

UPSKILL PEOPLE COURSE CATALOGUE



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Index

1. Retail Series	5
1.1 Welcome to Retail	5
1.2 Personal Essentials	5
1.3 Health and Safety Essentials	6
1.4 Health and Safety Plus	6
1.5 Fire Safety Essentials	7
1.6 First Aid Refresher	7
1.7 Display Screen Equipment	7
1.8 Health & Safety for Managers	8
1.9 Legal Issues	8
1.10 Food Hygiene Essentials	9
1.11 Food Hygiene Plus (HACCP)	9
1.12 Think 25 Restricted Products	10
1.13 Think 25 Alcohol Sales	10
1.14 Alcohol Plus	11
1.15 Personal Licence Holder Briefing	11
1.16 Think 25 Tobacco	13
1.17 Fuel Safety Essentials	13
1.18 Equality Essentials	14
1.19 Equality for Managers	14
1.20 Firework Essentials	14
1.21 Food Hygiene for Managers	15
1.22 Customer Care Essentials	15
1.23 Sales and Service Essentials	16
1.24 Effective Merchandising	17
1.25 Visual Merchandising Essentials	17
1.26 Security Essentials	18
1.27 Managing Stock	18
1.28 PCI Essentials	19
1.29 Data Security Essentials	19
1.30 Post Office	20
1.31 Intellinet Staff Essentials	20
1.32 Intellinet Staff Plus	21
2. Funeral Series	22
2.1 Welcome to Funeral	22
2.2 Health and Safety Essentials	22
2.3 Personal Essentials	23
2.4 Fire Safety Essentials	23
3. Hospitality Series	24
3.1 Welcome to Hospitality	24
3.2 Personal Essentials	24
3.3 Health and Safety Essentials	25
3.4 Health and Safety Plus	25
3.5 Fire Safety Essentials	26
3.6 First Aid Refresher	26
3.7 Display Screen Equipment	26
3.8 Health & Safety for Managers - Law and You	27
3.9 Health & Safety for Managers - Management Essentials	27
3.10 Health & Safety for Managers - Risk Assessments	27
3.11 Health & Safety for Managers - Accidents Happen	28
3.12 Health & Safety for Managers - Fire	28
3.13 Food Hygiene Essentials	28
3.14 Food Hygiene Plus (HACCP)	29
3.15 Think 25 Alcohol Sales	30
3.16 Alcohol Plus	30

3.17	Personal Licence Holder Briefing	31
3.18	Equality Essentials	31
3.19	Equality for Managers	32
3.20	Food Hygiene for Managers - Law and You	32
3.21	Food Hygiene for Managers - Management Essentials	32
3.22	Food Hygiene for Managers - HACCP	33
3.23	Food Hygiene for Managers - Visits and Complaints	33
3.24	PCI Essentials	34
3.25	Data Security Essentials	34
3.26	Bed Bugs - Need to Know	34
3.27	Legionella - Need to Know	35
3.28	Intellinet Staff Essentials/Plus	35
4.	Performance Management Skills	36
4.1	Recruit	36
4.2	Induct	36
4.3	Upskill	36
4.4	Appraise and Plan	36
4.5	Manage Performance	37
4.6	Manage Talent	37
5.	Field Sales Skills	38
5.1	Steps to a Sale	38
5.2	Overcoming Objections	38
5.3	Negotiation	38
5.4	The Next Level	38
6.	Sales and Relationships	39
6.1	Sales and Relationships - <i>The Simon Edwards Way</i>	39
7.	Financial Services Series	43
7.1	Compliance Matters	43
7.2	Information Matters	43
7.3	A Quick Guide to MISI	44
7.4	Banking Conduct of Business	44
7.5	FSA and More	44
7.6	Insurance and Protection	45
7.7	Savings and Investments	45
7.8	Mortgages	46
7.9	Financial Promotions	46
7.10	Financial Crime Essentials	46
7.11	All About Complaints	47
7.12	Processing Complaints	47
7.13	Handling Complaints (Post Office)	47
7.14	Security Matters - 1	48
7.15	Security Matters - 2	48
7.16	Customer Service	49
7.17	Treating Customers Fairly	49
7.18	Treating Customers Fairly (Post Office)	49
7.19	Telephone Skills	50
7.20	Good Communication - 1	50
7.21	Good Communication - 2	50
7.22	Personal Safety	51
7.23	Dealing With Aggression	51
7.24	Equality and Discrimination	52
7.25	Business Continuity Planning	52
7.26	Continuity - The Process	52

8. Contact Centres Series	54
8.1 Communicating Effectively by Phone	54
8.2 Delighting Your Customer	54
8.3 Call Complaint Handling	55
8.4 Preparing and Opening Your Call	55
8.5 Answering Your Customers' Needs	56
8.6 Closing Your Sale	56
9. Key Skills	57
9.1 Working with Others	57
9.2 Communication	58
9.3 Problem Solving	58
9.4 Your Learning and Performance	58
9.5 Using Numbers	59
9.6 IT - The Basics	59
9.7 You	60
10. How We Do It	61
10.1 How Do you Want Your e-Learning?	61
10.2 Critical Path Course Design	62
10.3 Consistent High Quality	63
10.4 Evolution Not Revolution	64
11. Final Points	65
11.1 Upskill People - About Us	65
11.2 Client Comments	65
11.3 Closing Words	66

1. Retail Series

Get your team to go up a gear

Retailers have unique training challenges. Upskill People understand what you want from your staff and what they want from their jobs. Because our training takes in the whole picture we create innovative e-learning geared to your world.

Look at the content of Upskill People's dedicated and proven retail e-learning and you'll see we know all about the hard and soft skills training needed. Practical essentials like health and safety and compliance with legislation, are dealt with in ways that engage all staff levels. Soft skills like customer relations and team-working are there, enhancing staff performance and helping them see the potential in their jobs. It's simple really, well-trained staff are more productive and stay longer.

Our clients demand training that is focused to their needs and easily delivered. We provide this with off the shelf or bespoke courses all tailored for your business.

1.1 Welcome to Retail



Code: **RWR1**
Takes about: **30 minutes**
Assessment: ✓

Course Overview: Here's the ideal start for anyone joining a new company, with everything you need to know about the retail environment to the way the company is structured, its policies, procedures and the help and support available to you.

On completing this course you will understand:

- what working in retail entails
- what the company is all about and its core values
- that customer service is key
- the key areas of your employment – personal conduct, legal stuff, pay and benefits and time off
- the key roles of the people around you and how they can help you
- where you can find out more – employee handbook, company policies, other staff

1.2 Personal Essentials



Code: **RPE1**
Takes about: **18 minutes**
Assessment: ✓

Course Overview: This time it's personal! This course covers all the essentials about things such as the dress code, personal conduct and hygiene and all the laws and protocols that affect the employee and the way they behave.

On completing this course you will understand:

- what the company dress code is and that while in company uniform, conduct must be of the highest possible standard

- uniforms and protective clothing must be kept clean and in good repair
- about cross contamination and that the highest level of personal hygiene is essential, particularly hands
- the legal responsibility to report any contagious illness
- occupational health - looking after yourself at work
- what can be regarded as prejudice and the equality and diversity policy
- questions to ask regarding terms and conditions when beginning your employment

1.3 Health and Safety Essentials



Code: **RHSE**
Takes about: **40 minutes**
Assessment: ✓

Course Overview: Keeping everyone on the premises safe and well must be a top priority for any organisation, and this course achieves compliance under health and safety law ensuring accident prevention is at the core of the business.

On completing this course you will understand:

- why health and safety at work is so important – there are some serious consequences
- what to do if an accident happened – where is the first aid box, what's in it and who's the appointed person
- that all accidents or near misses must be reported by law and entering them in the accident book or online system helps prevent reoccurrence
- different ways to minimise the risk of common slips, trips and falls and related injuries
- that everyday things like spillages, rubbish, trailing leads and floor mats can be hazards
- that COSHH is about the control of potentially harmful substances
- the meaning of the 8 COSHH warning symbols and be able to identify them
- the importance of safety warning signs and what the red, yellow, blue and green signs mean
- the importance of compliance with safe working practices and using equipment as specified
- employer and employee responsibilities regarding equipment use - the need for training, checks, maintenance and personal protective clothing
- the dos and don'ts of the use of electrical equipment
- that good lifting technique involves planning, positioning and good posture to prevent injury
- the main causes of fire and importance of knowing how to evacuate should a fire break out

1.4 Health and Safety Plus



Code: **RHSP**
Takes about: **20 minutes**
Assessment: ✓

Course Overview: Covering some extra topics to the Health and Safety Essentials course that help keep everyone safe and protected.

On completing this course you will understand:

- How to stay safe with cutters and knives
- Moving heavy things about using equipment like cages and pallet trolleys

- Working safely at height on ladders
- Why it's not a good idea to think "It won't happen to me"

1.5 Fire Safety Essentials



Code: **FIRE**
Takes about: **18 minutes**
Assessment: ✓

Course Overview: It's fundamental that everyone in the workplace must know all about fire, its prevention, detection and what to do if a fire does break out. This course covers the basics of evacuation, alarms and fire fighting equipment, and knowing which type does what.

