

Issue 04  
Summer 2025

VIDEO BASED LEARNING

Course Prospectus

SEVENTEEN LEARNING  
SERIES FOR YOU TO  
LEARN AND ENJOY

CRITICAL  
THINKING:  
GOAL  
SETTING

FITNESS  
FOR LIFE

MINUTE  
MATHS

CREATIVE  
WRITING

DISABILITY  
AWARENESS

NEURODIVERSITY  
AWARENESS

MENTAL  
HEALTH  
AWARENESS

HEALTH  
& SAFETY

JOB  
FINDER

LGV  
DRIVER  
THEORY

HEALTH AND  
SAFETY IN A  
CONSTRUCTION  
ENVIRONMENT

FOOD  
HYGIENE

WAREHOUSING  
AND  
STORAGE

MIND  
YOUR OWN  
BUSINESS

SALES  
TECHNIQUES

WORKPLACE  
DIGITAL  
SKILLS

CUSTOMER  
SERVICE

**UWE  
Bristol**

University  
of the  
West of  
England

**CPD  
CERTIFIED**  
The CPD Certification  
Service

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## Welcome to Way2Learn

### Welcome to the latest edition of the Way2Learn Prospectus and TV Guide!

Every Way2Learn course is now professionally accredited for CPD recognition, with UWE Bristol issuing a certificate of learning upon completion. This means learners earn valuable CPD points that enhance their professional development, boost employability, and make a strong impression in job interviews.

Way2Learn continues to evolve based on learner feedback, focusing on bite-sized learning and improving the accessibility of our answer books. We've expanded our course offerings with new titles designed to equip learners with essential skills—whether to impress potential employers or navigate everyday challenges.

This spring, we're excited to introduce two new courses: Job Finder and Neurodiversity in the Workplace. We've also restructured and updated all our answer books, ensuring learners have the best resources to support their studies. Additionally, our current courses have been refreshed with new, relevant content.

We hope this prospectus highlights the perfect opportunities to equip learners with the skills and knowledge they need—whether to continue their learning journey or secure employment upon release. We look forward to working with you.

**Jezz Wright**  
Director of Content and Digital Strategy

Working in partnership with Way2Learn/PeoplePlus, to recognise these courses, is a fantastic opportunity to endorse the skills and knowledge students will achieve. This education initiative now gives UWE (Bristol) the spring-board to develop further opportunities in this space with PeoplePlus and harness the incredible learning potential within the care, justice and hard to reach educational sectors – something I very much look forward to.

**Lynda Williams**  
Associate Director Stakeholder Engagement,  
Bristol Business School, UWE (Bristol).



**PeoplePlus** | **Wayout TV**





## Why Study with Way2Learn?

- 
**Flexible Learning**  
 Access video-based courses independently, studying at your own pace.
- 
**Comfortable Environment**  
 Learn in a supportive, informal setting tailored to your needs.
- 
**CPD Accreditation**  
 Earn CPD points, enhancing your CV and showcasing your commitment to continuous professional development.
- 
**Quality Assurance**  
 Courses are quality assured by two professional bodies, CPD UK and UWE Bristol, ensuring high standards.
- 
**Dual Certification**  
 Receive certificates from CPD UK and UWE Bristol, boosting your qualifications.
- 
**Career Advancement**  
 CPD points help you stay competitive and meet professional requirements.
- 
**Tangible Impact**  
 Engage with purposeful content that leads to meaningful career outcomes.

**"At the start of the course I was anxious about the content, but it was well put across and easy to follow."**

Food Hygiene Learner | Exeter | May 2024

## Our Course Content

### Video-Based Learning for the Modern Learner

**At Way2Learn, video-based learning is the cornerstone of our approach, reflecting the growing trend of self-paced education in today's digital world. Our series are crafted to be accessible, engaging, and learner-focused, with carefully structured content that includes regular recaps and pauses for reflection. This approach allows you to absorb information effectively, take notes, and reflect on your progress.**

To support your learning, you'll complete an answer book based on the series episodes, which is then submitted for assessment. Upon successful completion, you'll be awarded a CPD-accredited certificate and a certificate of achievement from UWE Bristol. If additional work is needed, we'll provide constructive feedback to help you meet the required standards.

The dual certification not only enhances your learning experience but also adds significant value to your professional development, ensuring you are well-equipped for future opportunities.



## ▶ Way2Learn: Professionally Accredited for Your Success

All Way2Learn courses have now achieved professional accreditation, having met the rigorous standards of CPDUK. This endorsement, alongside our existing recognition from the University of the West of England (UWE Bristol), ensures that our courses are of the highest quality.

You will now receive dual certification, including CPD points, which not only showcases your commitment to ongoing professional development but also significantly enhances employability across various industries.

### What are CPD Points?

CPD points reflect the hours of learning you've completed, offering a clear record of your progress and achievements.

These points are valuable assets, demonstrating your commitment to continuous learning and professional development. They help you meet the standards of professional bodies, enhance your CV, and improve your competitiveness in the job market. CPD points also open doors for career advancement, including promotions and skill diversification, making them crucial for long-term success.



## ▶ Partnership with The University of the West of England

The University of the West of England is delighted to be working in partnership with PeoplePlus / Way2Learn TV by issuing jointly badged certificates for all courses:



### Why UWE Bristol?

The University of the West of England (UWE Bristol) are focused on solving future global challenges through outstanding learning, world-leading research and a culture of enterprise.

