareness	Farm Safety	Workshop Safety
Getting in and out of Buildings	Good Housekeeping	Hot Weather Conditions
Hot Work	Laboratory Safety	Lighting
Lone Working for Employees	Lone Working for Managers	Noise
Noise Awareness	Office Safety	Personal Emergency Evacuation Plans
Temperature	Adventures of the Lone Worker	Warehouse Safety

Health & Safety : Introduction

First Aid Refresher	First Aid in the Workplace	Health & Safety Culture
Health & Safety Introduction	H&S for Cleaners	H&S for Directors
H&S for Homeworkers	H&S for Managers	H&S in the Home
Induction Safety	Intro to First Aid	Intro to H&S Audits
Intro to Safe Systems & Work	Steward Training	Student H&S
Workplace Safety		

Health & Safety : Machinery & Tools

Abrasive Wheels	Hand-Arm Vibration	Lift Truck Safety
LOLER	Lockout/Tagout	Permit to Work Systems
Plant & Machinery	PUWER	Safe Movement of Vehicles
Safe Use of Hand/Power Tools		

Health & Safety : Situational Awareness

Accident Investigation	Accident Reporting	RIDDOR
Aggression & Violence	Defining Hazard and Risks	Drugs & Alcohol at Work
Managing Shift Work	New & Expectant Mothers	Personal Hygiene
Risk Assessment	Working with Young People	Young People in the workplace

Health & Safety : Workplace

Computer Workstations	Confined Spaces	DSE
Dangers of Night Working	Driver Awareness Training	Driver Safety
Electrical Safety	Eye Protection Training	Fire Safety
Fire Safety Awareness	Fire Warden Awareness	Fire Wardens
Manual Handling	Moving & Falling Objects	PPE Essentials
Personal Protective Equipment	Sharps	Slips, Trips & Falls
Stepladder & Ladder Safety	Basics of Manual Handling	Ups & Downs of ladder Safety
Working at Height	Working in Confined Spaces	Workstation Setup

Health & Social Care : Awareness

Acquired Brain Injury
Diabetes Awareness
FGM
Self-harm
Substance Misuse

Autism
Eating Disorders
Learning Disabilities
Sepsis Awareness
Urinary Incontinence

Dementia Awareness
Epilepsy
Personality Disorders
Sharps Awareness

Health & Social Care : Diseases & Medication

COVID-19
Immunisation & vaccines
Legionella Awareness
Medication in Community Care
Topical Medication

COVID-19 Employee Response
Infection Control
MAR Charts
Medicine Awareness

COVID-19 Manager Response
Infection Prevention in Community Care
Medication Administrative Awareness
Original Pack Dispensing

Health & Social Care : Essentials

Advanced GDPR
Customer Service
Safeguarding Adults
Your Personal Development

Care Certificate
Data Protection
Safeguarding Children

Communication
Record Keeping
Time Management

Health & Social Care : Policies & Legislation

Adults with Incapacity Act (Scot)
Dignity & Respect
End of Life
Patient Consent
Prevent

Child Sexual Exploitation
Duty of Candour
MCA & DoLs
Person-Centered Care
Sexual Harassment

Clinical Governance
Duty of Care
Mental Health Legislation
Positive Behaviour Support
Sexuality & Relationship

Health & Social Care : Providing Care

Basic Life Support
Dysphagia & Texture Modification
Foot Care
Venepuncture

Bed Rails
First Aid
Oral Health
Wound Care Management

Chaperoning
Fluids & Nutrition
Pressure Ulcer Risk Assessment

Health & Social Care : Safety at Work

Asbestos Awareness
Display Screen Equipment
Food Safety L1 & L2
Lone Working

COSHH
Falls Prevention
Working at Height
Moving and Handling Objects

Cleaning
Fire Awareness
Health & Safety
PPE

Leadership

Challenging the Status Quo
Effective Decision Making
Inspiring Action
Taking Action

Company Culture
Flexible Leadership
Leadership
Taking the Lead

Developing Leadership
Giving & Receiving Feedback
Leadership in a Crisis
The Effective Leader

Legislation

Alcohol Licensing (Scot)
Bribery Act
Criminal Finances Act
Serving Alcohol Responsibly

Anti-Facilitating Tax Evasion for Business
CDM Regulations
Good Governance

Ant-Money Laundering
Competition Law
Selling Age Restricted Products

Managing Self

A Positive Perspective
Creative Thinking
First Impressions
Networking

Adaptability & Flexibility
Dealing With Stress
Hybrid Working 101
Problem Solving

