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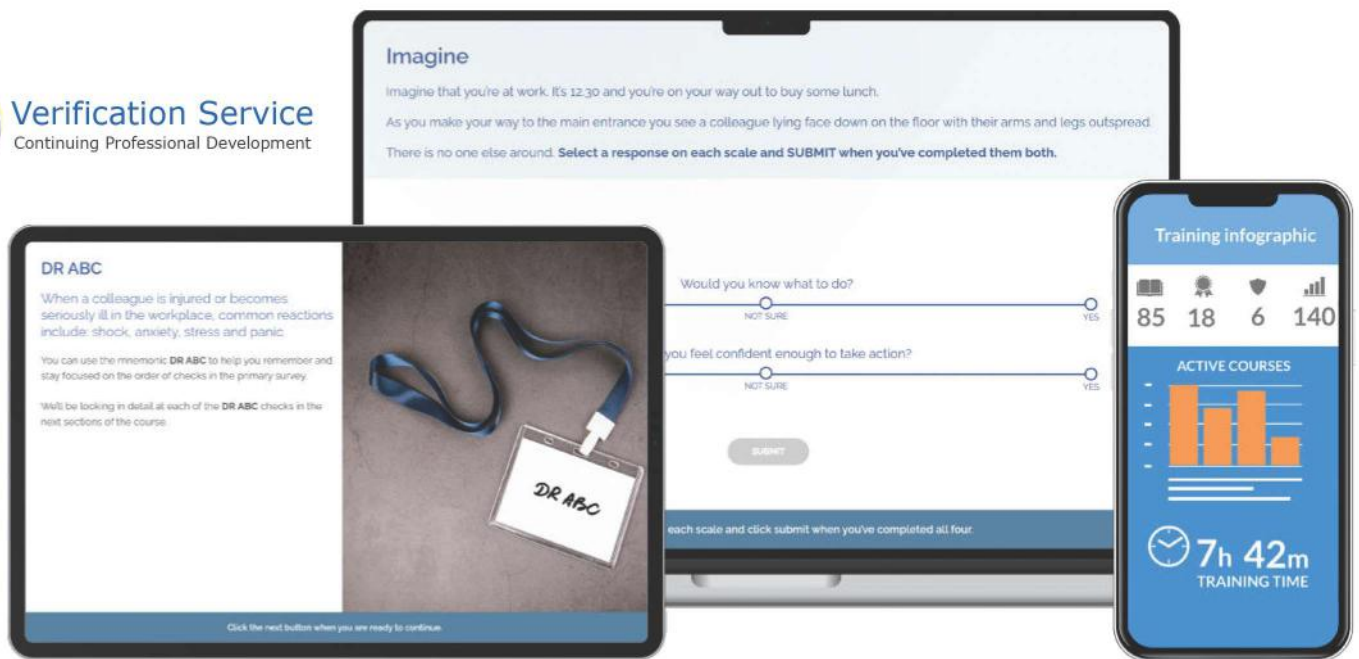
COURSE DIRECTORY

**YOUR RESOURCE FOR ESSENTIAL
WORK PLACE TRAINING**

- **FIRST AID AT WORK**
- **FLEET DRIVER SAFETY**
- **HEALTH & SAFETY**
- **MANUAL HANDLING**
- **MENTAL HEALTH**
- **PPE**
- **RISK ASSESSMENT**
- **SLIPS & TRIPS**
- **BULLYING & HARASSMENT**
- **CONFLICTS OF INTEREST**
- **EQUALITY & DIVERSITY**
- **INFORMATION SECURITY**
- **SOCIAL MEDIA AT WORK**
- **DEALING WITH CONFLICT**
- **HANDLING COMPLAINTS**
- **RECRUITMENT SKILLS**
- **INTRODUCTION TO AWEBB**



FIRST AID AT WORK - INITIAL STEPS



OVERVIEW

This online learning course aims to provide learners with the knowledge required to act quickly, calmly, confidently, and potentially save a life if a medical emergency occurs.

It will take them through the key initial steps required for any medical emergency so that if a colleague or visitor is injured or becomes seriously ill in your workplace they know what to do.

OBJECTIVES

- Carry out a primary survey that considers; danger, response, airway, breathing and circulation
- Carry out a secondary survey that considers; gathering background information and checking for signs and symptoms
- Phoning 999 - questions and actions



DURATION

60 minutes. Including interactions and assessment.



AUDIENCE

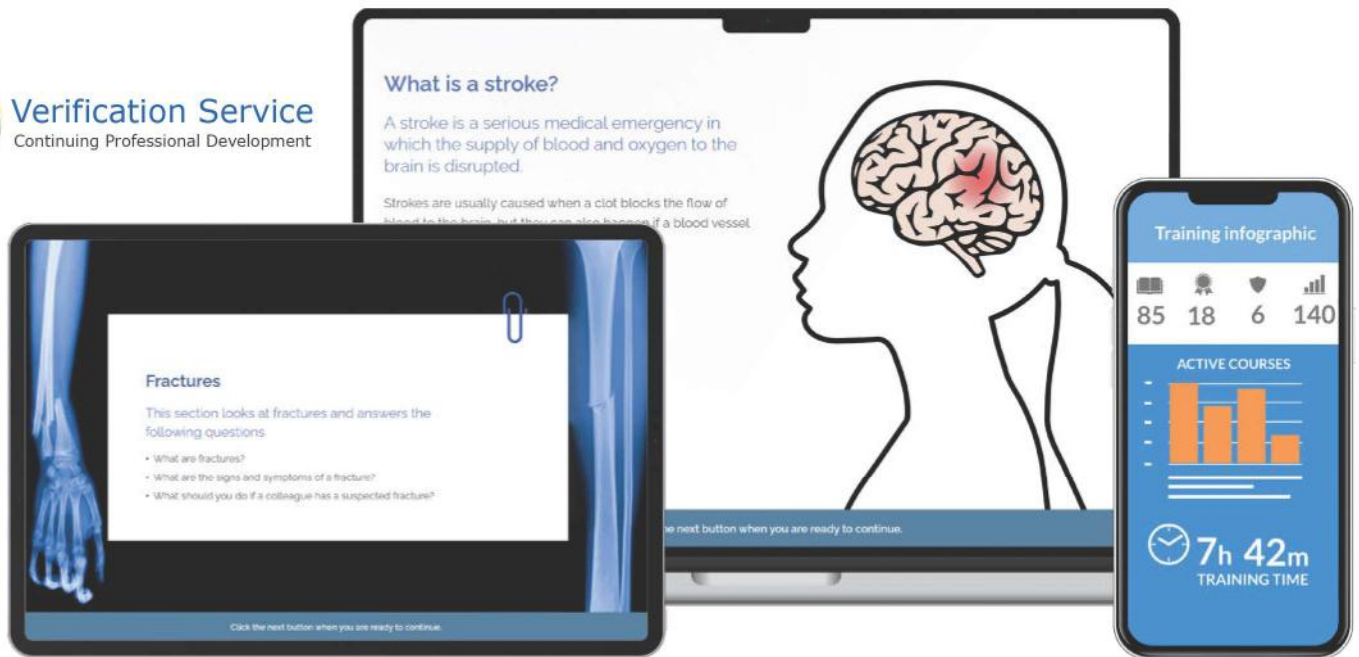
This online learning course applies to all employees and would be a useful course to include as part of onboarding training.