UWE Bristol believes that it's only when you ask 'what if?' that you discover 'why not?'. That's why they're not afraid to ask difficult questions – and tackle the big issues head on. It's their way of continuing to make a real difference to the way we learn, analyse and contribute to the world we live in.

**But, don't take our word for it.**





# Level Up Your Learning

Track your progress and win prizes as you complete courses with our exclusive levelling up game-card. Earn CPD points, unlock achievements, and gain prestigious recognition from the **University of the West of England**.

x4  
Courses



x10  
Courses



## Level Up Your Learning

- Business
- Construction H&S
- Creative Writing
- Customer Service
- Digital Skills
- Disability Awareness
- Fitness for Life
- Food Hygiene
- Goal Setting
- Job Finder
- LGV Theory
- Minute Maths
- Mental Health
- Neurodiversity Awareness
- Sales Techniques
- Warehousing
- Workplace H&S

x3 Credits

**Level 1 Complete**

x1 Course

**Level 2 Complete**

x2 Courses

**Level 3 Complete**

x4 Courses

Bonus

**Level 4 Complete**

x7 Courses

**Level 5 Complete**

x10 Courses

Extra Bonus





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# Mental Health Awareness for the Workplace

The Mental Health Awareness for the Workplace course provides an introductory look at mental health and ill-health, emphasising the difference between the two and the impact of mental ill-health on individuals and society.

This comprehensive course is designed to enhance understanding and awareness, covering topics such as the causes of mental health issues, their biological and environmental influences, and the societal stigma surrounding them.

Learners will experience through engaging content, including personal testimonies and expert insights, the signs of mental ill-health and the importance of a supportive, inclusive community. Ideal for anyone looking to deepen their knowledge on mental health or in a peer-support role, this course aims to foster empathy, challenge stereotypes, and promote well-being, reminding learners that mental health is an integral part of our lives, deserving attention and care.



# Mental Health Awareness for the Workplace



Everyday

Content Guide	Everyday
<b>Ep 1: Understanding Mental Health and Illness</b> This episode introduces the crucial distinctions between mental health and mental ill-health, emphasising the importance of recognising both as integral to our overall well-being.	8:15am
<b>Ep 2: Breaking the Stigma</b> The second episode challenges the societal stigma surrounding mental health, highlighting the power of empathy and the critical role of support systems. It encourages a shift towards more inclusive attitudes, reminding you that mental health issues can affect anyone.	8:23am
<b>Ep 3: The Impact of Mental Health</b> Episode 3 delves into the complex nature of mental health, exploring its biological and environmental influences, and the subtle signs that differentiate temporary stress from more serious conditions.	8:30am
<b>Ep 4: Addressing Anxiety and Depression</b> Focused on the most common forms of mental ill-health, this episode provides an in-depth look at anxiety and depression. It aims to demystify these conditions, offering insights into their symptoms, impacts, and the importance of empathy and support in addressing them.	8:40am

“The course opened my eyes to mental health awareness and how to support others.”

Learner - Durham

Mental Health Awareness for the Workplace



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# Disability Awareness for the Workplace

If you're thinking of setting up your own business, you might employ a person with visible or hidden disabilities, you may develop one yourself, or you may work with colleagues who need support and understanding.

Our Disability Awareness for the Workplace course is a bite-sized training program designed to foster an inclusive and compassionate mindset. Through four key modules, learners will gain a deep understanding of the realities faced by individuals with disabilities, both visible and invisible.

The course covers the importance of empathy, legal frameworks for protection and inclusion, the Social Model of Disability, and practical strategies for challenging ableism.



This course is  
recognised by the  
University of the  
West of England



# Disability Awareness for the Workplace



Friday/Sunday

Content Guide	Friday/ Sunday	Friday/ Sunday
<b>Ep 1: Empathy and Understanding</b> This episode introduces the concept of disability awareness in the workplace, highlighting the significance of empathy and understanding. Through engaging exercises, you are encouraged to imagine the everyday challenges faced by individuals with disabilities.	<b>10:00 (am &amp; pm)</b>	<b>4:00pm</b>
<b>Ep 2: The Spectrum of Disability</b> Episode 2 delves into the diverse spectrum of disabilities, addressing both visible and invisible conditions.	<b>10:05 (am &amp; pm)</b>	<b>4:05pm</b>
<b>Ep 3: The Social Model of Disability</b> Episode 3 explores the impact of long-term disabilities on individuals' lives and challenges common misconceptions, fostering a more nuanced understanding of disability.	<b>10:14 (am &amp; pm)</b>	<b>4:14pm</b>
<b>Ep 4: Legal Frameworks and Employer Responsibilities</b> The final episode focuses on The Equality Act 2010, outlining legal protections for individuals with disabilities and the responsibilities of employers.	<b>10:22 (am &amp; pm)</b>	<b>4:22pm</b>

“A very good course, raising awareness of different types of disabilities.”

Learner - Manchester

Disability Awareness for the Workplace



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# Health & Safety Awareness for the Workplace

**Health and Safety in the Workplace** equips learners with essential knowledge and skills to ensure a safe working environment.