Confidence
Exam Stress
Negotiation Skills
Stress Management

Mental Health Awareness

Anxiety
Cyberbullying
Panic Attacks
Self Harm
Social Media, Screens and Teens

Attachment & Separation Anxiety
Drug Abuse Awareness
Paranoia
Sleep Problems
Warning Signs

Crisis Prevention
Eating Disorders
Recognising and Managing Anxiety
Social Media and Self Image

Mental Health Support

Cognitive Behavioural Therapy
Dealing with Suicidal Feelings
Intro to Mental Health
Responding to Difficult Events
Workplace Mental Health

Combating Imposter Syndrome
Depression & Low Mood
Let's Talk about Mental Health
Understanding Loneliness

Coping with Isolation
How to Support Yourself & Others
Mental Health First Aider
Understanding Suicidal Thoughts

Microsoft Office Training

Microsoft 365 Excel
Microsoft Excel Advanced
Excel : Tools to get you going
Words 2016 Intermediate
Powerpoint Intermediate

Microsoft Excel Beginners
MS Access Beginners
Microsoft 365 Word
Word 2016 Advanced
MS Project Beginners

Microsoft Excel Intermediate
MS Access Intermediate
Word 2016 Beginners
Powerpoint Beginners
MS Outlook Beginners

Online Safety

Denial of Service Attack
Protection & Infection Control
The Internet of Things

Phishing
Spoofing Attacks
Using a Strong Passwords

Email Security
Staying Safe Online
Viruses and Malware

Operational Management

Change Management
Operational Agility
The Need for Strategy
Workplace Ethics

Innovation
Project Management
Thriving in Change

Making the Change
Seeing Change Through
What is Learning Culture

Organisational Governance

Anti-Slavery
Fair Treatment of Customers
Modern Slavery Act
Right to Work
Whistleblowing

Control of Contractors
Fraud Awareness
Prevent
Sexual Harassment
Workplace Security

Disciplinary and Grievance Procedure
International Business Travel
Radicalisation and Extremism
Welfare Facilities

People Management

Appraisal Interviews
Conducting Appraisals
Hiring Right First Time
Mentoring
Performance Troubleshooting
Training for Non-Trainers

Coaching
Creating a Coaching Culture
Inducting a New Team Member
Motivation & Effective Feedback
Planning & Monitoring Performance

Coaching & Mentoring
Empowering Others
Managing Virtual Teams
Performance Management
Talent Management

Personal Development

Career Planning
Managing Personal Finances
Problem Solving
Remote Working
Time Management

Continuous Learning
Personal Productivity
Productivity
Setting Objectives
Tips for the Interviewee

Making Objectives Happen
Planning Your Own Development
Redefine Your Personal Average
The Growth Mindset

Personal Wellbeing

Be Kind to Yourself
Everyday Energy
Life Balance
Personal Agility
Winter Wellbeing

Better Judgements
Impact & Influence
Mindfulness
Resilience
Worry & False Thinking

Changing Behaviours
Letting Go
Mindset
Turning Off Work Thoughts

Physical Wellbeing

Benefits of Good Sleep
Menopause: Asking for Support
Relaxation

Health & Wellbeing
Menopause: Awareness at Work
The Importance of Exercise

Healthy Living
Menopause: Providing Support
Importance of Sleep

Safeguarding

Basic Safeguarding Awareness
Helping People Stay Safe Online
Safeguarding Adults at Risk
Types of Abuse

Creating a Safeguarding Culture
Managing a Safeguarding Disclosure
Safeguarding Children

FMG
Neglect
Safeguarding Vulnerable Adults

Self Awareness

Ask for Help
Dare to Disagree
Know Your Worth
The Power of Passion

Being your Best Self
Don't Fail fast
Return to Work
The Role of Luck

Bring Your Whole Self to Work
Kicking Bad Habits
Speaking Up for Yourself

Teamwork

Change Management
Conflict Management
Effective Delegation
Teamwork

Collaborative Problem Solving
Dealing with Conflict
Effective Meetings
Working in Teams

Collaborative Working
Digital Collaboration
Find Your Role

Workplace Conversations

Communicating Under Pressure
Having Tough Conversations
Presenting with Confidence

Effective Dispersed Teams
Honest Conversations

Expressing Yourself
How to be Assertive

Workplace Wellbeing

Ambiguity
Curiosity
Managing Emotions
Value & Purpose

Creativity
Empathy
Positive Thinking

Critical Thinking
Great Conversations
Relationship Building

Writing Skills

Effective Writing
The English Sentence

Planning your Report
Writing your Report

Spelling & Punctuation