On completing this course you will understand:

- what causes fires to start
- the fire evacuation procedure
- how you can help in preventing a fire
- escape routes
- what to do if your clothes catch fire
- what fire fighting equipment is available and how, as a last resort, you use it

1.6 First Aid Refresher



Code: **RFAS**
Takes about: **tbc minutes**
Assessment: ✓

Course Overview: *This course will be released in Q3 2012, please contact us for further details.*

1.7 Display Screen Equipment



Code: **RDSE**
Takes about: **15 minutes**
Assessment: ✓

Course Overview: Understanding what makes your workstation safe to use could save you a lot of pain and discomfort. For people who are more than occasional users it's also the law that an assessment has to be completed and any actions taken. This course shows you how to complete a display screen equipment assessment and how to keep yourself productive while looking at the computer screens we rely on so much these days.

On completing this course you will understand:

- what is covered in a display screen equipment (DSE) assessment and how to complete one
- the law and what to do to comply
- employers duties
- employees duties
- common problems and associated health risks

- good working practices
- exercises to do before and after working

1.8 Health & Safety for Managers



Code: **RHSM1-5**
Takes about: **130 minutes**
Assessment: ✓

Course Overview: Course under development, please see similar [Hospitality courses](#) for details, get in touch for more information.

1.9 Legal Issues



Code: **RL1**
Takes about: **20 minutes**
Assessment: ✓

Course Overview: There's a lot of law in retail especially when it comes to food and that's why this course provides a comprehensive and essential guide to the legislation concerning aspects of food and perishable goods, such as date code marking, stock rotation and the pricing and labelling of food products.

On completing this course you will understand:

- that an individual can face job loss or a hefty fine as a result of ignoring the food laws
- food products carry date codes to ensure safety and quality is maintained
- the differences between the 'Use By' and 'Best Before' coding methods
- best practice for stock rotation on the shop floor
- the legal requirements for the sale of food, as laid down by the Food Safety Act 1990
- the correct procedures for taking delivery of and storing temperature controlled foods
- the laws around describing products under the Trade Descriptions Act
- the procedures to follow with shelf edge labels, barcodes, price marked products, special offers, multi-packs and stock with no barcode
- what is meant by customers 'statutory rights' regarding the return of faulty goods and refunds, and your 'statutory obligations'
- the requirements of consumer law - satisfactory quality, fit for purpose, as described and safe

1.10 Food Hygiene Essentials



Code: **RFHE** (England, Wales, NI and Scotland)
Takes about: **45 minutes**
Assessment: ✓

Note: To complete a full basic food hygiene syllabus this course should be partnered with [Personal Essentials](#)

Course Overview: Anyone dealing with food needs to know all there is about the safe and legally required practices. This course gives a complete menu of the rights and wrongs when it comes to food poisoning, storage and the absolute need for good hygiene procedures.

On completing this course you will understand:

- the consequences of poor food hygiene
- how food poisoning is caused and food poisoning symptoms
- types of contamination
- bacteria sources and spread
- how food safety laws are enforced
- the main powers of Environmental Health Officers and Trading Standards Officers
- the principals of HACCP and the controls to observe in the critical stages of food flow
- why and how we need to keep food areas clean
- common chemical cleaning substances: sanitisers, detergents and disinfectants
- how these cleaning agents work and what they should be used for
- what to clean in the food area and when
- 6 stages to effective cleaning and how to clean safely
- the 'clean as you go' rule
- the common pests that are attracted to food and why they need to be controlled
- how to prevent pest infestation and recognise signs of pests in the workplace

1.11 Food Hygiene Plus (HACCP)



Code: **RFHP**
Takes about: **15 minutes**
Assessment: ✓

Course Overview: Don't gamble with people's lives, find out at what points you can control the food you produce and also how to make sure you recruit and manage a great team. If you have to supervise staff in food production you are responsible for leading your team to look after customers. The key thing you need to know about is Hazard Analysis Critical Control Points (or HACCP for short). This course sets you off on the right path to safe food production as a manager.

On completing this course you will understand:

- your main objectives as a manager and to lead by example
- critical control points
- HACCP principles and control and monitoring
- food flows and identifying the CCP's
- the importance of good recruitment and management
- the legal requirement to report illness

- the key requirements of the Food Safety Act and Food Hygiene Regulations
- food poisoning, allergens and major pathogens

1.12 Think 25 Restricted Products



Code: **RPD5**
Takes about: **25 minutes**
Assessment: ✓

Course Overview: At last there's a comprehensive guide here for all the various products that carry age restrictions, whether it's for a lottery ticket, a box of fireworks or medicines. Here's a complete checklist of the relevant products and the age requirements together with acceptable ID formats and how to say 'no'.

On completing this course you will understand:

- the sale of which goods are age-restricted by law and at what age the restrictions apply
- if in any doubt that the buyer may be under age, to make the purchase they must show valid photo ID
- which forms of ID are acceptable
- all age queries must be recorded as company defence against possible prosecution
- that solvent abuse kills more young people than any other drug and how to recognise the signs
- that many ordinary household items are solvent-based and what they are
- the age-restriction guidelines regarding the sale of videos, DVDs and computer games, Lotto tickets, scratch cards, knives and medicines
- that age-restrictions also apply to the sale of fireworks, alcohol and tobacco related products

1.13 Think 25 Alcohol Sales



Code: **RAA5** (England, Wales and NI), **RAA2** (Scotland)
Takes about: **40 minutes**
Assessment: ✓

Course Overview: When it comes to dealing with customers, there's one product area fraught with issues if you don't know what you're doing and that's alcohol. This course covers all the relevant legislation for selling alcohol, from what is alcohol to age restrictions, as well as the ID you need and how to manage that awkward position when alcohol has to be refused and what procedure has to be followed.

On completing this course you will understand:

- the legal age restrictions for buying and selling alcohol and the consequences of breaking the law
- who enforces the law
- what alcohol is
- about the premises licence and licensing hours for selling alcohol
- when to ask for ID – the purchaser and the consumer should be considered
- which types of photo identification are acceptable as proof of age when buying alcohol
- when there's a duty to refuse to serve a customer and how to do this
- why refusals to sell alcohol should always be recorded

1.14 Alcohol Plus



Code: **RAPL** (England, Wales and NI), **RAPS** (Scotland)
Takes about: **30 minutes**
Assessment: ✓

Note: To complete a the legally required syllabus for Scotland this course should be partnered with [Think 25 Alcohol Sales](#). The legal requirement is that each member of staff should have 2 hours training. On completion of the two courses we recommend the manager or other qualified individual review the content with the learner as well as alcohol related activities specific to the business or outlet. This should then be recorded on the outlets records confirming that in conjunction with the e-learning courses the learner received two hours of training relative to the syllabus.

Course Overview: Do you know about the effect alcohol has? Well you might have experienced being a bit 'merry' but it's more serious than that. Our society can suffer from the abuse of alcohol with things such as an increase in crime, poor health and damaged relationships. You have a part to play in helping reduce this. This course will put you in the picture regarding licensing law and make sure you stay the right side of the law avoiding a fine or possibly a criminal record.

On completing this course you will understand:

- the impact of alcohol abuse on individuals and those around them
- the laws on licensing and what they aim to achieve
- about the different types of licence and the requirements of each
- staff and customer offences and the authorities who enforce the law
- what alcohol is, what a unit is, the safe drinking guidelines and how strong common types of drink are
- the effects on health and society
- your responsibility on deciding who to serve and the consequences of getting it wrong

1.15 Personal Licence Holder Briefing



Code: **AL01-AL06** (England, Wales and NI), **ALS01-ALS06** (Scotland)
Takes about: 90 minutes
Assessment: ✓

Course overview: There's a lot to the sale of alcohol and this series of briefings are based on the knowledge required for the National (or Scottish) Certificate for Personal Licence Holders. The briefings cover everything from the requirements for licensing through to sales and supply. The series ends with a pre-test for part one of the examination.

1.15.1 Briefing 1 – The Law

Overview: Here's the first step towards gaining an understanding of the ins and outs of the licensing laws and how they apply. This briefing covers the current types of licence and the how the licensing authorities are made up as well as exploring their overall objectives and how these are achieved by all the relevant parties.

On completing this briefing you will understand:

- there are two different types of licence available
- the various bodies that make up the licensing authority
- the responsibilities and records that they have to keep
- the importance of authorities and organisations working with each other

- the importance of training and qualifications to demonstrate support of the licensing objectives
- the intricacies of licensing policy

1.15.2 Briefing 2 – Personal Licences

Overview: This briefing covers the protocols for the granting or otherwise of a personal licence and the rights and duties of the licence holder, as well as the restrictions and possible penalties.

On completing this briefing you will understand:

- what a personal licence is and the procedures for an application or renewal of a personal licence and legalities that go with it
- the process of appealing against the refusal of a licensing authority to grant a personal licence
- the duties of a personal licence holder and penalties for failure to comply with the law

1.15.3 Briefing 3 – Premises Licence

Overview: Building on the personal licence briefing, this looks at the premises licence and all the various events that may require one. Covered here are all the laws concerning selling alcohol and the places or occasions where and when you can sell it.