CERTIFICATION

Upon completion of the course the learner will receive a CPD certificate.

FIRST AID AT WORK - INJURIES, ILLNESSES AND HEALTH CONDITIONS



OVERVIEW

This online learning course aims to provide learners with the ability to respond to a range of situations involving injuries, illnesses, and health conditions confidently and effectively.

The course will equip learners with the essential knowledge and skills needed to become a reliable first aider in the workplace. It looks at some of the common injuries, illnesses and emergencies relating to health conditions that may be encountered. Providing in-depth guidance on how to respond and essentially act quickly, calmly, confidently, to potentially save a life.

OBJECTIVES

- Respond and react to a variety of workplace injuries, illnesses and health conditions
- Effectively deal with common workplace first aid issues



DURATION

60 minutes. Including interactions and assessment.



AUDIENCE

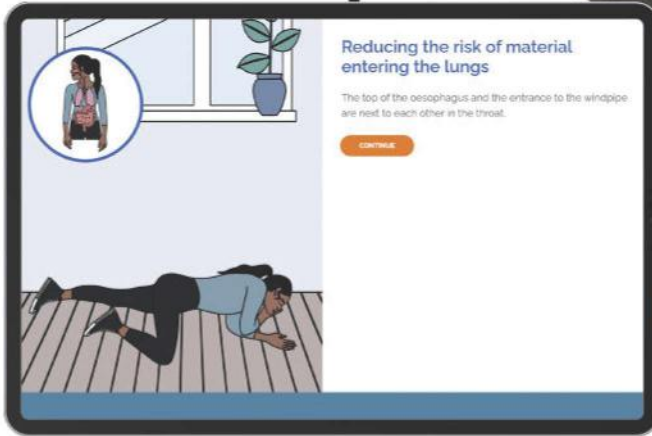
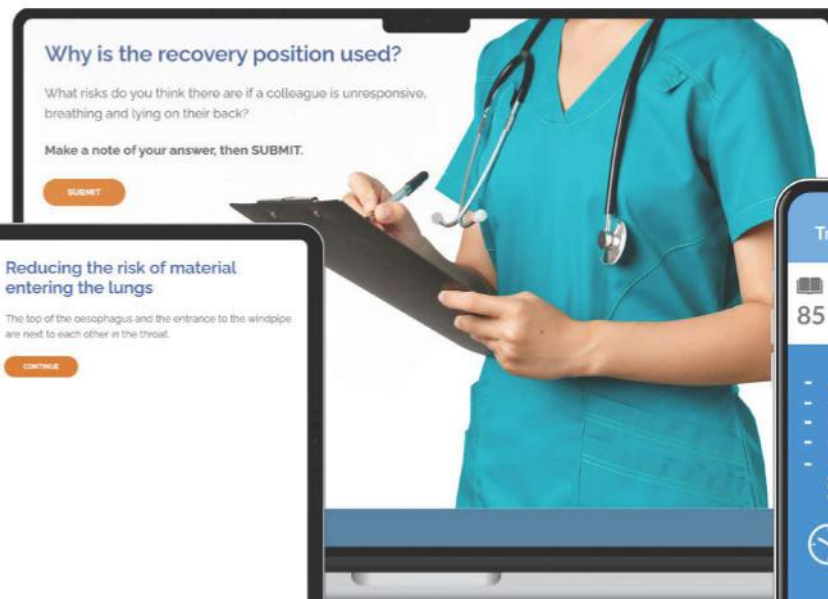
This online learning course applies to all employees and would be a useful course to include as part of onboarding training.



CERTIFICATION

Upon completion of the course the learner will receive a CPD certificate.

FIRST AID AT WORK - THE RECOVERY POSITION, CPR AND DEFIBRILLATION



OVERVIEW

This online learning course aims to provide learners with the ability to respond confidently and effectively in critical situations. Specifically, the content focuses on three fundamental life-saving techniques: the Recovery Position, CPR (Cardiopulmonary Resuscitation), and Defibrillation.

As emergencies can happen at any time, our goal is to equip learners with the knowledge and skills necessary to make a difference in the crucial moments following an incident empowering them with the tools to act decisively and potentially save lives.

OBJECTIVES

- Explain what the recovery position is and know why, when and how to use it
- Define what CPR (Cardiopulmonary Resuscitation) is and know why, when and how to use it
- Explore what defibrillation is and know why, when and how to use an AED (Automated External Defibrillator)



DURATION

60 minutes. Including interactions and assessment.



AUDIENCE

This online learning course applies to all employees and would be a useful course to include as part of onboarding training.



CERTIFICATION

Upon completion of the course the learner will receive a CPD certificate.

FLEET DRIVER SAFETY



OVERVIEW

Police road accident data shows that almost one third of all road deaths involve drivers or riders who are driving for work.

All businesses have a duty of care towards their employees when they are driving in company time and should have a commitment to achieving the highest standards of driving and vehicle care.

This Driver Safety e-learning course provides learners with all the information they need to help ensure the safety of them and others when driving in company time or when using company vehicles. This includes information on the Highway Code changes that came into force in 2022.

OBJECTIVES

- Explain the duty of care employees have to their employees when driving
- Understand the impact poor driving can have on a company's reputation
- Appreciate what is expected of them as a driver and understand how to plan for a safe journey
- Establish how to perform vehicle checks and ensure the vehicle is road worthy and safe
- Identify dangers that can arise while driving and appreciate the dangers of driving when tired and the distractions that can lead to accidents
- Establish the rules regarding device use and smoking when in company vehicles



DURATION

50 minutes.



AUDIENCE

Essential health and safety training for people in H&S roles, critical training for people that are in roles that mean they use company vehicles of any kind, can be used as part of a wider health and safety programme and perfect for employee induction processes.



CERTIFICATION

Upon completion of the course the learner will receive a CPD certificate.

HEALTH & SAFETY



OVERVIEW

Health and safety is about preventing people from being harmed while at work, or becoming ill through work.

While some professions may be more at risk of health and safety incidents, the truth is everyone in all types of roles have a role to play in ensuring health and safety practices are a normal part of day to day work. Health and safety is the responsibility of everyone within an organisation.

This e-learning course sets out to provide the basic principles of health and safety. It creates an awareness of key health and safety principles and highlights the risks that are prevalent in the workplace, explaining both what the risks are as well as what should be done to avoid and remove them. It also describes what should be done when accidents occur and the measures that should be put in place to avoid them happening again.