Through four comprehensive episodes, participants will understand vital health and safety regulations, recognise workplace safety signs, apply risk reduction techniques, and develop effective communication and reporting skills.

Designed for anyone looking to enhance their CV through CPD activities and demonstrate to employers a readiness to join the work force, this course will also help keep learners and future colleagues safe at work.

**“Really enjoyed learning about health and safety; it’s paramount for everything we do.”**

Learner - Milton Keynes



# Health & Safety Awareness for the Workplace



**Monday/ Wednesday/Friday/Sunday**

Content Guide	Monday/ Wednesday/ Friday	Friday/ Sunday
<b>Ep 1: Foundations of Workplace Safety</b> This episode lays the groundwork for understanding key health and safety regulations in the workplace, including the Health and Safety at Work Act 1974.	<b>7:00am</b>	<b>7:00am</b> <b>5:00pm</b>
<b>Ep 2: The Significance of Safety Signs</b> Episode 2 focuses on the critical role and meanings of safety signs found in the workplace. You will be equipped to identify and understand mandatory, prohibition, and warning signs, enhancing their ability to maintain safety standards.	<b>7:10am</b>	<b>7:10am</b> <b>5:10pm</b>
<b>Ep 3: Risk Reduction Techniques</b> This episode explores practical techniques for reducing risks in the workplace, covering safe manual handling, fire safety, and the proper use of display equipment. You will gain actionable strategies to prevent workplace injuries and hazards.	<b>7:16am</b>	<b>7:16am</b> <b>5:16pm</b>
<b>Ep 4: Promoting Safety Through Communication</b> The final episode underscores the importance of clear communication and reporting in fostering a culture of safety. It offers insights into developing skills for reporting hazards and accidents.	<b>7:27am</b>	<b>7:27am</b> <b>5:27pm</b>

**Health & Safety Awareness**





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# Job Finder



Finding work can be challenging, but with the right mindset and skills, you can take control of your future. The Job Finder course is designed to support you in building confidence, developing key job-seeking skills, and navigating the challenges of finding employment.

This course is broken down into five easy-to-follow episodes that will help you understand how to stay motivated, identify your strengths, and present yourself professionally to employers. You will also learn how to complete job applications, prepare for interviews, and handle disclosure of past convictions in a positive and professional way.

Whether you're looking for your first job or aiming to improve your chances in a competitive job market, this course provides practical advice and strategies to help you succeed.



Job Finder

# Job Finder



Tuesday/Thursday/Saturday

Content Guide	Tuesday/ Thursday	Saturday
<b>Ep 1: Path to Employments</b> Learn how a growth mindset, resilience, and self-motivation can help you tackle challenges and stay focused on your employment goals.	<b>1:30pm 7:30pm</b>	<b>1:20 PM 2:05 PM 7:20 PM 8:05 PM</b>
<b>Ep 2: Flexibility and Soft Skills</b> Discover the importance of teamwork, communication, and adaptability, and learn how to use these transferable skills to create new opportunities.	<b>1:37pm 7:37pm</b>	<b>1:27 PM 2:12 PM 7:27 PM 8:12 PM</b>
<b>Ep 3: Landing the Interview</b> Explore how to search for jobs, understand job descriptions, and create strong CVs and cover letters tailored to employer expectations.	<b>1:44pm 7:44pm</b>	<b>1:34 PM 2:19 PM 7:34 PM 8:19 PM</b>
<b>Ep 4: Ace the Interview</b> Prepare for interviews by learning techniques like the STAR method, improving your confidence, and making a lasting impression on employers.	<b>1:52pm 7:52pm</b>	<b>1:42 PM 2:27 PM 7:42 PM 8:27 PM</b>
<b>Ep 5: Disclosure and Honesty</b> Understand how to disclose unspent convictions professionally, focus on your achievements, and demonstrate your potential to employers.	<b>2:00pm 8:00pm</b>	<b>1:50 PM 2:35 PM 7:50 PM 8:35 PM</b>

Job Finder

**NEW  
COURSE**

# Neurodiversity Awareness for the Workplace

Discover the strengths and challenges of neurodivergence and explore strategies for creating inclusive workplaces.

This engaging and insightful course is designed for anyone looking to better understand neurodiversity and its impact in workplace environments.

This course equips learners with the knowledge to foster inclusivity, advocate for their needs, and ensure compliance with workplace responsibilities. Each episode introduces key aspects of neurodiversity, offering practical guidance and expert insights.



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CERTIFIED**  
The CPD Certification  
Service