On completing this briefing you will understand:

- what licensable activities are and what a premises licence and its conditions involve
- the laws relating to the premises licence and application procedures to follow
- what an operating schedule/plan is and what it should include
- the various considerations taken into account when a premises licence is granted or refused
- what to do if a licence needs to be transferred, or the licence holder has died
- the procedure for reviewing a premises licence
- the role and duties of the designated premises supervisor (DPS) (not Scotland)

1.15.4 Briefing 4 – Sale and Supply

Overview: This briefing offers a broader view of the law for the sale and supply of alcohol, including at temporary events in premises without a licence. It's about understanding the definitions of supplying alcohol and also how the law works when it comes to where and when alcohol can and cannot be sold.

On completing this briefing you will understand:

- about temporary event notices and licensing laws in relation to events held at places without a premises licence or events falling outside the licensed times
- the definition of supply and where the supply of alcohol is not a licensable activity
- the law relating to the unauthorised sales of alcohol and the penalties involved
- the specific prohibitions on the sale of alcohol

1.15.5 Briefing 5 – Rules and Regulations

Overview: Alcohol is a product that can have repercussions so it's vital to find out about the possible issues and how to deal with them. This briefing covers the rules, what the police can do and how to prevent trouble, as well as providing a comprehensive guide to the regulations and how to enforce them.

On completing this briefing you will understand:

- the relevant law regarding police rights of entry of licensed premises and powers of closure
- the law in relation to the protection of children and the consequences of breaching that law

- the penalties involved in breaking age-related laws and the best way to prevent this happening
- the serious drink related issues and the role of personal licence holders in the prevention of disorderly conduct on licensed premises
- the precautions to take to help prevent problems arising

1.15.6 Briefing 6 – Pre-Test for Part One of Exam

Overview: A quiz to help prepare for part one of the NCPLH/SCPLH examination.

1.16 Think 25 Tobacco



Code: **RTL5/RTL2** (Scotland)
Takes about: **15 minutes**
Assessment: ✓

Course Overview: It's vital to understand the legislation covering the sale of tobacco and that's why this course is so important. Tobacco is not just another product and its sale is restricted by law, so here's where you can find out how to refuse a sale and the penalties involved in failing to uphold the law.

At the end of this course you will understand:

- the legal ages at which customers can buy tobacco products
- what tobacco products are
- which types of photo identification are acceptable as proof of age when buying tobacco products
- what to do in the event of a refusal to sell tobacco and how to deal with this
- that the law against underage tobacco sales is enforced by Trading Standards Officers
- that the consequences of breaking the law include loss of job, a fine or even imprisonment

1.17 Fuel Safety Essentials



Code: **RFSE**
Takes about: **20 minutes**
Assessment: ✓

Course Overview: This course provides all the vital information needed to keep fuel forecourts trouble and hazard free, from the rules on safety to the mechanics of authorising pumps and how to deal with any spillages.

On completing this course you will understand:

- your responsibilities as a forecourt operator
- the hazards and risks fuel poses
- when to authorise the pumps and when not to
- how and when to use the tannoy
- how to deal with spillages and leaks

1.18 Equality Essentials



Code: **REQE**
Takes about: **15 minutes**
Assessment: ✓

Course Overview: A comprehensive overview of the Equality Act requirement for the fair and equal treatment of all. Lots of examples are used to put the law into 'real life' and aid understanding.

On completing this course you will understand:

- What being equal and fair means
- Some examples and effects of discrimination
- The discrimination and harassment types defined under the law
- What the protected characteristics are
- Where lawful discrimination is allowed
- About pay equality and secrecy

1.19 Equality for Managers



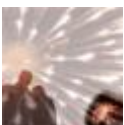
Code: **REQM**
Takes about: **40 minutes**
Assessment: ✓

Course Overview: A comprehensive overview of the Equality Act requirement for the fair and equal treatment of all. Lots of examples are used to put the law into 'real life' and aid understanding. This Managers course includes some sophisticated scenarios allowing the learner to practice identifying situations, who is involved and how and then the best course of action to take.

On completing this course you will understand:

- What being equal and fair means
- Some examples and effects of discrimination
- The discrimination and harassment types defined under the law
- What the protected characteristics are
- Where lawful discrimination is allowed
- About pay equality and secrecy
- How to identify and react to discrimination situations, in a 'virtual' company

1.20 Firework Essentials



Code: **RFW2**
Takes about: **10 minutes**
Assessment: ✓

Course Overview: They can be great fun but potentially lethal so it's no surprise that there's legislation covering the sale of fireworks. This course gives the complete picture of how they can help sales and all the many and varied elements that have to be in place before a licence to sell fireworks can be granted and retained.

On completing this course you will understand:

- the law requires retailers selling fireworks to be registered
- the licence to sell is reviewed and renewed annually
- the times when retailers can legally sell fireworks are limited
- that failing to comply with the law may result in loss of licence, a large fine or even prison
- what restrictions apply to the storage, display and sale of fireworks
- Fire Officers and/or Trading Standards Officers inspect stores to check compliance with the law
- fireworks may not be sold to anyone under the age of 18, if in doubt photo ID must be requested and shown
- that fireworks are classified as explosives, misuse can cause terrible injuries or even death

1.21 Food Hygiene for Managers



Code: RFHM (1-4)
Takes about: **120 minutes**
Assessment: ✓

Course Overview: Please see [Hospitality courses](#) for details, topics covered are the same.

1.22 Customer Care Essentials



Code: RCCE
Takes about: **25 minutes**
Assessment: ✓

Course Overview: Keeping customers more than satisfied is how you keep customers. This course provides an insight into customer care issues and dealing with difficult situations. Here's how to see the world through the customer's eyes and how to manage day to day challenges to keep your customers coming back.

On completing this course you will understand:

- that putting yourself in the customer's shoes can give an insight into how to treat customers
- a few moments spent 'sussing customers out' will greatly impact how well you get on with them
- making eye contact, smiling and good communication can help defuse difficult situations
- that keeping queues to a minimum makes happy customers
- the correct till signals for assistance in a range of situations
- that being friendly, helpful and sensitive to customers' needs promotes greater job satisfaction

1.23 Sales and Service Essentials



Code: **RSSE**
Takes about: **45 minutes**
Assessment: ✓

Course Overview: This course is all about getting the most out of your relationship with your customers. It's all about being successful. Success means being part of a winning team which makes you more valuable - the more active you are the more successful you'll be, what's not to like?

On completing this course you will understand:

- that sales and good service is about getting on with people well, which leads to greater job satisfaction all round
- steps to a sale including how to make the first move with customers and why it can make a big difference to how you both feel
- how to 'suss' customers out and look for buying signals
- that product knowledge is key to successful sales
- how to increase sales, by up selling, linking products, offering alternatives, the power of touch and offering an opinion
- that there are many different types of people and understanding these types and adjusting your style to theirs helps with rapport and maximising sales
- that even a difficult situation can be made a whole lot easier with some simple things like making eye contact and smiling, letting people know what's going on and not struggling on but calling for help if needed
- the simple rules for managing queues and signalling for help
- that after making a great first impression they then have to deliver on their promise to be friendly and helpful
- that they need to think about each situation and work out what's best for the customer.

1.24 Effective Merchandising



Code: **REM1**
Takes about: **20 minutes**
Assessment: ✓

Course Overview: Presenting the merchandise to the customer in the right way is a fundamental part of the sales process. This course goes through the best way to do it and how to spot the simple mistakes that can impact sales. Everything from the best way to make the most of the visual impact to the legal requirements of shelf edge labels is covered.

On completing this course you will understand:

- how effective merchandising can affect the bottom line
- ways to maximise the impact and attractiveness of products and ways to easily identify them
- planograms and how to create an excellent product display
- the steps to take when receiving and implementing planograms
- the legalities of shelf edge labels

1.25 Visual Merchandising Essentials



Code: **RVMS**
Takes about: **45 minutes**
Assessment: ✓

Course Overview: This course is all about what visual merchandising is and why it's important to you, not just at work but also when you're trying to buy things as a customer. It's about how things look and how to grab customers' attention so they become aware of something and buy it. In retail VM isn't an option, it works and it's essential.

On completing this course you will understand:

- what VM is and why it works/doesn't work
- your role in making it work - part of the VM team
- the impact of store design on VM
- the importance of 'building the brand' in store
- the use of colour, the colour wheel and colour schemes
- the basics of window dressing, different displays and how they pull people in
- types of windows, layout, grouping and balance
- that 'retail is detail'
- floor layout, fixtures and fittings, zones and routes, signage and labelling - how these things draw the customers in and take them on a journey
- eye level is buy level
- different display options and merchandising approaches and the merits of each
- fashion VM and the importance of keeping clothes tidy, mannequins and the dressing techniques
- tips for non-fashion VM
- VM is nothing without stock, handling it correctly, keeping gaps filled, merchandising offers, sales, discounts and different types of stock (old/new/fragmented/reduced)

1.26 Security Essentials



Code: **RSWE**
Takes about: **25 minutes**
Assessment: ✓

Course Overview: Theft is a criminal offence and is an extremely serious and sensitive issue. This course gives clear guidelines on how employees can spot offenders, what they should do about it and how they can play their part in preventing theft by customers and by other members of the team.

