			E - Learning																			Onsite Practical					Onsite by Council		
Location	Employee	Position	Employee Handbook	Basic Life Support	Conflict Management	COSHH	COVID-19	Customer Service	Data Protection including GDPR	Display Screen Equipment	Equality & Diversity	Fire Awareness	Food Safety Level 2	Health & Safety	Infection Prevention & Control	Safeguarding Adults	Safeguarding Children	Self Harm	Documentation and Record keeping	Clinical governance	First Aid Practical	De-Escalation Practical Training	Ligature Training	Defib Training	Fire Marshall	Safeguarding	Counter terrorism	Counter radicalisation

All e-learning training is provided by ELFY:
Training syllabae are found on subsequent worksheets
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Basic Life Support

To provide the learner with a basic understanding of the knowledge behind the techniques used in emergency first aid situations.
• Primary Survey
• Cardio Pulmonary Resuscitation
• Automated External Defibrillator
• Secondary Survey
• Recovery Position
• Choking
• Anaphylaxis

Conflict Management

Everyone wants to work in an environment in which they feel safe and supported, and in which the potential for conflict is understood and managed properly. This course will enable the learner to identify strategies to manage workplace conflicts and key communication skills that will help to de-escalate conflict situations.
 • Identify strategies to manage workplace conflicts
• Identify key communication skills that help to de-escalate conflict situations
• Outline steps to take to manage conflict in the workplace
• Discover good listening techniques

COSHH

To raise awareness of substances hazardous to health in the workplace, this course explains the need to risk assess chemicals in the workplace.

• Describe substances in the workplace which are hazardous to health
• Identify the current legislation regarding COSHH
• Describe how hazardous substances can cause ill health and injury
• Explain how hazardous substances can be identified
• Describe the risks and control measures associated with hazardous substances

COVID-19

The purpose of this eLearning is to raise your knowledge and awareness of COVID-19, or the Novel Coronavirus, and the ways to minimise the risk of infection in your workplace.
• Discover what COVID-19 is and how it spreads
• Identify your role in the prevention of avoidable infection
• Operating during the COVID-19 outbreak

Customer Service

This course aims to enable users to learn to deal with complaints, exceed customer expectations and how to provide excellent customer service.
• Understand the benefits of excellent customer service
• Deliver excellent customer service
• Handle complaints with care
• Recognise and adapt to customer behaviour styles
• Manage customer satisfaction levels

Data Protection including GDPR

This course has been designed to show learners what must be done to preserve the security and confidentiality of personal data and to ensure compliance with Data Protection Laws.
• Define personal identifiable data
• Describe the consequences of not securing data
• Apply the principles of the Data Protection Act (DPA), which is administered by the Information Commissioner's Office (ICO)

Display Screen Equipment

 This course aims to provide individuals with basic knowledge of the risks associated with the use of Display Screen

Equipment (DSE) whilst at work, and to enable the learner to carry out a work station assessment to reduce any detrimental impact of using DSE.

 • Know how to correctly set up a workstation and associated DSE
• Understand the importance of the correct set up to reduce risks to health
• Be aware of their work environment and how that may affect wellbeing

Documentation & Record Keeping

This course has been built to ensure the learner is able to complete all required documentation within care so that it complies with both legal and organisational requirements.
• Explain the purpose of care records
• Clarify the types of records you are required to complete
• Explain the legislation and guidance behind this
• Define your accountability in this process, linking this to confidentiality
• Explain how to complete care records avoiding the common errors

Equality & Diversity

This course aims to increase the learner's awareness and ensure that they have the knowledge and understanding to be able to work to best practice.
• Understand the importance of equality and inclusion
• Work in an inclusive way
• Access information, advice and support about diversity, equality and inclusion

Fire Awareness

This course has been built to raise awareness of the importance of fire safety for all staff.
• State the causes of fire in the workplace
• Identify the different classes of fire
• Explain what is meant by the Fire Triangle
• Describe the different types of extinguisher and on what types of fire they can be used
• Describe the actions to be undertaken in the event of a fire
• Describe the importance of a fire risk assessment

Food Safety

This awareness course provide learners with the knowledge on key aspects of food safety and hygiene to ensure good practice and the production of safe food.
 • State the importance of food safety and legal obligations
• Identify the risk of food contamination and how to keep food safe
• List the importance of maintaining high standards of personal hygiene and cleaning in a catering environment

Health & Safety

Designed to provide learners with a general knowledge of health and safety procedures that are related to their workplace, this course looks at the following:
• Classify the main health and safety responsibilities of - Self - Employer/ Manager - Others in the work setting
• Identify reasons why we comply with Health and Safety legislation and assess risks
• Select Health and Safety tasks that shouldn't be carried out without special training
• Identify hazards and assess the risks posed
• Identify how and when to report health and safety risks

Infection Prevention Control

This course has been designed to raise the candidate's knowledge and awareness of infections common to the healthcare sector and the ways to minimise the risk of infection in the workplace.
• Know the basic principles of infection prevention and control
• Identify responsibilities in the prevention of avoidable infection
• Understand the chain of infection and how to interrupt it

Safeguarding & Protection of Adults

This course has been built to ensure that the learner has the knowledge and understanding of how to recognise and

report abuse within the workplace, ensuring they are working to the local Multi-Agency Safeguarding Adults Procedures.
• Define the different types of abuse and the recognition features of each one
• Describe how to deal with the disclosure of abuse and the process to follow
• State the legislation they may need to be aware of with regards to an abuse situation
• Identify the support available following disclosure

Safeguarding Children
By the end of this course, designed to provide the learner with the knowledge and understanding of types of child abuse and how to recognise the signs, the learner should be able to:
• Identify the indicators of different types of child abuse
• List the actions to take in response to safeguarding concerns
• Outline the support required follow a safeguarding referral
• Identify the risks and possible consequences for children and young people of being online

Self-harm
This course aims to educate learners about the warning signs and potential risk factors for self-harm, and help them identify possible preventive actions. During this course, learners will cover how to:
• Classify self-harm
• Recognise why people self-harm
• Discover the signs of self-harm and the self-harm cycle
• Identify preventive actions and interventions