OBJECTIVES

- Describe the extent of health and safety accidents at work
- Explain their responsibilities and the responsibilities of their employers
- Say why health and safety training at work is important
- Explain what a hazard is and the different ways of dealing with them
- Describe how risk is assessed and managed
- Explain why reporting accidents and near misses is important
- Describe the reporting steps to take if there is an accident
- Have a general understanding of work-based areas of health and safety



DURATION

1 - 2 hours. Including interactions, downloads and videos.



AUDIENCE

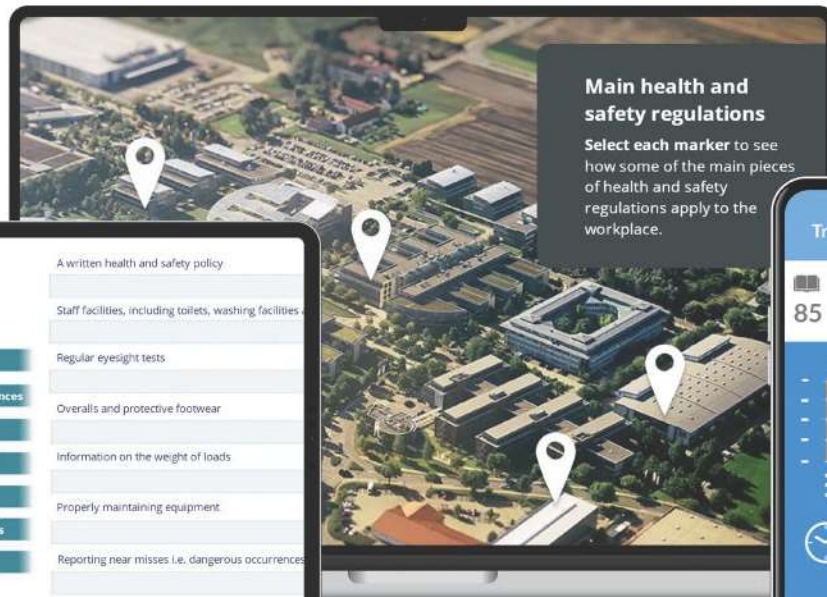
Essential health and safety training for all.



CERTIFICATION

Upon completion of the course the learner will receive a CPD certificate.

HEALTH & SAFETY LAW



Main health and safety regulations

Select each marker to see how some of the main pieces of health and safety regulations apply to the workplace.

Question

Now see if you can match these regulations with the relevant provisions on the right.

Personal Protective Equipment at Work	A written health and safety policy
Reporting of Injuries, Diseases and Dangerous Occurrences	Staff facilities, including toilets, washing facilities,
The Management of Health and Safety at Work	Regular eyesight tests
Manual Handling Operations	Overalls and protective footwear
Health and Safety (Display Screen Equipment)	Information on the weight of loads
Workplace (Health, Safety and Welfare) Regulations	Properly maintaining equipment
The Provision and Use of Work Equipment	Reporting near misses i.e. dangerous occurrences

Training infographic

85 18 6 140

ACTIVE COURSES

7h 42m TRAINING TIME

OVERVIEW

OBJECTIVES

The Health and Safety at Work Act (1974) imposes a general duty on employers to make sure that their workplaces are safe and offer no risk to health. This act is supported by a number of specific regulations relating to workplace safety.

The law surrounding health and safety can often be seen as a complex area. This e-learning course aims to provide practical advice on the workings of legislation and how it is best followed. It covers the Health and Safety at Work Act, which is the primary legislation in Great Britain, setting out the general principles that should be adhered to.

Learners are also guided through additional health and safety regulations, supporting advice, guidance and codes of practice that help explain what needs to be done to comply with regulations and ensure everyone's safety.

Finally, there is an opportunity to review several case studies that help demonstrate how health and safety is practically applied.

- Understand health and safety law in more depth
- Explain how legislation is applied
- Review law, regulations, guidance and codes of practice
- Describe the role of a duty holder and their accountabilities
- Identify how the HSE provides inspection and enforcement to ensure workplace safety
- Understand employer's duties under health and safety law



DURATION

45 minutes including interactions.



AUDIENCE

This course is aimed at those who require a more in-depth understanding of health and safety law and how it is applied. It's particularly appropriate for people working in a health and safety role.



CERTIFICATION

Upon completion of the course the learner will receive a CPD certificate.

MANUAL HANDLING AT WORK

Assured 2021/23
ROSPA
Qualifications



What is manual handling in the workplace?

Manual handling in the workplaces occurs in a wide variety of activities.

Carrying out these tasks creates a number of risks which could lead to injury.

Reducing risk

Select each of the images to find out how these people have reduced manual handling risks.



We've arranged our kitchen to reduce carrying, especially hot liquids, as much as we can. We also think about the amount of twisting and bending we do and keep this to a minimum.

Training infographic

85 18 6 140

ACTIVE COURSES



7h 42m
TRAINING TIME

OVERVIEW

No one plans to injure themselves while lifting or moving items at work. But it happens, a lot. Poor manual handling technique is a major cause of workplace injuries. And the subsequent musculoskeletal injuries sustained can range from mild discomfort to severe pain to more serious life-changing conditions.

And it's not just about the injury to your body. Lengthy absence from your work can be damaging to your bank balance, your career and your happiness, too. This short e-learning course will help learners understand the fundamentals of manual handling to help them avoid injuries and stay fit and healthy at work.

OBJECTIVES

- Learn why manual handling techniques are so important
- Learn how to minimise the risk of injury
- Understand more about how the law protects employees
- Learn the fundamentals of manual handling to stay safe at work
- Avoid painful injuries and forced time off work.



DURATION

30 minutes.



AUDIENCE

This course is suitable for anyone that has to move items as part of their work (even office workers get injured). But it's particularly important if your job involves physical work.