This course is  
recognised by the  
University of the  
West of England



**UWE  
Bristol**



# Neurodiversity Awareness for the Workplace

**Everyday**



Content Guide	Monday Tuesday Wednesday Thursday Saturday	Friday/ Sunday
<b>Ep 1: Understanding Neurodiversity</b> Learn about the spectrum of neurodiversity and its relevance in workplaces. This episode explores key neurodivergent profiles and helps you identify traits that can shape individual and team dynamics.	<b>7:35am</b>  <b>8:15pm (Tuesday &amp; Thursday)</b>	<b>9:15pm</b>
<b>Ep 2: Strengths, Challenges, and Coping Strategies</b> Recognise common strengths and challenges faced by neurodivergent individuals and discover practical coping strategies for workplace success.	<b>7:42am</b>  <b>8:22pm (Tuesday &amp; Thursday)</b>	<b>9:22pm</b>
<b>Ep 3: Building Inclusive Work Environments</b> Explore practical steps and legal responsibilities that ensure a supportive, inclusive workplace. This episode highlights adjustments, communication strategies, and the Equality Act 2010.	<b>7:50am</b>  <b>8:30pm (Tuesday &amp; Thursday)</b>	<b>9:30pm</b>
<b>Ep 4 (Bonus): Neurodiversity in Prisons</b> In this bonus episode, Fabian and Pippa, two former prisoners diagnosed as neurodivergent, share their personal experiences of navigating the prison system. They discuss challenges like sensory overload, masking, and the stigma of asking for help. This episode offers valuable insights and advice for those currently facing similar challenges.	<b>8:39pm (Tuesday &amp; Thursday)</b>	<b>7:35am</b>

**Neurodiversity Awareness for the Workplace**

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## Creative Writing

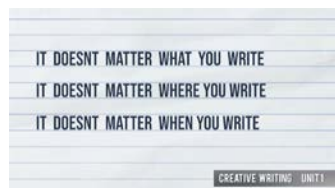
**For all you budding novelists this Way2Learn course will help you to understand how to compose your own piece of creative writing.**

During this course you will discover how to become inspired and obtain ideas, explore how to originate engaging characters and learn the techniques used to create interesting settings for your story. You will also learn how to 'plot' your story and write believable dialogue.

This course is ideal for anyone who either enjoys writing or would like to know more about written composition. No experience is necessary. The course is written in association with the Scottish Book Trust and features award winning writer, Phil Earle, who will take you step by step through the writing process.

**"Really enjoyed the course, now thinking of writing a book!"**

Learner - Isle of Man



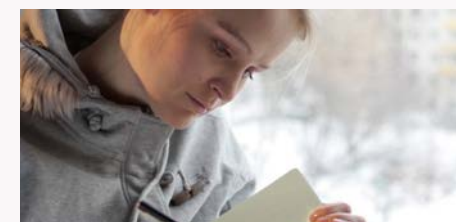
Creative  
Writing

## Creative Writing



**Tuesday/Thursday/Saturday**

Content Guide	Tuesday/ Thursday	Saturday
<b>Ep 1: Sources of Inspiration</b> The first episode explores some of the requirements to becoming a writer, and looks at potential sources of inspiration.	<b>2:15pm</b>  <b>8:15pm</b>	<b>12:35pm</b>  <b>6:35pm</b>
<b>Ep 2: Creating Characters</b> In episode two we take a look at creating characters and settings.	<b>2:26pm</b>  <b>8:15pm</b>	<b>12:47pm</b>  <b>6:47pm</b>
<b>Ep 3: Creating Plots and Dialogue</b> In our final episode in the creative writing series you will discover how to create effective plots and dialogue.	<b>2:43m</b>  <b>8:43pm</b>	<b>1:05pm</b>  <b>7:05pm</b>



### HAVE A THIRST FOR LEARNING

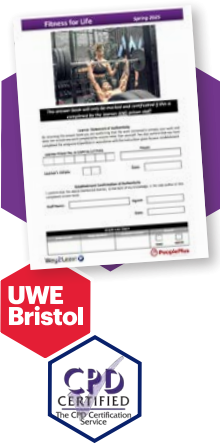
Complete and pass four Way2Learn courses, or return an outstanding workbook, to claim your free branded drinking mug



**SIGN UP NOW**

Creative Writing





# Fitness for Life

This course is all about achieving a healthier body and learning how to improve fitness effectively. It is an ideal entry-level course for those interested in a career in the health and fitness industry or anyone looking to build a stronger, healthier lifestyle.

It explores key aspects of health and fitness, including the benefits of exercise and a balanced diet. Learners will also discover how to set achievable goals, create effective training routines, and understand safety and hygiene in fitness environments. By the end of the course, you will have gained a solid understanding of the Principles of Health and Fitness, equipping you with the knowledge and confidence to take the next steps in your fitness journey.

The fast-paced, magazine-style episodes have been a huge hit with learners, making the course engaging, accessible, and inspiring—perfectly reflecting this dynamic industry.

**“Gave me a lot of information on why fitness is good for mental health and about vitamins.”**

Learner, Isle of Man



This course is recognised by the University of the West of England



Fitness for Life

# Fitness for Life



Monday/Wednesday

Content Guide	Monday/Wednesday
<b>Ep 1: Health &amp; Exercise</b> The definitions and the factors that affect health and fitness. The benefits of exercise and the various components of fitness.	9:00 (am & pm) 3:00pm
<b>Ep 2: A Healthy Balanced Diet</b> The importance of a healthy balanced diet plus we also help you to complete a food diary in order to monitor your diet.	11:40 (am & pm) 5:40pm
<b>Ep 3: Health &amp; Safety</b> We show you what contributes to a safe and effective activity routine and we'll set smart goals for your personal health and fitness, including the importance of personal hygiene.	12:16 (am & pm) 6:16pm
<b>Ep 4: Structured &amp; Self-directed Exercise</b> Exercise and understanding injury prevention. Principles of training and creating an exercise plan. We also guide you through a series of exercises in order to complete your own activity sheet.	12:50 (am & pm) 6:50pm

## HAVE A THIRST FOR LEARNING

Complete and pass four Way2Learn courses, or return an outstanding workbook, to claim your free branded drinking mug

**SIGN UP NOW**



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# Minute Maths

This popular course is all about making maths accessible and teaching some important core skills.