On completing this course you will understand:

- that theft in the workplace is a serious matter which could cost jobs
- that you have a vital role to play in preventing workplace theft
- more about theft, thieves and how to prevent theft
- who steals - that it could be anyone
- when theft occurs - especially at busy times of the day
- how people steal - some of the common tricks used by thieves
- till, stockroom and delivery security procedures
- how to observe potential thieves and watch for signals
- how to deter theft, including staff theft, and how to deal with it should it occur

1.27 Managing Stock



Code: **RMS1**
Takes about: **18 minutes**
Assessment: ✓

Course Overview: Managing stock correctly not only makes your store easier to run but can actually help to increase profits. That's why this course is so effective in helping anyone in retail to understand how to control stock, the legal requirements and the ins and outs of stock rotation and effective displays.

On completing this course you will understand:

- how effective stock management can increase profits
- the legal requirements regarding stock rotation and the 'oldest first' principle of display
- 'use by' and 'best before' dates
- how stock becomes damaged and the implications of damaged stock
- how and when a product should be reduced and where it should be displayed
- the importance and benefits of gap checks
- the gap check procedure

1.28 PCI Essentials



Code: **RPCI**
Takes about: **20 minutes**
Assessment: ✓

Course Overview: The essential things all staff need to understand about the Payment Card Industry Data Security Standards (PCI DSS) and their responsibilities regarding compliance.

On completing this course you will understand:

- What PCI DSS are and why businesses must comply with them.
- What data theft is - the risks and what to do to prevent it.
- The scope of the company's and your responsibilities and the PCI goals.
- Why you must handle manual card transactions correctly and how to do this.
- What the Data Protection Act is.
- The benefits of compliance and the consequences of non-compliance.

1.29 Data Security Essentials



Code: **RDSEC**
Takes about: **18 minutes**
Assessment: ✓

Course Overview: This course gives the complete picture of the security of information and the potential theft of the valuable asset that is data, from who has access to what right through to the practicalities of keeping workstations secure and good practice in the use of IT equipment and internet and e-mail usage.

On completing this course you will understand:

- why security matters
- that you are accountable for your logon
- what constitutes a risk to the confidentiality, integrity and availability of data and business information
- workstation security procedures
- the dos and don'ts of password security
- the dos and don'ts of email usage
- the dos and don'ts of internet usage
- that the usage is monitored and breaches lead to potential disciplinary action
- that your credentials should never be shared
- how to identify potential security risks
- the dos and don'ts of internet usage
- that the usage is monitored and breaches lead to potential disciplinary action
- that your credentials should never be shared
- how to identify potential security risks

1.30 Post Office



Code: **Various**
Assessment: ✓

Course Series Overview: The [Financial Services Series](#) has been designed to be suitable for Post Office staff compliance and best practice skills development.

Specific courses are:

- [Compliance Matters](#)
- [Information Matters](#)
- [Financial Promotions](#)
- [Financial Crime Essentials](#)
- [Handling Complaints](#)
- [Security Matters](#)
- [Customer Service](#)
- [Treating Customers Fairly](#)
- [Telephone Skills](#)
- [Personal Safety](#)
- [Dealing With Aggression](#)
- [Disability and Discrimination](#)
- [Equality and Diversity](#)

1.31 Intellinet Staff Essentials



Code: **IL01**
Takes about: **24 minutes**
Assessment: ✓

Course Overview: The Intellinet Staff system will save you time in all aspects of administering your team and making sure everyone is on the system and gets paid on time and correctly. This course introduces you to the software and lets you practice the main tasks you need to know so you hit the ground running when you log on.

On completing this course you will understand:

- what the application can do for you
- entering new employees and correcting mistakes
- how to change job details
- entering leavers onto the system
- completing permanent and temporary employee transfers

1.32 Intellinet Staff Plus



Code: **IL02**
Takes about: **12 minutes**
Assessment: ✓

Course Overview: If you're using the extra modules that enhance what Intellinet Staff can do for you then you need this course to learn how to put the system to work for you and your team. You will practice completing the key tasks so you can use the live system with confidence.

On completing this course you will understand:

- what a working pattern is
- how to create and edit a working pattern
- how to input and authorise timesheets
- booking and editing a holiday
- booking and editing a sickness absence
- inputting lieu days
- producing key performance indicator reports

2. Funeral Series

Get your team to go up a gear

Funeral businesses have unique training challenges. Upskill People understand what you want from your staff and what they want from their jobs. Because our training takes in the whole picture we create innovative e-learning geared to your world.

Our clients demand training that is focused to their needs and easily delivered. We provide this with off the shelf or bespoke courses all tailored for your business.

2.1 Welcome to Funeral



Code: **RFWR1**
Takes about: **20 minutes**
Assessment: ✓

Course Overview: Here's the ideal start for anyone joining a new company, with everything you need to know about the funeral sector to the way the company is structured, its policies, procedures and the help and support available to you.

On completing this course you will understand:

- what working in the funeral sector entails
- what the company is all about and its core values
- that customer service is key
- the key areas of your employment – personal conduct, legal stuff, pay and benefits and time off
- the key roles of the people around you and how they can help you
- where you can find out more – employee handbook, company policies, other staff

2.2 Health and Safety Essentials



Code: **RFHSE**
Takes about: **30 minutes**
Assessment: ✓

Course Overview: Keeping everyone on the premises safe and well must be a top priority for any organisation, and this course achieves compliance under health and safety law ensuring accident prevention is at the core of the business.

On completing this course you will understand:

- why health and safety at work is so important – there are some serious consequences
- what to do if an accident happened – where is the first aid box, what's in it and who's the appointed person
- that all accidents or near misses must be reported by law and entering them in the accident book or online system helps prevent reoccurrence
- different ways to minimise the risk of common slips, trips and falls and related injuries
- that everyday things like spillages, rubbish, trailing leads and floor mats can be hazards

- that COSHH is about the control of potentially harmful substances
- the meaning of the 8 COSHH warning symbols and be able to identify them
- the importance of safety warning signs and what the red, yellow, blue and green signs mean
- the importance of compliance with safe working practices and using equipment as specified
- employer and employee responsibilities regarding equipment use - the need for training, checks, maintenance and personal protective clothing
- the dos and don'ts of the use of electrical equipment
- that good lifting technique involves planning, positioning and good posture to prevent injury
- the main causes of fire and importance of knowing how to evacuate should a fire break out

2.3 Personal Essentials



Code: **RFPE1**
Takes about: **18 minutes**
Assessment: ✓

Course Overview: This time it's personal! This course covers all the essentials about things such as the dress code, personal conduct and hygiene and all the laws and protocols that affect the employee and the way they behave.

On completing this course you will understand:

- what the company dress code is and that while in company uniform, conduct must be of the highest possible standard
- uniforms and protective clothing must be kept clean and in good repair
- about cross contamination and that the highest level of personal hygiene is essential, particularly hands
- occupational health - looking after yourself at work
- what can be regarded as prejudice and the equality and diversity policy
- questions to ask regarding terms and conditions when beginning your employment

2.4 Fire Safety Essentials



Code: **FFIRE**
Takes about: **15 minutes**
Assessment: ✓

Course Overview: It's fundamental that everyone in the workplace must know all about fire, its prevention, detection and what to do if a fire does break out. This course covers the basics of evacuation, alarms and fire fighting equipment, and knowing which type does what.

On completing this course you will understand:

- what causes fires to start
- the fire evacuation procedure
- how you can help in preventing a fire
- escape routes
- what to do if your clothes catch fire
- what fire fighting equipment is available and how, as a last resort, you use it

3. Hospitality Series

Get your team to go up a gear

The hospitality sector has unique training challenges. Upskill People understand what you want from your staff and what they want from their jobs. Because our training takes in the whole picture we create innovative e-learning geared to your world.

Look at the content of Upskill People's dedicated and proven hospitality e-learning and you'll see we know all about the hard and soft skills training needed. Practical essentials like health and safety and compliance with legislation, are dealt with in ways that engage all staff levels. Soft skills like customer relations and team-working are there, enhancing staff performance and helping them see the potential in their jobs. It's simple really; well-trained staff are more productive and stay longer.

Our clients demand training that is focused to their needs and easily delivered. We provide this with off the shelf or bespoke courses all tailored for your business.

3.1 Welcome to Hospitality



Code: **HWH1**
Takes about: **30 minutes**
Assessment: ✓

Course Overview: Here's the ideal start for anyone joining a new company, with everything you need to know about the hospitality environment to the way the company is structured, its policies, procedures and the help and support available to you.