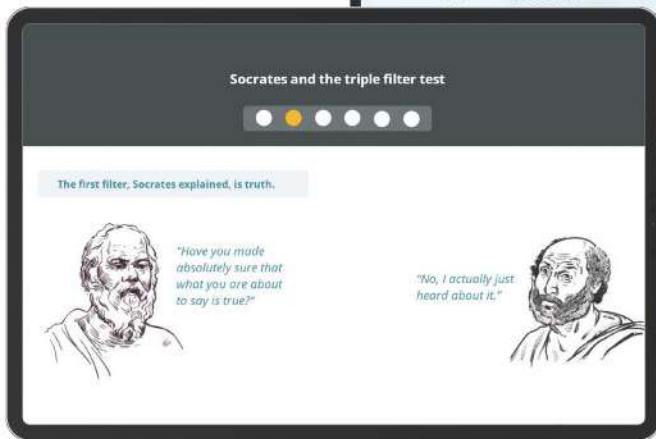
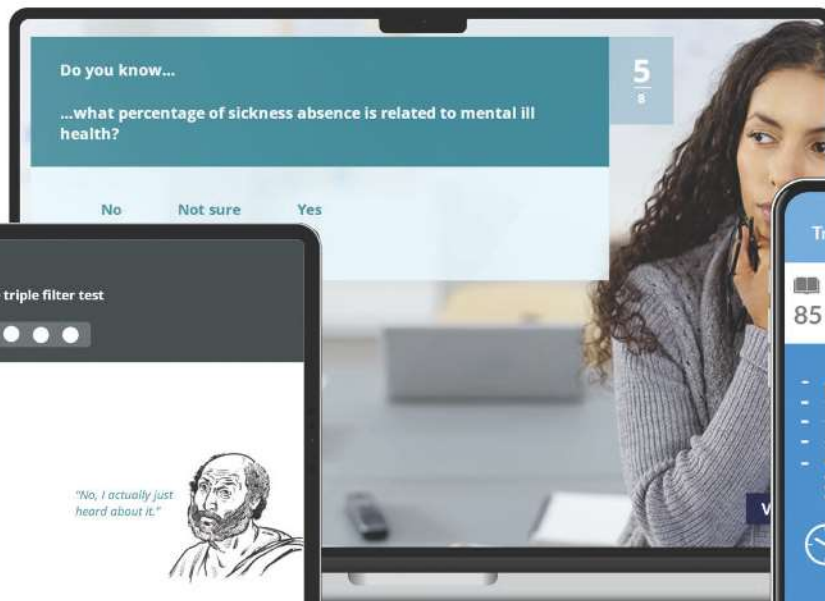


CERTIFICATION

Upon completion of the course the learner will receive a CPD certificate.

MENTAL HEALTH AWARENESS

Assured 2021/23
ROSPA
Qualifications



OVERVIEW

This mental health awareness e-learning course aims to support your employees and bring the topic into their consciousness so that they are aware of the impact poor mental health can have on themselves and others.

It encourages them to consider the practical steps they can take to discuss concerns and apply actions to help those that might need additional help to overcome challenges.

Learners are given the chance to review methods of creating a healthier workplace and putting steps in place to ensure people get the support when it is needed. This is underpinned by a stress competency indicator that helps identify any weaknesses in their current skillset, so that they can develop personal skills to improve their ability to address the needs of others.

The main aim of the content is to help support a culture of support and wellbeing.

OBJECTIVES

- Understand mental health and why it is important to create a workplace culture that supports it
- Recognise the impact of mental health in the workplace
- Know what to do when mental health issues arise in the workplace
- Establish methods of talking about mental health in the workplace
- Help create a positive healthy workplace environment where individuals are supported, and plans are in place to manage concerns
- Identify current competencies for managing mental health and developing an action plan to fill any gaps



DURATION

40 minutes. Including interactions and downloads.



AUDIENCE

This course is aimed at developing the general awareness of mental health issues in the workplace.



CERTIFICATION

Upon completion of the course the learner will receive a CPD certificate.

PERSONAL PROTECTIVE EQUIPMENT



A flexible PPE policy

A PPE policy should be flexible enough to accommodate individual needs.

Select each of the Images to see some examples.

Reasons for making PPE the last resort

There are a number of reasons why PPE should be used as a last resort. Select each person to hear about some of them.



PPE only protects the person wearing it. If you can control the risk at source, it can protect everyone.



The actual level of protection PPE provides is difficult to assess and maximum levels of protection are rarely achieved.



Effective protection is only achieved by suitable PPE, correctly fitted and maintained and properly used.



PPE may restrict the wearer to some extent by limiting movement or visibility.



Training infographic

85 18 6 140

ACTIVE COURSES



7h 42m
TRAINING TIME

OVERVIEW

Wherever risks to health and safety cannot be adequately controlled in other ways, the Personal Protective Equipment at Work Regulations 1992 require Personal Protective Equipment (PPE) to be supplied.

In some cases, there are more specific regulations which apply to the use of PPE such as hearing protection, respiratory protective equipment and protection against dangerous substances.

Personal protective equipment is designed to protect the user against health or safety risks at work. It can include items such as safety helmets and hard hats, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses. PPE should be used when risks to health and safety cannot be adequately controlled in other ways, and PPE is seen as a last resort.

This course provides learners with all the information they need to effectively use protective equipment and help to ensure they avoid injury.

OBJECTIVES

- Identify when Personal Protective Equipment should be used
- Making sure the use of PPE is proportional
- Establish what the law requires regarding PPE
- Selecting the right PPE for the task
- Understanding PPE training requirements
- How to store and maintain PPE properly
- Exploring common PPE accidents and how different PPE is meant to protect different parts of the body
- Review examples of poor PPE choices, the dangers and why workers take risks



DURATION

30 minutes. Including interactions.



AUDIENCE

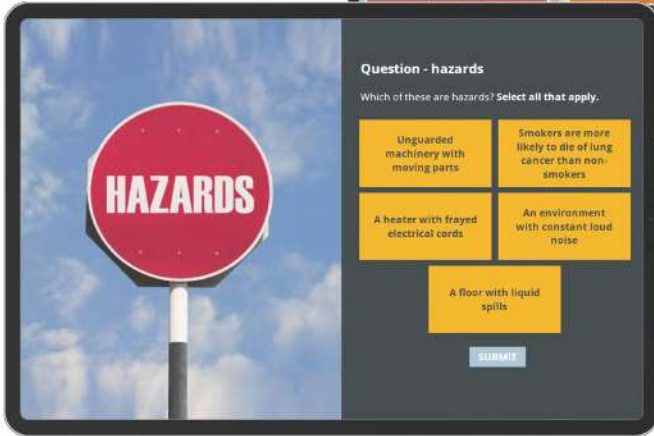
Essential health and safety training for people in H&S roles. Critical training for people that are in roles that require the use of Personal Protective Equipment.



CERTIFICATION

Upon completion of the course the learner will receive a CPD certificate.

RISK ASSESSMENT



OVERVIEW

Risk assessment is a key component in the implementation of health and safety in the workplace. It helps set the workplace standards required and ensures potential health and safety risks are minimised or removed. In this risk assessment e-learning course your learners will understand the full procedures required for carrying out an effective risk assessment. This will include; identifying the hazards, consulting the stakeholders, writing a risk assessment and communicating the findings with the relevant workers.