This course contains multi-level maths problems to test your knowledge and skill. It is set out over twelve sections covering the area, volume and perimeter of different shapes, calculating averages and percentages, and everybody’s favourite – fractions.

Minute Maths is a fun, micro-learning approach to Maths. If you are thinking of starting a Maths course or just looking to sharpen and extend your skills, then tackle tutor Ryan’s Mathematical conundrum and request an answer book today.

“A great way to test my maths skills after 45 years!”

Learner - Exeter



Minute  
Maths

# Minute Maths



## Friday & Sunday

Content Guide – Episodes 1-9.	Part 1 of 2	Friday/ Sunday
<b>Ep 1: Area -</b> Calculating the area of regular and irregular shapes.		9:00am 3:00pm
<b>Ep 2: Perimeter -</b> Calculating the perimeter of regular and irregular shapes.		9:05am 3:05pm
<b>Ep 3: Mean -</b> What the mean average is and how to calculate it.		9:07am 3:07pm
<b>Ep 4: Median -</b> How to find the median of a set of numbers.		9:10am 3:10pm
<b>Ep 5: Mode -</b> The meaning of the mode and how to find it.		9:13am 3:13pm
<b>Ep 6: Range -</b> How to calculate the range of a group of numbers.		9:16am 3:16pm
<b>Ep 7: Volume -</b> How to calculate the volume of 3D shapes.		9:19am 3:19pm
<b>Ep 8: Fractions -</b> Working out fractions of money.		9:22am 3:22pm
<b>Ep 9: More Fractions -</b> Continues with showing how to calculate fractions.		9:25am 3:25pm

## Friday & Sunday

Content Guide – Episodes 10-15.	Part 2 of 2	Friday/ Sunday
<b>Ep 10: Percentages -</b> How to multiply a number by a percentage.		1:05am 7:05pm
<b>Ep 11: More Percentages -</b> Expressing an amount in a percentage of a number.		1:11am 7:11pm
<b>Ep 12: Area of a Triangle -</b> How to calculate the area of a triangle.		1:14am 7:14pm
<b>Ep 13-15: More Maths!</b> Our last three episodes allow you to take your Maths to a higher level. No answer book is required, just additional mental maths.		1:18am 7:22pm

Minute Maths

UWE  
Bristol

## Health and Safety in a Construction Environment

This course is a perfect introduction to keeping safe in a construction environment. Whether you want to top up your knowledge or work towards passing your CSCS card assessment, this course is for you.

This entry-level course is broken down into five bite-sized units. You will learn how important site safety is in a construction environment and be able to demonstrate prior knowledge when progressing into further learning.

You will also gain an understanding of the principles of safe risk assessment and knowledge of how to keep yourself and others safe in a busy construction environment.

**“It’s always good to refresh one’s memory on staying safe in a construction environment.”**

Learner - Exeter



**CPD  
CERTIFIED**  
The CPD Certification  
Service

This course is  
recognised by the  
University of the  
West of England



## Health and Safety in a Construction Environment

Monday, Wednesday, Friday, Saturday & Sunday



Content Guide	Monday, Wednesday & Saturday	Friday/ Sunday
<b>Episode 1: The Purpose of Risk Assessments</b> In this episode, you will get an overview of risk assessments and gain an understanding of how risks can be assessed to improve site safety.	10:00 (am & pm)	6:00pm (Friday only)
<b>Episode 2: The Importance of Safe Manual Handling</b> Manual handling is the biggest cause of injury in a construction environment. This episode will look at safe manual handling practices and how to avoid manual handling related accidents.	10:30 (am & pm)	6:30pm (Friday only)
<b>Episode 3: Working Safely at Height</b> This episode looks at safe working practices in relation to working at heights. This includes safe usage of ladders, scaffolding, and roof work.	4:00pm	6:00pm (Sunday only)
<b>Episode 4: Risks to Health</b> There are many risks to health in a construction environment, including contact with chemicals, dust and electricity. This episode looks at how these risks can be controlled to keep the workforce safe.	4:20pm	6:20pm (Sunday only)
<b>Episode 5: Working Safely Around Plant and Equipment</b> Serious accidents can occur when working around plant and equipment. This episode looks at how you can keep yourself and others safe in this environment.	4:45pm	6:45pm (Sunday only)

Health and Safety in a Construction Environment





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Food Hygiene  
Awareness

# Food Hygiene Awareness

In our Food Hygiene Awareness course you will gain a basic understanding of good food hygiene practices, and also look at the four C's: **Cross Contamination, Cleaning, Chilling and Cooking.**

Unit one offers an introduction to basic food hygiene covering the importance of hand washing, how to prevent cross contamination and how to identify and deal with pests. Unit two continues this theme by covering the importance of good food hygiene and staying clean. It looks at how to safely prepare food and the effects of harmful bacteria.

In units three and four we cover Chilling and Cooking, get lots of tips on how to correctly chill food and gain an understanding of why food must be cooked properly as well as how to safely re-heat it.