On completing this course you will understand:

- what working in hospitality entails
- what the company is all about and its core values
- that customer service is key
- the key areas of your employment – personal conduct, legal stuff, pay and benefits and time off
- the key roles of the people around you and how they can help you
- where you can find out more – employee handbook, company policies, other staff

3.2 Personal Essentials



Code: **HPE1**
Takes about: **18 minutes**
Assessment: ✓

Course Overview: This time it's personal! This course covers all the essentials about things such as the dress code, personal conduct and hygiene and all the laws and protocols that affect the employee and the way they behave.

On completing this course you will understand:

- what the company dress code is and that while in company uniform, conduct must be of the highest possible standard
- uniforms and protective clothing must be kept clean and in good repair

- about cross contamination and that the highest level of personal hygiene is essential, particularly hands
- the legal responsibility to report any contagious illness
- occupational health - looking after yourself at work
- what can be regarded as prejudice and the equal opportunities policy
- questions to ask regarding terms and conditions when beginning your employment

3.3 Health and Safety Essentials



Code: **HHSE**
Takes about: **40 minutes**
Assessment: ✓

Course Overview: Keeping everyone on the premises safe and well must be a top priority for any organisation, and this course achieves compliance under health and safety law ensuring accident prevention is at the core of the business.

On completing this course you will understand:

- why health and safety at work is so important – there are some serious consequences
- what to do if an accident happened – where is the first aid box, what's in it and who's the appointed person
- that all accidents or near misses must be reported by law and entering them in the accident book or online system helps prevent reoccurrence
- different ways to minimise the risk of common slips, trips and falls and related injuries
- that everyday things like spillages, rubbish, trailing leads and floor mats can be hazards
- that COSHH is about the control of potentially harmful substances
- the meaning of the 8 COSHH warning symbols and be able to identify them
- the importance of safety warning signs and what the red, yellow, blue and green signs mean
- the importance of compliance with safe working practices and using equipment as specified
- employer and employee responsibilities regarding equipment use - the need for training, checks, maintenance and personal protective clothing
- the dos and don'ts of the use of electrical equipment
- that good lifting technique involves planning, positioning and good posture to prevent injury
- the main causes of fire and importance of knowing how to evacuate should a fire break out

3.4 Health and Safety Plus



Code: **HHSP**
Takes about: **20 minutes**
Assessment: ✓

Course Overview: Covering some extra topics to the Health and Safety Essentials course that help keep everyone safe and protected.

On completing this course you will understand:

- How to stay safe with cutters and knives
- Moving heavy things about using equipment like cages and pallet trolleys
- Working safely at height on ladders

- Why it's not a good idea to think "It won't happen to me"

3.5 Fire Safety Essentials



Code: **FIRE**
Takes about: **18 minutes**
Assessment: ✓

Course Overview: It's fundamental that everyone in the workplace must know all about fire, its prevention, detection and what to do if a fire does break out. This course covers the basics of evacuation, alarms and fire fighting equipment, and knowing which type does what.

On completing this course you will understand:

- what causes fires to start
- the fire evacuation procedure
- how you can help in preventing a fire
- escape routes
- what to do if your clothes catch fire
- what fire fighting equipment is available and how, as a last resort, you use it

3.6 First Aid Refresher



Code: **HFAS**
Takes about: **tbc minutes**
Assessment: ✓

Course Overview: *This course will be released in Q3 2012, please contact us for further details.*

3.7 Display Screen Equipment



Code: **RDSE**
Takes about: **15 minutes**
Assessment: ✓

Course Overview: Understanding what makes your workstation safe to use could save you a lot of pain and discomfort. For people who are more than occasional users it's also the law that an assessment has to be completed and any actions taken. This course shows you how to complete a display screen equipment assessment and how to keep yourself productive while looking at the computer screens we rely on so much these days.

On completing this course you will understand:

- what is covered in a display screen equipment (DSE) assessment
- the law and what to do to comply
- employers duties
- employees duties
- common problems and associated health risks

3.8 Health & Safety for Managers - Law and You



Code: HHSM1
Takes about: **15 minutes**
Assessment: ✓

Course Overview: A manager's guide to the ins and outs of health and safety law and their responsibilities under it.

On completing this course you will understand:

- That health and safety should be near the top of the agenda at all times
- That accidents are usually caused by human factors and the whole team must follow H&S procedures
- The Company's, your and your team's responsibilities under the Health and Safety at Work Act
- The powers of Environmental Health Officers
- Implications of breaching the Corporate Manslaughter and Corporate Homicide Act and the Health and Safety (Offences) Act
- The duty of care to provide a safe environment for all employees and customers

3.9 Health & Safety for Managers - Management Essentials



Code: HHSM2
Takes about: **30 minutes**
Assessment: ✓

Course Overview: The essential things managers need to know about health & safety procedures in the business and how to coach their teams to follow them.

On completing this course you will understand:

- That risk assessments must be carried out and procedures followed to keep everyone safe
- That individuals are responsible for their acts and omissions
- That you must keep an eye on your team and coach them at every opportunity
- That completing logs accurately and completely is essential to prove due diligence
- What audits involve and how to be prepared for them
- That overall responsibility for health and safety lies with the manager - they should lead by example

3.10 Health & Safety for Managers - Risk Assessments



Code: HHSM3
Takes about: **45 minutes**
Assessment: ✓

Course Overview: Everything a manager needs to know about risk assessments - how to do them, what to look for and why they are an important part of the daily management role.

On completing this course you will understand:

- What a risk assessment is
- That they are a legal requirement and must be carried out and regularly reviewed by a competent person
- The terms 'hazard' and 'risk' and how to calculate risk ratings and decide controls
- The 5 step approach to managing risk

3.11 Health & Safety for Managers - Accidents Happen



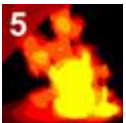
Code: HHSM4
Takes about: **30 minutes**
Assessment: ✓

Course Overview: A manager's guide to accidents and RIDDOR and their responsibilities regarding investigation and reports, including the importance of the COSHH assessments and controls to prevent accidents.

On completing this course you will understand:

- What accidents and incidents are defined as
- RIDDOR and the offences
- Your responsibilities to record, report and investigate accidents and incidents and identify any remedial action
- The importance of keeping accident records
- The COSHH regulations and their requirement for assessments of harmful substances
- The importance of training your team to use chemicals safely

3.12 Health & Safety for Managers - Fire



Code: HHSM5
Takes about: **15 minutes**
Assessment: ✓

Course Overview: A guide to fire management - vital checks and maintenance to prevent fire and how to handle a fire officer visit.

On completing this course you will understand:

- Your key responsibilities, and your team's, in fire prevention
- The importance of training and records
- Your daily, weekly, bi-annual and annual checks
- About safe occupancy
- What fire officers visit for and what their powers are
- Your role to assist any officer and allow them access to records

3.13 Food Hygiene Essentials



Code: **HFHE (England, Wales, NI and Scotland)**
Takes about: **45 minutes**
Assessment: ✓

Note: To complete a full basic food hygiene syllabus this course should be partnered with [Personal Essentials](#)

Course Overview: Anyone dealing with food needs to know all there is about the safe and legally required practices. This course gives a complete menu of the rights and wrongs when it comes to food poisoning, storage and the absolute need for good hygiene procedures.

On completing this course you will understand:

- the consequences of poor food hygiene
- how food poisoning is caused and food poisoning symptoms
- types of contamination
- bacteria sources and spread
- how food safety laws are enforced
- the main powers of Environmental Health Officers and Trading Standards Officers
- the principals of HACCP and the controls to observe in the critical stages of food flow
- why and how we need to keep food areas clean
- common chemical cleaning substances: sanitisers, detergents and disinfectants
- how these cleaning agents work and what they should be used for
- what to clean in the food area and when
- 6 stages to effective cleaning and how to clean safely
- the 'clean as you go' rule
- the common pests that are attracted to food and why they need to be controlled
- how to prevent pest infestation and recognise signs of pests in the workplace

3.14 Food Hygiene Plus (HACCP)



Code: **HFHP**
Takes about: **15 minutes**
Assessment: ✓

Course Overview: Don't gamble with people's lives, find out at what points you can control the food you produce and also how to make sure you recruit and manage a great team. If you have to supervise staff in food production you are responsible for leading your team to look after customers. The key thing you need to know about is Hazard Analysis Critical Control Points (or HACCP for short). This course sets you off on the right path to safe food production as a manager.

On completing this course you will understand:

- your main objectives as a manager and to lead by example
- critical control points
- HACCP principles and control and monitoring
- food flows and identifying the CCP's
- the importance of good recruitment and management
- the legal requirement to report illness
- the key requirements of the Food Safety Act and Food Hygiene Regulations
- food poisoning, allergens and major pathogens

3.15 Think 25 Alcohol Sales



Code: **HAA5** (England, Wales and NI), **HAA2** (Scotland)
Takes about: **45 minutes**
Assessment: ✓

Course Overview: When it comes to dealing with customers, there's one product area fraught with issues if you don't know what you're doing - that's alcohol. This course covers all the relevant legislation for selling alcohol, from what is alcohol to age restrictions, as well as the ID you need and how to manage that awkward position when alcohol has to be refused and what procedure has to be followed.