OBJECTIVES

- Describe the importance of risk assessments and the legal requirements
- Identify the difference between a risk and a hazard
- Explore different types of hazards and how to identify them
- Understand a risk matrix
- Explain the hierarchy of control measures
- Work with a risk assessment form
- Understand how different types of workers might be affected
- Answer some of the most common questions around risk assessments
- Explore a case study that provides real-life examples



DURATION

40 Minutes. Including interactions and downloads.



AUDIENCE

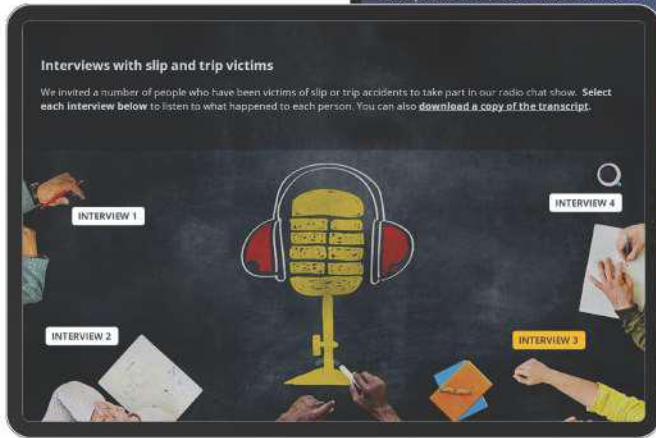
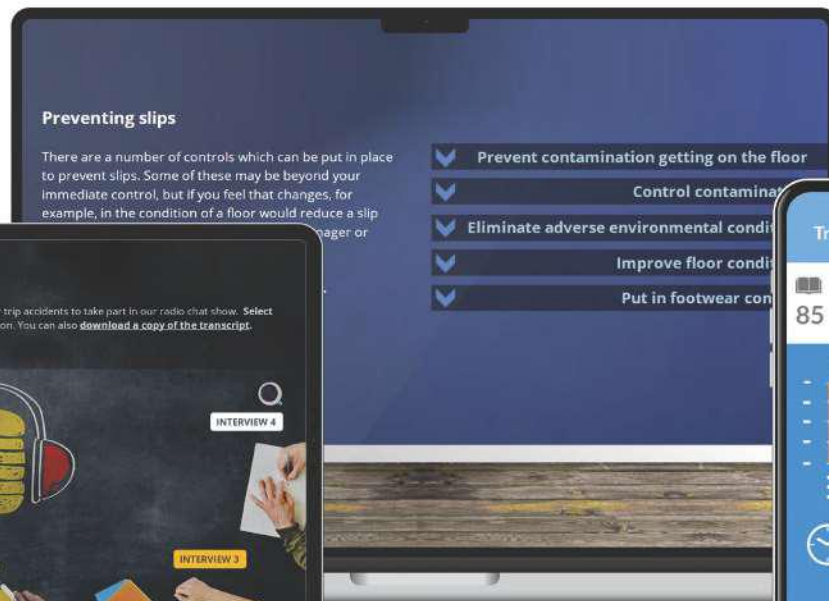
Essential health and safety training for people in H&S roles. Can be used as part of a wider health and safety programme. Generalist e-learning course for all managers. Perfect for employee induction processes.



CERTIFICATION

Upon completion of the course the learner will receive a CPD certificate.

SLIPS AND TRIPS AT WORK



OVERVIEW

Slips and trips are the most common cause of workplace injury. Fortunately, most are minor and don't result in serious injury. But many do cause serious problems for the victim. And each year a large number of people suffer life-changing injuries.

The good news? Preventing slips and trips is relatively easy by applying a range of sensible measures that control the risk. This short e-learning course will give you the fundamental knowledge you need to keep yourself and others safe at work.

OBJECTIVES

- Learn practical ways to keep safe at work
- Be better able to report slip and trip hazards to employers
- Learn how an apparently minor fall can be very serious



DURATION

30 minutes.



AUDIENCE

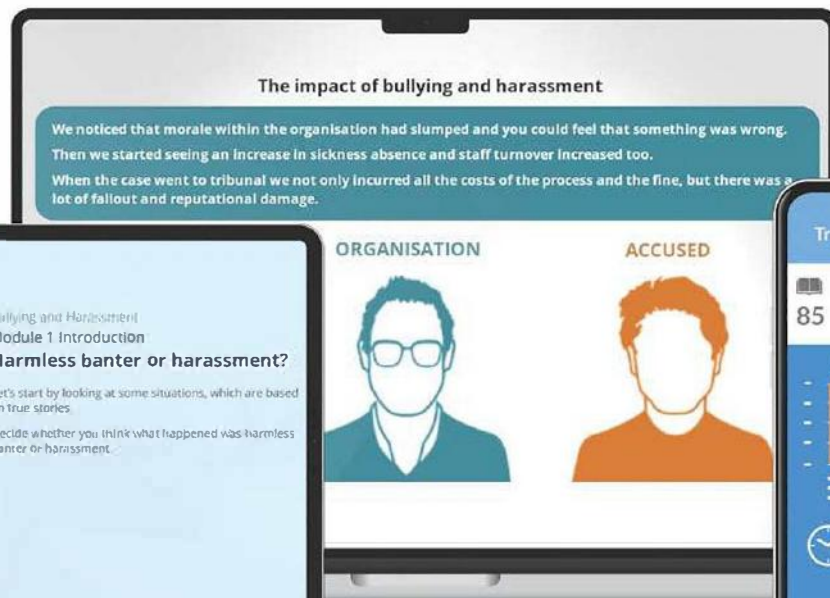
Slip and trip accidents can happen in any workplace, so this course is suitable for all employees and employers.



CERTIFICATION

Upon completion of the course the learner will receive a CPD certificate.

BULLYING & HARASSMENT



OVERVIEW

Help identify and prevent bullying and harassment in the workplace

This Bullying and Harassment e-learning course aims to provide learners with an understanding of bullying and harassment and the impact it can have on the victim, the accused and the organisation. It provides information on what constitutes bullying, how it should be reported and the options open to victims.

The e-learning course also provides a clear outline of the legislation that relates to bullying and harassment, the importance of a clear policy that is followed and how claims might be resolved.

OBJECTIVES

- Understand what constitutes bullying and harassment and its consequences
- Appreciate the damage that bullying can cause to the workplace and the people working in it
- Help create an environment where harassment is not tolerated
- Understand your obligations and know how to effectively deal with bullying and harassment
- Help ensure your organisation provides clear policies and complies with legislation



DURATION

30 Minutes including interactions and videos.



AUDIENCE

This course is suitable for all employees and managers within an organisation. It provides clear guidance for what is and isn't acceptable behaviour and outlines how instances should be reported and managed.



CERTIFICATION

Upon completion of the course the learner will receive a CPD certificate.

CONFLICTS OF INTEREST



OVERVIEW

Employees are supposed to place the interests of their business ahead of personal interest in any business transaction. A conflict of interest occurs where someone gains personal advantage for them, a family member or friend from any actions they make in an official capacity.

This short conflicts of interest e-learning course sets out to highlight areas where a conflict of interest could occur and why it is important to avoid this happening. The course also identifies that even when there is only a perceived conflict of interest, the impact can be equally damaging.