The final unit is Understanding the basics of food hygiene. Learn about the four C's and some personal hygiene essentials that must be followed when working in food preparation. You will also find out how food should be stored correctly.

Our bite sized Food Hygiene course covers all of the essential elements of working with food and provides the student with the current best hygiene and food preparation practices including dealing with food allergens.

**“This course was excellent for refreshing my knowledge and understanding of food hygiene.”**

Learner - Durham

# Food Hygiene Awareness



Monday/Tuesday/Wednesday/  
Thursday/Saturday

Content Guide	Monday	Tuesday/ Thursday/ Saturday	Wednesday
<b>Ep 1: Cross Contamination</b> Part one covers cross-contamination, chilling, cooking and cleaning (the four C's). Learn about hand washing, pest control, illness at work and re-heating food. We also look at guidance from the Food Standards Agency around food allergies and other special dietary requirements.	11:00 (am & pm)	7:00am	5:00pm
<b>Ep 2:</b> Dive into the essentials of personal hygiene in food preparation, including proper attire, handwashing, and avoiding cross-contamination. It also covers safe food storage in refrigerators and the correct methods for defrosting meat. This episode emphasises practical steps to prevent the spread of harmful bacteria, crucial for maintaining food safety.	11:22 (am & pm)	7:22am	5:20pm



Food Hygiene Awareness



UWE  
Bristol



Introduction to  
LGV Theory

# Introduction to LGV Theory

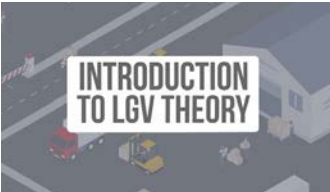
Our Large Goods Vehicle and Hazard Perception course introduces you to your responsibilities as a LGV driver and teaches you how to spot, and identify hazards on the road.

Whether you have a passing interest in logistics and haulage or a burning ambition for a career on the open roads, then this course is for you.

This course uses the official DVSA question banks and hazard perception testing clips to make this as close to the real-world tests as it's possible to get.

The course is broken down into four bite-sized units, that will lead you through the basics of LGV theory, introduce you to your responsibilities as a LGV driver and teach you how to spot and identify hazards.

**"I learnt a lot in this booklet and from what I watched in the episodes."**  
Learner - Milton Keynes



# Introduction to LGV Theory



Tuesday/Thursday/Friday/Saturday/Sunday

Content Guide	Tuesday/ Thursday	Saturday	Friday/ Sunday
<b>EP 1: Introduction to LGV Theory</b> In this episode we look at how you become an LGV driver, introduce the different categories of vehicles and tackle hazard perception testing.	10:00 (am & pm)	3:00pm	8:15pm (Friday only)
<b>EP 2 : Knowing Your Vehicle</b> This episode looks at the importance of tachographs and demonstrates how to check your vehicle for roadworthiness.	10:30 (am & pm)	3:30pm	8:45pm (Friday only)
<b>EP 3 : The Rules of the Road.</b> Road safety when you oversee a 30-tonne vehicle, is vital. This episode will look at the rules of the road that will keep you and other road users safe.	4:00pm	9:00 (am & pm)	8:15pm (Sunday only)
<b>EP 4 : Safe Loading Practices</b> Large goods haulage depends on the load being delivered safely. This episode demonstrates how to load a vehicle safely and looks further at hazard perception.	4:30pm	9:30 (am & pm)	8:45pm (Sunday only)

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Introduction to LGV Theory

UWE  
Bristol

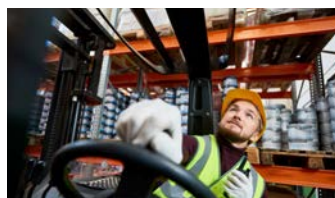
# Introduction to Warehousing and Storage

With online retailing growing rapidly, the need for well-trained warehouse employees for companies such as Amazon has never been greater.

This course will give you all the information you need to know about working in a warehouse environment. The video tutorials will guide you through all the different aspects of working in the Warehousing and Storage industries.

**“Very good, informative, and enjoyable.”**

Learner - Manchester



**CPD  
CERTIFIED**  
The CPD Certification  
Service

This course is  
recognised by the  
University of the  
West of England



# Introduction to Warehousing and Storage

Monday/Wednesday



## Content Guide

Monday/  
Wednesday

### Ep 1: Health and Safety

We will look at all aspects of health and safety, fire regulations and substance control in a warehouse setting.

1:30pm

7:30pm

### Ep 2: Different Types of Roles in Warehousing

You will understand the different types of jobs that are available in a warehousing environment and be introduced to equal opportunities, equality, and diversity.

1:45pm

7:45pm

### Ep 3: Moving or Handling Goods

We will look at manual handling in the workplace. In this episode you will be introduced to lifting, carrying, pushing, and pulling.

2:00pm

8:00pm

### Ep 4: Picking Goods

In this episode you will be introduced to the safest ways of picking goods in a warehouse setting. You will learn different methods of picking, the equipment needed and health and safety considerations.

2:07pm

8:07pm

### Ep 5: Preparing Goods for Packing

In this episode you will understand how to prepare goods for packing, including the use of different wrapping & packing materials & equipment.

2:24pm

8:24pm

### Ep 6: Assembling Goods for Dispatch

In this episode you will learn how to correctly, and safely, stack goods prior to moving them to the dispatch area.