On completing this course you will understand:

- the legal age restrictions for buying and selling alcohol and the consequences of breaking the law
- who enforces the law
- what alcohol is
- about the premises licence and licensing hours for selling alcohol
- when to ask for ID – the purchaser and the consumer should be considered
- which types of photo identification are acceptable as proof of age when buying alcohol
- when there's a duty to refuse to serve a customer and how to do this
- why refusals to sell alcohol should always be recorded

3.16 Alcohol Plus



Code: **HAPL** (England, Wales and NI), **HAPS** (Scotland)
Takes about: **30 minutes**
Assessment: ✓

Note: To complete a the legally required syllabus for Scotland this course should be partnered with

Think 25 Alcohol Sales. The legal requirement is that each member of staff should have 2 hours training. On completion of the two courses we recommend the manager or other qualified individual review the content with the learner as well as alcohol related activities specific to the business or outlet. This should then be recorded on the outlets records confirming that in conjunction with the e-learning courses the learner received two hours of training relative to the syllabus.

Course Overview: Do you know about the effect alcohol has? Well you might have experienced being a bit 'merry' but it's more serious than that. Our society can suffer from the abuse of alcohol with things such as an increase in crime, poor health and damaged relationships. You have a part to play in helping reduce this. This course will put you in the picture regarding licensing law and make sure you stay the right side of the law avoiding a fine or possibly a criminal record.

On completing this course you will understand:

- the impact of alcohol abuse on individuals and those around them
- the laws on licensing and what they aim to achieve
- about the different types of licence and the requirements of each
- staff and customer offences and the authorities who enforce the law
- what alcohol is, what a unit is, the safe drinking guidelines and how strong common types of drink are
- the effects on health and society
- your responsibility on deciding who to serve and the consequences of getting it wrong

3.17 Personal Licence Holder Briefing



Code: **HAL01-HAL06** (England, Wales and NI), **HALS01-HALS06** (Scotland)
Takes about: **90 minutes**
Assessment: ✓

Course overview: There's a lot to the sale of alcohol and this series of briefings are based on the knowledge required for the National (or Scottish) Certificate for Personal Licence Holders. The briefings cover everything from the requirements for licensing through to sales and supply. The series ends with a pre-test for part one of the examination.

For details on this course check out the [Retail section](#)

3.18 Equality Essentials



Code: **HEQE**
Takes about: **15 minutes**
Assessment: ✓

Course Overview: A comprehensive overview of the Equality Act requirement for the fair and equal treatment of all. Lots of examples are used to put the law into 'real life' and aid understanding.

On completing this course you will understand:

- What being equal and fair means
- Some examples and effects of discrimination
- The discrimination and harassment types defined under the law
- What the protected characteristics are
- Where lawful discrimination is allowed
- About pay equality and secrecy

3.19 Equality for Managers



Code: **HEQM**
Takes about: **40 minutes**
Assessment: ✓

Course Overview: A comprehensive overview of the Equality Act requirement for the fair and equal treatment of all. Lots of examples are used to put the law into 'real life' and aid understanding. This Managers course includes some sophisticated scenarios allowing the learner to practice identifying situations, who is involved and how and then the best course of action to take.

On completing this course you will understand:

- What being equal and fair means
- Some examples and effects of discrimination
- The discrimination and harassment types defined under the law
- What the protected characteristics are
- Where lawful discrimination is allowed
- About pay equality and secrecy
- How to identify and react to discrimination situations, in a 'virtual' company

3.20 Food Hygiene for Managers - Law and You



Code: **HFHM1**
Takes about: **15 minutes**
Assessment: ✓

Course Overview: A manager's guide to the ins and outs of food safety and hygiene legislation and their responsibilities under it.

On completing this course you will understand:

- That food safety is central to everything you do on a daily basis and making sure it's safe and of the highest quality is vital
- That food poisoning and customer complaints pose a great risk to the Company
- That food handlers include front of house and bar staff
- The main requirements of the Food Safety Act and Food Hygiene Regulations
- The powers of Environmental Health Officers
- Implications of breaching the Corporate Manslaughter and Corporate Homicide Act
- The importance of being able to prove due diligence

3.21 Food Hygiene for Managers - Management Essentials



Code: **HFHM2**
Takes about: **30 minutes**
Assessment: ✓

Course Overview: The essential things managers need to know about food safety and hygiene procedures in the business and how to coach their teams to follow them.

On completing this course you will understand:

- That potential hazards must be spotted and procedures followed to keep everyone safe
- That individuals are responsible for their acts and omissions
- That you must keep an eye on your team and coach them at every opportunity
- That completing logs accurately and completely is essential to prove due diligence
- What audits involve and how to be prepared for them
- That overall responsibility for food safety lies with the manager - they should lead by example

3.22 Food Hygiene for Managers - HACCP



Code: HFHM3
Takes about: **45 minutes**
Assessment: ✓

Course Overview: A comprehensive guide to HACCP - how managers can analyse hazards and implement controls, with particular emphasis on staff.

On completing this course you will understand:

- The notion of supplier to plate and identifying food risks and putting controls in place to make food safe
- That food safety starts with clean hands
- That you must keep an eye on your team and coach them at every opportunity to make sure they understand the controls
- That completing logs accurately and completely is essential to prove due diligence and keep food safe

3.23 Food Hygiene for Managers - Visits and Complaints



Code: HFHM4
Takes about: **30 minutes**
Assessment: ✓

Course Overview: How to handle enforcement officer visits and what they are all about, and why and how you should deal with customer complaints professionally and compliantly.

On completing this course you will understand:

- That enforcement officers can visit at any time to check you are producing and serving safe food
- That ID should be checked and officers must be accompanied as they inspect
- That you must be professional and calm and make all records available
- That you must act on any advice or correspondence from them
- The customer complaints procedure and the food complaints form
- That dealing with complaints correctly is important to give the customer the best impression

3.24 PCI Essentials



Code: **HPCI**
Takes about: **20 minutes**
Assessment: ✓

Course Overview: The essential things all staff need to understand about the Payment Card Industry Data Security Standards (PCI DSS) and their responsibilities regarding compliance.

On completing this course you will understand:

- What PCI DSS are and why businesses must comply with them.
- What data theft is - the risks and what to do to prevent it.
- The scope of the company's and your responsibilities and the PCI goals.
- Why you must handle manual card transactions correctly and how to do this.
- What the Data Protection Act is.
- The benefits of compliance and the consequences of non-compliance.

3.25 Data Security Essentials



Code: **HDSEC**
Takes about: **18 minutes**
Assessment: ✓

Course Overview: This course gives the complete picture of the security of information and the potential theft of the valuable asset that is data, from who has access to what right through to the practicalities of keeping workstations secure and good practice in the use of IT equipment and internet and e-mail usage.

On completing this course you will understand:

- why security matters
- that you are accountable for your logon
- what constitutes a risk to the confidentiality, integrity and availability of data and business information
- workstation security procedures
- the dos and don'ts of password security
- the dos and don'ts of email usage
- the dos and don'ts of internet usage
- that the usage is monitored and breaches lead to potential disciplinary action
- that your credentials should never be shared
- how to identify potential security risks

3.26 Bed Bugs - Need to Know



Code: **HNTKBB**
Takes about: **tbc minutes**
Assessment: ✓

Course Overview: *This course will be released in Q2 2012, please contact us for further details.*

3.27 Legionella - Need to Know



Code: HNTKLG
Takes about: **tbc minutes**
Assessment: ✓

Course Overview: *This course will be released in Q3 2012, please contact us for further details.*

3.28 Intellinet Staff Essentials/Plus



Code: IL01/IL02
Takes about: **24/12 minutes**
Assessment: ✓

For details on these courses check out the [Retail section](#)

4. Performance Management Skills

A series of courses to skill managers to help their team perform and the business achieve more.

4.1 Recruit



Code: **PMS01**
Takes about: **tbc minutes**
Assessment: ✓

Course Overview: *This course will be released in Q3 2012, please contact us for further details.*

4.2 Induct



Code: **PMS02**
Takes about: **tbc minutes**
Assessment: ✓

Course Overview: *This course will be released in Q3 2012, please contact us for further details.*

4.3 Upskill



Code: **PMS03**
Takes about: **tbc minutes**
Assessment: ✓

Course Overview: *This course will be released in Q3 2012, please contact us for further details.*

4.4 Appraise and Plan



Code: **PMS04**
Takes about: **tbc minutes**
Assessment: ✓

Course Overview: *This course will be released in Q3 2012, please contact us for further details.*

4.5 Manage Performance



Code: **PMS05**
Takes about: **tbc minutes**
Assessment: ✓

Course Overview: *This course will be released in Q3 2012, please contact us for further details.*

4.6 Manage Talent



Code: **PMS06**
Takes about: **tbc minutes**
Assessment: ✓

Course Overview: *This course will be released in Q3 2012, please contact us for further details.*

5. Field Sales Skills

A series of courses to skill managers to help their team perform and the business achieve more.