OBJECTIVES

- Establish what a conflict of interest is
- Explore a case study of a conflict of interest
- Understand how to avoid conflicts of interest
- Appreciate the different types of conflicts of interest that exist
- Establish the importance of reporting any potential conflicts of interest



DURATION

20 Minutes - Including interactions.



AUDIENCE

Conflicts of interest can occur in many roles. Therefore, this e-learning course is suitable for a wide array of learners.



CERTIFICATION

Upon completion of the course the learner will receive a CPD certificate.

EQUALITY & DIVERSITY



OVERVIEW

OBJECTIVES

Compliance training helps to ensure that employees are adhering to the regulations and laws required of them and that their actions do not put the organisation they are representing in a difficult or even illegal position. Failure to comply with legislation can result in hefty fines and even imprisonment.

The Equality Act 2010 is the main piece of UK legislation put in place to protect individuals from discrimination and to promote equality in the workplace.

This equality and diversity e-learning course helps explain the protections for people under the law, but further than this, it sets out why it is important that everyone is included, how we should respond to specific situations and the benefits of a diverse workforce. The aim is to help develop a culture of diversity where everyone is respected, supported and treated equally.

- Help ensure compliance with the Equality Act
- Explain the importance of a diverse workforce
- Improve general compliance within your organisation
- Help to develop a diverse culture within your organisation
- Avoid potentially costly litigation and fines



DURATION

50 minutes. Including interactions and case studies.



AUDIENCE

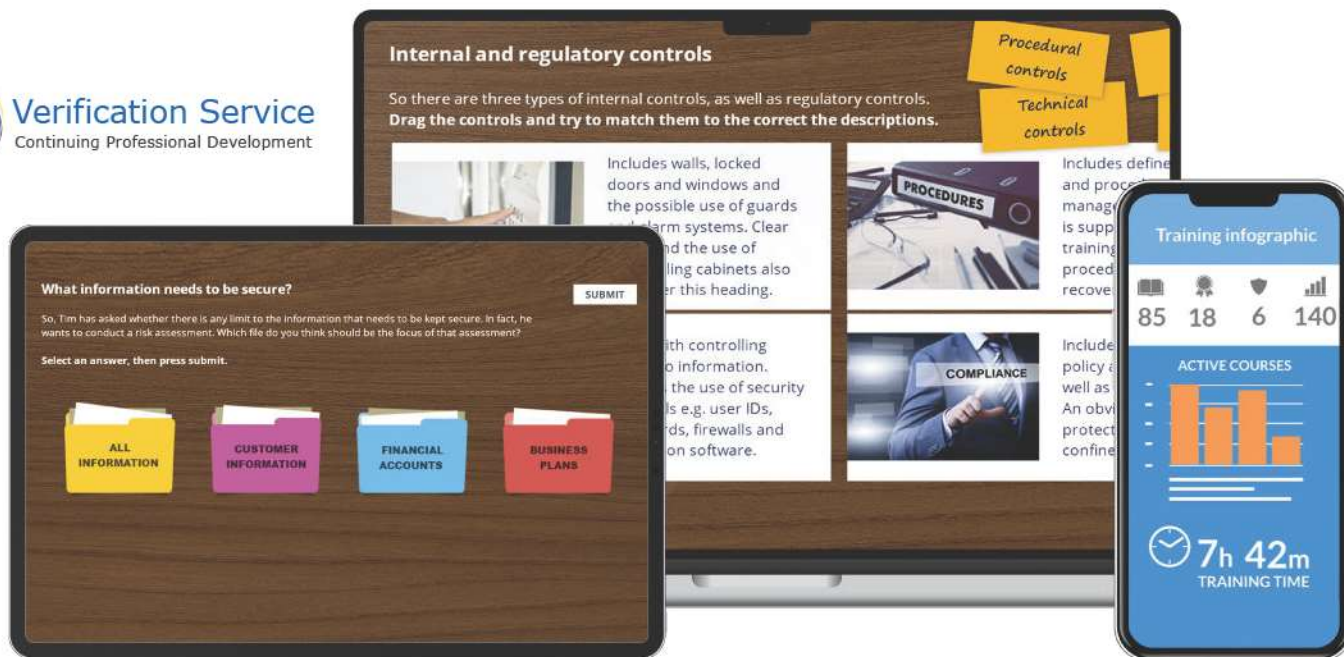
In the diverse world that we live in, this compliance learning is a general requirement for all organisations



CERTIFICATION

Upon completion of the course the learner will receive a CPD certificate.

INFORMATION SECURITY FOR MANAGERS



OVERVIEW

Compliance training is critical for individuals and the organisations they represent. It helps to ensure that employees follow governance and regulations that apply to their job responsibilities. This helps protect both the individual and the organisation from costly mistakes that could result in fines or bad publicity.

This Information Security for Managers e-learning course focuses on ensuring data is secure from unauthorised use and that information stored on IT systems is safe from potential misuse.

In this online course, your participants will learn the information security principles and the simple steps organisations and individuals can take to make sure the confidential data they store is safe and secure from attack.

OBJECTIVES

- Apply organisational compliance with Information Security Governance
- Establish personal compliance with Information Security rules
- Know what data needs to be kept secure and why
- Ensure you are applying security measures to protect data and information
- Develop a compliance culture within your organisation
- Help your company avoid potentially costly litigation, fines and bad publicity



DURATION

1 - 2 hours. Including interaction and downloads.



AUDIENCE

This course is useful for those involved in managing people's personal information.



CERTIFICATION

Upon completion of the course the learner will receive a CPD certificate.

INFORMATION SECURITY SUITE



OVERVIEW

Employees can be the biggest information security weakness to an organisation. It's critical that employees are educated in the risks that cyber security threats pose to them and their business and that they know how to safely use the tools and information that is available to them.

This Information Security Suite is a collection of e-learning modules aimed at the most important elements of a safe approach to cyber security.

Each learning module covers the topic in full and provides an individual assessment, so you can gather 'sign-off' for your learner's completion of every topic.

This e-learning aims to raise awareness of information security, providing guidance and information that will help ensure your organisation and its employees avoid the potential pitfalls of poor cyber security practices.

OBJECTIVES

- Know how to protect yourself and your devices from malware and viruses
- Appreciate the importance of secure passwords and how to create them
- Understand what social engineering is and the technical and human techniques used
- Using the internet safely and knowing how to avoid cyber attacks
- Identifying phishing emails and what to do when you get one
- Using social media sites safely and in a way that ensures both your data and that of your organisation is protected
- Knowing how to use mobile devices safely and the importance of being especially careful with them



DURATION

1 hour and 10 minutes. Including interactions and videos.



AUDIENCE

This e-learning course is aimed at all employees and gives a general overview of the key requirements of information security.



CERTIFICATION

Upon completion of the course the learner will receive a CPD certificate.

SOCIAL MEDIA AT WORK



OVERVIEW

Whether it's part of the job, or they're doing it on a personal level, employees will be using social media at work, and if they're not, you can be sure they use it outside the workplace. How they use it, and the impact it can have on a business should not be underestimated.