2:34pm

8:34pm

Introduction to Warehousing and Storage





UWE  
Bristol



# Introduction to Successful Sales Techniques

Launch your sales career to new heights with our introductory sales training course. This programme delves into the world of successful selling, equipping learners with a valuable toolkit of customer-focused techniques. Whether working in retail, telesales, the showroom floor, or setting up your own enterprise, skills in selling will be a crucial part of your success.

You will master the art of initiating a sales conversation with confidence, building genuine rapport with potential clients, and effectively presenting the product or service you're offering. Additionally, you'll gain the skills necessary to navigate negotiations and close the deal with a satisfied customer.

By the end of this course, you'll feel empowered to approach sales conversations with newfound confidence and a proven set of skills, making you a valuable asset to any sales team.



# Introduction to Successful Sales Techniques

Everyday



Content Guide	Monday/ Wednesday Friday/Sunday
<b>Ep 1: What Makes a Convincing Sales Team?</b> This episode takes a look at what it takes to be part of a successful sales team. Learn about the behaviours, skills, and mindset that make a good salesperson. Discover that salespeople come in all shapes and sizes and explore the fundamental aspects that make selling all about helping people.	<b>9:45 (am &amp; pm)</b>
<b>Ep 2: Conducting a Sales Conversation</b> Uncover the secrets of buying psychology and learn how to conduct effective sales conversations that resonate with your customers. Master techniques such as asking insightful questions and focusing on benefits to engage and persuade potential buyers.	<b>9:50 (am &amp; pm)</b>
<b>Ep 3: Negotiation</b> Explore the world of negotiation and learn how to reach agreements that benefit both you and your customer. This episode covers key strategies such as knowing your value proposition, actively listening, focusing on solutions, and effective communication.	<b>9:55 (am &amp; pm)</b>
<b>Ep 4: Investigating Buyer Needs</b> Understand the importance of uncovering your customer's pain points, desires, and goals. This episode teaches the power of asking the right questions, active listening, and digging deeper to understand the "why" behind their needs.	<b>3:45 pm</b>
<b>Ep 5: Closing the Deal</b> Learn the techniques to guide customers towards a confident decision without pressure tactics. This episode covers reading customer signals, presenting a clear call to action, addressing last-minute objections, and showing enthusiasm and confidence.	<b>3:52pm</b>

## Introduction to Successful Sales Techniques

UWE  
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## Mind Your Own Business

This course is the perfect introduction to running your own business. Whether you're looking for inspiration or practical advice - you'll find it here.

The course is broken down into three units which help you understand the skills and knowledge you require to run a business, examines how to market your business and looks at how to manage your finances. Business tutors and successful entrepreneurs feature throughout the episodes - sharing their wisdom, knowledge and top tips with learners. Whether the course serves as an introduction to the world of business - or as a refresher to those with experience - Mind Your Own Business is guaranteed to pay dividends.

**"Thank you for the opportunity to learn how to run a business in a safe way, covering planning, budgeting, and legal responsibilities."**

Learner, Newport



This course is  
recognised by the  
University of the  
West of England



## Mind Your Own Business

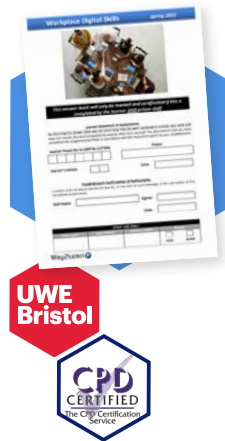


### Everyday

Content Guide	6:30am (Business Breakfast)	Tuesday/ Thursday
<b>Ep 1: Have you got what it takes?</b> Have you got what it takes to be your own boss? Personal financial considerations required - including survival budget tips. How to balance business and personal life.	<b>Monday</b>	<b>9:00 (am &amp; pm) 3:00pm</b>
<b>Ep 2: Knowledge and Skills</b> Knowledge and skills required to succeed in business. Barriers you may face when starting up a business. What is the best thing about running your own business.	<b>Tuesday</b>	<b>9:17 (am &amp; pm) 3:17pm</b>
<b>Ep 3: Market Research</b> Market research - What is it? Why is it so important, how do businesses use it? Different promotional methods including, traditional media, digital media and social media.	<b>Wednesday</b>	<b>9:35 (am &amp; pm) 3:35pm</b>
<b>Ep 4: Delivering Products and Services</b> How businesses deliver their products and services to the customer. Customer satisfaction and how this can be measured.	<b>Thursday</b>	<b>11:00 (am &amp; pm) 5:00pm</b>
<b>Ep 5: The Importance of Money</b> The importance of money in a business. How to plan your business finances.	<b>Friday</b>	<b>11:15 (am &amp; pm) 5:15pm</b>
<b>Ep 6: Business Planning and Cash Flow</b> Documents used to plan and record your business finances. Business plans and cash flow forecast, and the importance of good record keeping.	<b>Saturday/ Sunday</b>	<b>11:34 (am &amp; pm) 5:34pm</b>

Mind Your Own Business

Mind your  
own business



## Workplace Digital Skills

**The Workplace Digital Skills course is designed to introduce you to the digital world, to help you in your search for work.**

The digital age is expanding rapidly with new technology coming to the market every day. This in turn creates more jobs. According to latest statistics, there is a current shortage of 825,000 IT professionals, plus 90% of jobs require some form of digital competency.