5.1 Steps to a Sale



Code: **FSS01**
Takes about: **tbc minutes**
Assessment: ✓

Course Overview: *This course will be released in Q3 2012, please contact us for further details.*

5.2 Overcoming Objections



Code: **FSS02**
Takes about: **tbc minutes**
Assessment: ✓

Course Overview: *This course will be released in Q3 2012, please contact us for further details.*

5.3 Negotiation



Code: **FSS03**
Takes about: **tbc minutes**
Assessment: ✓

Course Overview: *This course will be released in Q3 2012, please contact us for further details.*

5.4 The Next Level



Code: **FSS04**
Takes about: **tbc minutes**
Assessment: ✓

Course Overview: *This course will be released in Q3 2012, please contact us for further details*

6. Sales and Relationships

6.1 Sales and Relationships - *The Simon Edwards Way*



Code: **SE01-SE09**
Takes about: **90 minutes** for all 9 courses
Assessment: **Mini quizzes** (not tracked)

Helping people to know how to work together and sell more

Sales and team working is about people as much as products or services. You and your colleagues need world leading techniques to achieve more. At the heart of this innovative e-learning program is the idea that people's way of seeing the world can be identified and worked out very quickly. People who can do this are able to focus their communication with customers to achieve goals for themselves and your business.

People come in all shapes and sizes, and our personalities are just as diverse. But while we all have our individual ways of looking at the world, our perspectives can be identified and categorised. This series shows how to tailor the way you communicate to different personalities and communicate more effectively.

The items are based on engaging scenarios, featuring different characters, but are always focused on the business of better communication, more job satisfaction, better customer relations and improved sales. The content is thought provoking and is interactive, not to mention entertaining.

You'll be able to 'suss out' a customer's 'type' and quickly build rapport. That creates a trust and a foundation to work out not only what the customer wants but how to make sure they are dealt with in the way they want to be - this all adds up to better sales and great teams as the skills apply to colleagues and the people you work with as well as customers.

The benefits you'll get on completing this series are remarkable and wide ranging. Starting with the first course you'll have skills to use straight away.

6.1.1 First Impressions

Code **SE01**
Takes about: **10 minutes**

Overview: In this first module you will meet the four central characters, and you will quickly see that each one has a distinct way of looking at the world. You'll learn about these unique perspectives, and why they are so important.

On completing this course you will understand

- there are a few simple ways to help define anyone's personality
- it's possible to quickly spot people types by the language they use
- how people perceive things from a different perspective
- the clues to look for to be able to suss people out

6.1.2 Thought and Behaviour

Code **SE02**

Takes about: **10 minutes**

Overview: How do our thoughts affect our behaviour and the way we interact with other people? Is it really possible for four individuals as diverse as these to reach an agreement they're all going to be happy with? What clues do people give about the way they are likely to think about things?

On completing this course you will understand

- four personality traits 'doers', 'watchers', 'sensibles' and 'thinkers'
- which of these will remain true to type at work or at play
- how someone thinks helps to understand how they will react to situations
- the do's and don'ts of how to get the best from each person once you've sussed them out

6.1.3 Personalities in Detail

Code **SE03**

Takes about: **10 minutes**

Overview: First impressions are good, but there's more to people than the kind of stuff you can recognise in the first minute or two of meeting them. Our four characters have been giving clues about their personalities all along, but how many of them have you been able to spot so far? This is where to find out.

On completing this course you will understand

- that individuals have been developing within a 'profile' since childhood
- that learning what makes people tick, gives a valuable insight into why people buy and what they look for at work
- that recognising people types helps to know what words or approach works best with them
- that listening carefully to what and how something is said, helps to build rapport
- customers and colleagues may not always fit one type but a combination of types, we're all different

6.1.4 Personalities at Work

Code **SE04**

Takes about: **10 minutes**

Overview: How does a fifth person see these four characters? Their boss, Ken, presents his own opinion on the different strengths of his team.

On completing this course you will understand

- that a good manager can recognise the different types in their team
- that you can suss how each is going to react in a given situation
- that this is a skill which can be used in all aspects of life
- that certain character traits make individuals particularly suitable for certain types of jobs

6.1.5 Being Different

Code **SE05**

Takes about: **10 minutes**

Overview: Most of us try and get other people to change their behaviour and thought habits in order to accommodate us. We tend to think if everyone were more like us, the world would be a better place, and communication would be lot easier. Of course, the reality is that we're all different. We think differently, we act differently and we communicate differently. Instead of trying to pretend that we're all the same, we will get much better results if we learn to embrace the concept of difference and use it consciously.

On completing this course you will understand

- some people like detail and some don't
- some people work best on their own and others as part of a team
- some people like to consider all aspects, others just want to get on with it
- how to spot the character types by looking for the clues/signals people give

6.1.6 Putting It Into Practice

Code **SE06**

Takes about: **10 minutes**

Overview: The four main characters give their opinions on each other and then find themselves facing a potentially tricky situation which requires them to put their new-found knowledge into action.

On completing this course you will understand

- if you look for clues to the character type you'll be able to react more positively
- having recognised the character type how to apply the principles
- having applied the principles how to achieve a successful conclusion

6.1.7 Personality and Learning

Code **SE07**

Takes about: **10 minutes**

Overview: How do our personalities affect the way we learn? Ken the manager of our four key characters needs to train some temp agency workers to do the jobs of Adam, Sarah, Linda and James when they go on their holiday, and he knows from experience that different personalities are best trained in different ways.

On completing this course you will understand

- learning is easier for people if they can learn in their preferred style
- that lots of detail will bore a 'doer'
- not to rush a 'thinker' on to something else before they've had a chance to consider
- with something new, people don't know what they don't know

6.1.8 Social Interaction

Code **SE08**

Takes about: **10 minutes**

Overview: Our four holiday makers get some valuable rest and relaxation, and begin to get to know one another in a social setting for perhaps the first time. How does this social interaction change their opinions of one another, if at all? What do they learn from this experience that can benefit them when they get back to their normal daily lives?

On completing this course you will understand

- everyone is different and should be treated accordingly to get the best out of relationships
- differing characters can get along well together if they make allowances for their differences
- how to use the right approach a get real results

6.1.9 Spot the Character

Code **SE09**

Takes about: **10 minutes**

Module Overview: This final module of the course will explicitly demonstrate how the skills learnt can be used to spot the characters of Adam, Sarah, Linda and James in the people you meet in your own life. By being able to identify which kind of character you are dealing with, you can adjust your communication style accordingly to make it more effective. Not only will this help you to build rapport with people, but it will also help you to be more persuasive and influence situations. You will make people feel good, and as a result you will close more sales... both in the workplace and in your personal life!

On completing this course you will understand

- if a person is a combination of types, look for the dominant characteristic
- the impact on a 'thinker' not getting lots of detail and being rushed into a decision
- a 'doer' probably won't need the detail but will need to know how to get something done
- a 'watcher' needs things that are tried and tested to give them confidence
- 'sensibles' aren't bothered about 'bells and whistles' they just need to know it does it
- how sussing people out and understanding them quickly will impact your life in a very positive way


7. Financial Services Series

Get your team to go up a gear

The financial services sector has unique training challenges. The skills apply in a wide range of businesses from post offices to banking, insurance and building societies. Upskill People understand what you want from your staff and what they want from their jobs. Because our training takes in the whole picture we create innovative e-learning geared to your world.

Look at the content of Upskill People's dedicated and proven e-learning and you'll see we know all about the hard and soft skills training needed. It's simple really; well-trained staff are more productive and stay longer.

Our clients demand training that is focused to their needs and easily delivered. We provide this with off the shelf or bespoke courses all tailored for your business.

 These courses are also suitable for [Post Office](#) training.

7.1 Compliance Matters



Code: **FSCM01**
Takes about: **8 minutes**
Assessment: ✓

Course Overview: Compliance simply means knowing the rules and good practices of the financial services industry and sticking to them. This course covers the key standards for the whole industry and who implements them, because anyone who works in financial services shares the responsibility for looking after customers.

On completing this course you will understand:

- what compliance is and who is responsible for it
- who the main regulators and related organisation are and what they do
- real situations where the regulators have helped us

7.2 Information Matters



Code: **FSCM02**
Takes about: **22 minutes**
Assessment: ✓

Course Overview: Here's the complete guide to information governance and the Data Protection Act and how it works, from the background to its introduction to the measures of the Act and the implications for anyone working in the financial services industry.

On completing this course you will understand:

- how the DPA works
- criminal offences under the DPA
- who enforces the DPA and how the Act protects our customers
- how the DPA affects you
- what information governance is

- PCI standards
- your obligations under information governance policies

7.3 A Quick Guide to MISI



Code: **FSCM03**
Takes about: **10 minutes**
Assessment: ✓

Course Overview: Mortgages, insurance, savings and investments, the cornerstones of financial services, all together here in this introduction course to provide a ready resource to get the essentials on each product.

On completing this course you will understand:

- what a mortgage is
- what MCOB is
- the MCOB approach to the relationship between consumers and lenders
- what insurance is
- what ICOBS is all about
- the range of banking and savings accounts available
- FSA rules on banking and savings accounts
- investment regulation in brief

7.4 Banking Conduct of Business



Code: **FSCM11**
Takes about: **12 minutes**
Assessment: ✓

Course Overview: The essential things you need to know about the Banking Conduct of Business Sourcebook in relation to savings and the Payment Services Regulations for payment accounts.