It's clear that social media offers many advantages to businesses who have a direct link to their clients and a relatively inexpensive way to communicate on a large scale. With these benefits come some clear dangers though, and an irresponsible or misplaced comment can get a business caught in a storm before they realise what has happened. This kind of reputational damage can be hard to recover from.

This social media at work e-learning course sets out to help employees understand their responsibilities regarding use of social media. It provides learners with an understanding of the ways that social media can and should be used at work, the risk from cyber criminals, the balance between free speech and dangerous rhetoric and how to post positively.

OBJECTIVES

- Understand social media and the impact it has on people and businesses
- Identify how social media is used in the workplace, the benefits and risks
- Explore the mistakes people make on social media at work
- Establish how social media is used by cyber criminals
- Describe how a social media policy should support behaviours at work
- Explore what 'freedom of speech' means and its restrictions
- Use social media effectively and safely



DURATION

45 minutes. Including interactions and videos



AUDIENCE

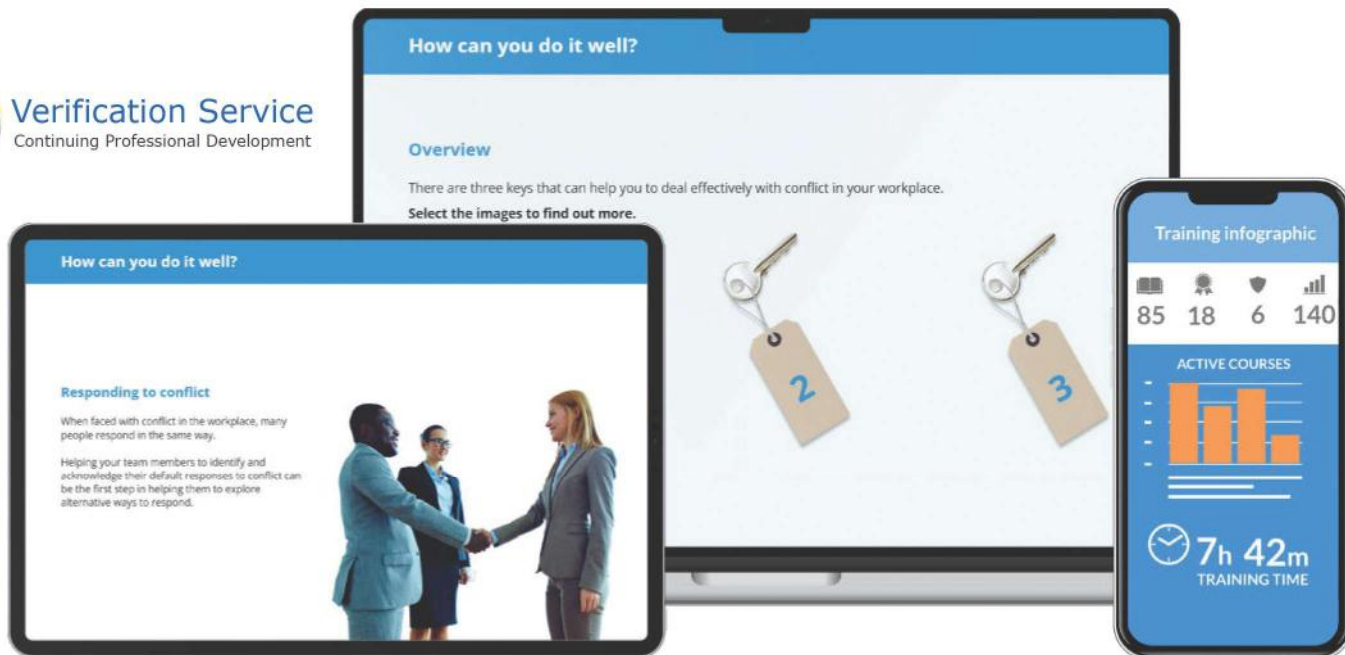
Social media has an influence on everyone in the workplace. Therefore, this e-learning course is suitable for a wide array of learners.



CERTIFICATION

Upon completion of the course the learner will receive a CPD certificate.

DEALING WITH CONFLICT



OVERVIEW

When people from different backgrounds and with different life experiences are put in a high pressure work environment, it's no surprise that conflict can arise. This could be due to working relationships, disputes over tasks or just the differing values and beliefs of co-workers.

Often, minor disputes can be resolved through good communication practices. However, if conflicts within a team aren't effectively managed, they could escalate and affect working relationships, morale, the work environment and performance.

This short e-learning course provides an overview of how to identify, manage and resolve conflicts within the workplace.

OBJECTIVES

- Understand what conflict management is and how to use it
- Examine the sources of conflict and how to avoid them
- Identify the causes of conflict in your workplace
- Establish how prevalent workplace conflict is
- Explain the benefits of reducing conflict
- Identify signs that conflict is going to occur
- Implement ideas for ensuring conflict does not arise
- Review strategies to help deal with conflict
- Assess your confidence in dealing with conflict
- Exploring alternative methodologies for dealing with conflict



DURATION

20 minutes. Including interactions and videos



AUDIENCE

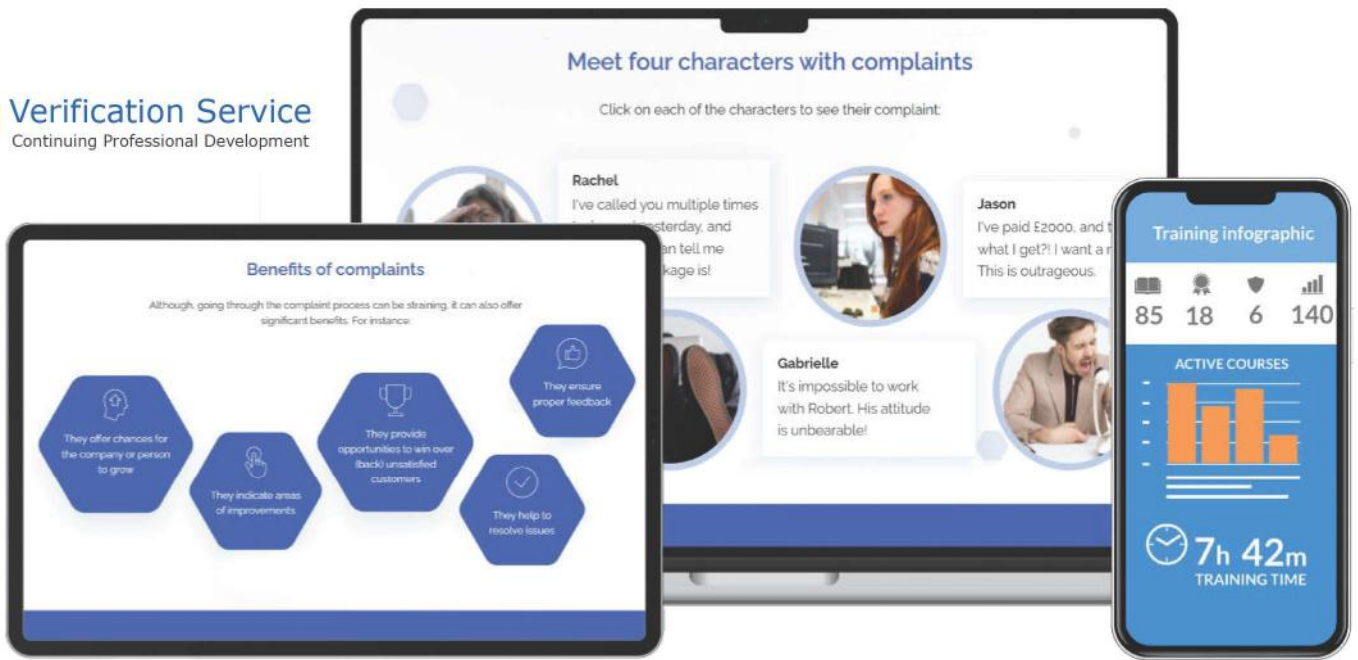
Although predominantly aimed at managers, this course would suit people in a variety of roles.