No matter which job sector you are looking to work in, digital technology will be used in some shape or form.

The six units in this course will take you on a journey from how to search effectively online for jobs, identify if information you find online is relevant and accurate, keeping yourself safe from viruses and other attacks, together with ensuring your privacy is maintained, and the legal aspects of dealing with people's data, through to applying for jobs by email and using social media to develop your career prospects.



## Workplace Digital Skills



### Saturday

Content Guide	Saturday
<b>Ep 1: Using and Managing Information</b> Find smarter ways to search, identify and evaluate information effectively to meet personal and organisational needs. Ensuring that the information that is obtained is reliable and from creditable sources.	<b>11:00 (am &amp; pm)</b>  <b>5:00pm</b>
<b>Ep 2: Trusting and Organising Information</b> What websites are real or fake? Applying a simple test to decide if you can trust the information. Looking at ways to organise your information so that it is easy to find and identify.	<b>11:18 (am &amp; pm)</b>  <b>5:18pm</b>
<b>Ep 3: Keeping Safe Online</b> Prevent yourself and others from being attacked by nasty viruses and bugs, which can compromise your data, devices and systems.	<b>11:30 (am &amp; pm)</b>  <b>5:30pm</b>
<b>Ep 4: The Law and Your Data</b> Explaining the rules for businesses in relation to storing people's data, and the implications if data is not processed fairly or securely.	<b>11:44 (am &amp; pm)</b>  <b>5:44pm</b>
<b>Ep 5: Communicating Online</b> Think before you tweet! The online equivalent of not revealing too much information about yourself and minding your P's and Q's. What is acceptable behaviour online and what isn't? Communicating effectively using various messaging tools.	<b>12:00 (am &amp; pm)</b>  <b>6:00pm</b>
<b>Ep 6: Digital Career Development</b> The art of selling you and your business online. Ways in which to promote yourself and your business to maximise profits and customers and to snare that dream job.	<b>12:18 (am &amp; pm)</b>  <b>6:18pm</b>





## Customer Service

**This course will give you a great introduction to the knowledge and skills required to work in a customer service role.**

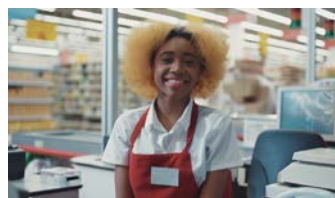
It will help you to gain an introductory understanding of the knowledge and attitudes required to deliver customer service effectively.

Learn why good customer service is important and how to deliver customer satisfaction. Find out how an organisation plans and delivers their customer service, understand how to work as part of a team while maintaining required standards of professionalism.

Again, we feature some successful entrepreneurs sharing their wisdom, knowledge and top tips throughout the episodes.

**“Excellent way to learn, very easy to understand. Well done!”**

Learner, Newport



Customer Service

## Customer Service



**Tuesday/Thursday**

Content Guide	Tuesday	Thursday
<b>Ep 1: The Principles of Customer Service</b> This episode looks at the Principles of Customer Service and helps you to understand why good customer service is so important.	<b>12:00 (am &amp; pm)</b>	<b>6:00pm</b>
<b>Ep 2: Planning and Delivery</b> Episode two in this series explores how organisations plan and deliver their customer service. We take a look at some of the different roles within a customer service team and some of the key aspects that need to be considered.	<b>12:23 (am &amp; pm)</b>	<b>6:23pm</b>
<b>Ep 3: Working in Customer Service</b> Gain a better understanding of how to work in a customer service role, learn the importance of professionalism and how personal behaviour can positively affect the customer experience.	<b>12:46 (am &amp; pm)</b>	<b>6:46pm</b>
<b>Ep 4: Working in a Team</b> Our final episode will help you to further understand how to work as part of a customer service team, looking at different sources of information and how to use them effectively.	<b>1:09 (am &amp; pm)</b>	<b>7:09pm</b>

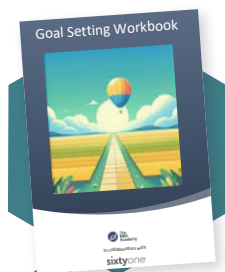
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**Customer Service**



## Critical Thinking Skills: Goal Setting

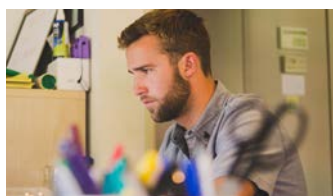
Enrich your personal and professional life with this transformative course. Dive into an empowering journey that helps you harness the power of positivity, cultivating a resilient 'can-do' attitude, propelling you towards your goals. This course isn't simply an informational resource; it's a voyage of self-discovery that guides you through life's vast sea of possibilities.

Additionally, you'll be guided to set meaningful goals that align with your passions and aspirations. The end goal is to help you unlock your full potential, and the 52 carefully designed mini-tasks will enable you to think critically about your life choices.

Ready to rewrite your story and embrace the incredible journey of life?

**Request a copy of the "Critical Thinking Skills: Goal Setting" answer book today!**

**Study guides available  
at Friday and  
Sunday 11:00am  
and 12:00pm on  
Way2Learn TV**



Critical Thinking Skills: Goal Setting



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## Contact us



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