CERTIFICATION

Upon completion of the course the learner will receive a CPD certificate.

HANDLING COMPLAINTS



OVERVIEW

In today's fast-paced and interconnected world, customer feedback and complaints hold tremendous power. How an organisation handles complaints, whether internal or external, can significantly impact its reputation, customer loyalty, and overall success. It's not just about resolving issues, but also about creating positive experiences that can turn dissatisfied customers into loyal supporters.

This e-learning course will help learners gain the confidence to handle complaints with finesse, transforming each interaction into an opportunity to exceed expectations and build stronger, more fruitful relationships with customers, employees and clients.

OBJECTIVES

- Identify the common types of internal and external complaints you may face in the workplace
- Appreciate the benefits of complaints and how they can drive improvement
- Overcome common complaints in the workplace, fairly and with all due process
- De-escalate customer complaints and manage expectations to resolution
- Apply effective complaint handling techniques, through theory and practical case studies



DURATION

55 minutes. Including interactions and assessment.



AUDIENCE

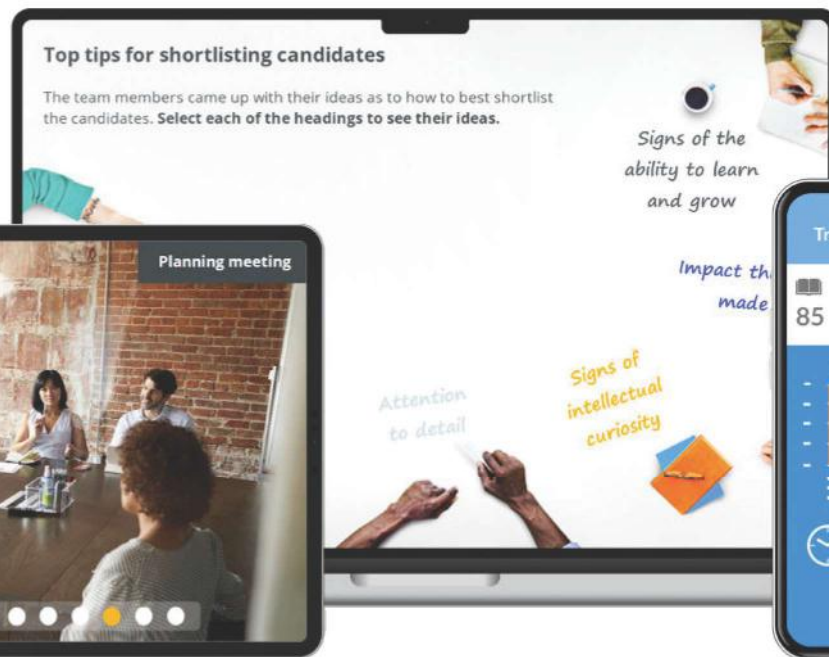
This online learning course applies to all employees that may face complaints with an organisation. This could be internal or external



CERTIFICATION

Upon completion of the course the learner will receive a CPD certificate.

RECRUITMENT SKILLS



OVERVIEW

OBJECTIVES

Attracting the right talent to your organisation is a crucial element for any organisation. Whether the recruiters work in human resources, as a recruitment consultant or as a hiring manager, being able to effectively recruit will not only save the organisation money, but also help drive business performance.

Everyone involved in recruitment needs to understand the legal requirements they must adhere to when hiring employees, as well as considering the importance of avoiding discrimination and their own bias. This begins with the development of an effective job description and advert, right through to the selection of potential interview candidates, the interview process and selecting the right candidate for the role.

This recruitment skills e-learning course sets out to provide learners with all the skills and knowledge needed to effectively recruit the correct talent for any organisation as well as providing a key set of tools that can be

- Review case studies to understand the importance of a positive approach to recruitment
- Understand the challenges faced when recruiting and how to avoid making errors
- Review the law surrounding recruitment practices
- Know how to ensure your unconscious bias and personal actions do not affect your decision making process, or worse, cause a claim of discrimination
- Understand how to develop a job description and place a job advert that works
- Explore tips and techniques for selecting and inviting candidates for interview. Know how to carry out an effective interview and establish what is required after interview



DURATION

1 hour with interactions and downloads.



AUDIENCE

It's important that everyone involved in the hiring process is aware of what is expected of them during the recruitment process. This e-learning course is suitable for a wide array of learners.



CERTIFICATION

Upon completion of the course the learner will receive a CPD certificate.

AN INTRODUCTION TO AWEBB AND ELECTRICAL WHOLESALING



OVERVIEW

How many people who enter the electrical wholesale industry have any understanding of what an electrical wholesaler does – never mind the products, market sectors, competitors and major manufacturers and suppliers?

This online course has been designed for those starting out in electrical wholesaling as a career to give them a basic understanding of what we do, the benefits of being an AWEBB member, and providing tools for further learning and understanding.

Stepping into a fast-paced electrical wholesaler can be daunting at the best of times so this course is designed to help provide some background information on our group and the wider industry, boosting their confidence and helping you to form part of an ongoing induction process.

OBJECTIVES

- Explain what an electrical wholesaler is and what it does
- Provide a basic view of the electrical supply chain
- Cover the basic market sectors – domestic, commercial and industrial
- The electrical contractor in the real world
- The importance of suppliers and manufacturers in the supply chain
- The benefits of being a member of AWEBB and the support it provides through ECD to your customers



DURATION

50 minutes including interactions and case studies



AUDIENCE

Anyone new to electrical wholesaling but also for back-office teams to improve understanding of the business



CERTIFICATE

A certificate will be available to download and print off on completion