On completing this course you will understand:

- what BCOBS and PSR are and why they were introduced
- the key points of BCOBS and PSR

7.5 FSA and More



Code: **FSCM05**
Takes about: **14 minutes**
Assessment: ✓

Course Overview: The Financial Services Authority has a part to play in every aspect of the world of finance and this course looks at its history and how it has been formulated to establish good practice and principles and to regulate the products, services and standards within the industry.

On completing this course you will understand:

- why the FSA was established and what it does

- the FSA's aims and key statutory objectives
- the FSA's principles for business
- principles based regulation and TCF
- what the FSA handbook is and how they govern

7.6 Insurance and Protection



Code: **FSCM06**
Takes about: **22 minutes**
Assessment: ✓

Course Overview: This course covers the world of insurance and the various types of cover that the customer must or may buy to stay within the law or simply for peace of mind, as well as exploring the regulations that protect the customer.

On completing this course you will understand:

- what insurance is and the range of protection
- the FSA levels of regulation
- advised and non-advised sales
- key parts of the rules – eligibility checks, statements of demands and needs, oral disclosure
- key aspects of ICOBS
- the sections and content of ICOBS

7.7 Savings and Investments



Code: **FSCM07**
Takes about: **12 minutes**
Assessment: ✓

Course Overview: Here's the full picture of the regulatory bodies that control the crucial areas of savings and investments, giving a comprehensive view of the measures they can take and the safeguards in place for financial services customers.

On completing this course you will understand:

- the range of savings accounts available and how they work
- the regulations surrounding savings accounts
- the Financial Services Compensation Scheme
- investment regulation and the need for qualified advisors

7.8 Mortgages



Code: **FSCM08**
Takes about: **12 minutes**
Assessment: ✓

Course Overview: Usually the biggest financial commitment most people make, a mortgage. Here's an introduction to the various kinds available, the Mortgage Code of Business and the FSA regulations specifically aimed at mortgages.

On completing this course you will understand:

- exactly what a mortgage is and some common terms used and what they mean
- what the FSA's MCOB is and what it covers
- the MCOB approach to the relationship between consumers and lenders
- the sections and key content of MCOB

7.9 Financial Promotions



Code: **FSCM09**
Takes about: **14 minutes**
Assessment: ✓

Course Overview: Advertising and marketing financial products is strictly regulated and this course provides a guide to staying within the regulations and making the most of the promotional possibilities.

On completing this course you will understand:

- what financial promotions are
- the FSA's financial promotion rules and other Codes to comply with
- key requirements for product descriptions, TCF and approval procedures
- that the key is to be clear, fair and not misleading

7.10 Financial Crime Essentials



Code: **FSCM10**
Takes about: **24 minutes**
Assessment: ✓

Course Overview: Fraud, money laundering and market abuse all cost the country billions every year so this course is fundamental for anyone working in financial services, because everyone in the regulated sector has a personal responsibility to help stop this financial crime.

On completing this course you will understand:

- what financial crime actually means
- systems and controls to prevent and detect financial crime
- risks to customers and staff
- the importance of information security
- the importance of 'know your customer'
- what financial services are at risk from financial crime

- what the main industry bodies concerned with prevention or detection of financial crime are and what they do
- the financial crime laws and consequences of breaking them

7.11 All About Complaints



Code: **FSCP01**
Takes about: **12 minutes**
Assessment: ✓

Course Overview: Complaints are not only a fact of business life, but complaints handling in financial services has to be carried out according to guidelines and regulations. This course covers complaints from their definition in terms of service standards right through to their resolution and the need for thorough and accurate recording and tracking.

On completing this course you will understand:

- that handling complaints is covered by FSA regulations
- what a complaint actually is
- your internal complaints procedures
- the consequences of handling complaints badly and rewards of handling them well

7.12 Processing Complaints



Code: **FSCP02**
Takes about: **14 minutes**
Assessment: ✓

Course Overview: Once a complaint is received the way it's dealt with has to be carefully managed all the way through to a conclusion. Processing a complaint successfully not only protects the organisation from possible fines and bad press it also helps us convert unhappy customers into raving fans. You're responsible for making sure that you enter in accurate and detailed information so when someone comes to get it out it is easy to help customers.

On completing this course you will understand:

- how to handle a complaint properly
- the complaint logging process
- how to take ownership, agree a resolution and restore customer confidence

7.13 Handling Complaints (Post Office)



Code: **FSCP01_PO** (*this course is an alternative to FSCP01 where no complaint is handled in house*)
Takes about: **10 minutes**
Assessment: ✓

Course Overview: Complaints are not only a fact of business life, but complaints handling in financial services has to be carried out according to guidelines and regulations. This course is designed for organisations where the branch doesn't deal with complaints or have access to data but advises the customer to contact a third party or call centre.

On completing this course you will understand:

- what a complaint actually is
- the importance of complaints procedures
- how to handle a complaint properly
- the importance referring the customer to the appropriate place

7.14 Security Matters - 1



Code: **FSSM01**
Takes about: **14 minutes**
Assessment: ✓

Course Overview: This course gives the complete picture of the security of information and the potential theft of the valuable asset that is data, from who has access to what right through to the practicalities of keeping workstations secure and good practice in the use of IT equipment.

On completing this course you will understand:

- why security matters
- that you are accountable for your logon
- what constitutes a risk to the confidentiality, integrity and availability of data and business information
- workstation security procedures
- the dos and don'ts of password security

7.15 Security Matters - 2



Code: **FSSM02**
Takes about: **22 minutes**
Assessment: ✓

Course Overview: There's an inexhaustible fund of information out there on the Internet, but there's also a minefield of potential problems waiting to trap the unwary. Here's the low down on keeping systems safe from all the various internet based systems nuisances and infections.

On completing this course you will understand:

- the dos and don'ts of email usage
- the dos and don'ts of Internet usage
- that the usage is monitored and breaches lead to potential disciplinary action
- that your credentials should never be shared
- how to identify potential security risks

7.16 Customer Service



Code: **FSCU01**
Takes about: **20 minutes**
Assessment: ✓

Course Overview: Customers are key to the success of any company. We need them - they don't necessarily need us and can always go elsewhere if they get bad service. The primary focus must be customer service and customers are not just external - internal colleagues should be treated in the same way.

On completing this course you will understand:

- that everyone should be considered 'a customer' and good customer service should pass through the chain, ultimately benefitting the external customer
- about being positive in approach and attitude and what the elements of a positive appearance are
- the difference between poor, mediocre and excellent customer service
- how to listen 'actively' and question effectively

7.17 Treating Customers Fairly



Code: **FSCU02**
Takes about: **20 minutes**
Assessment: ✓

Course Overview: The Financial Services Authority's TCF initiative needs to be implemented across all areas of business to ensure firms keep to the principles based approach to regulation. Potential fines for failing to embrace TCF are large and businesses can fall down on many fronts.

On completing this course you will understand:

- the background to TCF and the FSA's principles for business
- fines and sanctions for TCF failings
- the 6 TCF outcomes which firms must apply when dealing with customers
- how TCF is applied throughout all areas of the business and its products

7.18 Treating Customers Fairly (Post Office)



Code: **FSCU02_PO**
Takes about: **20 minutes**
Assessment: ✓

Course Overview: The Financial Services Authority's TCF initiative needs to be implemented across all areas of business to ensure firms keep to the principles based approach to regulation. Potential fines for failing to embrace TCF are large and businesses can fall down on many fronts.

On completing this course you will understand:

- the background to TCF and the FSA's principles for business
- fines and sanctions for TCF failings
- the 6 TCF outcomes which firms must apply when dealing with customers
- how TCF is applied throughout all areas of the business and its products
- the Easier, Fairer, Better initiative

7.19 Telephone Skills



Code: **FSCU03**
Takes about: **20 minutes**
Assessment: ✓

Course Overview: Communicating by phone has many pitfalls and as information can only be transferred using words it's really important to express yourself clearly and accurately – remembering the contribution body language and tone of voice make. Preparation for a call is key to its successful outcome.

On completing this course you will understand:

- that customers can be internal or external, incoming or outbound and calls need to be conducted professionally at all times
- giving the caller your full attention is paramount to your understanding
- why it's important to look for common ground in what you're talking about, how you're talking and your behaviour while you're talking about it
- the three P's – preparation, presentation and positive close
- the rules for answering the phone and taking messages

7.20 Good Communication - 1



Code: **FSCO01**
Takes about: **10 minutes**
Assessment: ✓

Course Overview: The English language is supposedly one of the hardest to learn, yet most of us could speak it fluently when we were just small children! The difficulties many of us have are with spelling and punctuation and this can be a problem when writing professional business letters and e-mails. This course explains the importance of getting it right.

On completing this course you will understand:

- that it's essential you take the same amount of pride and attention with written communications as you would if the customer was in front of you
- the company's style guide and its key requirements
- the main rules for getting it right

7.21 Good Communication - 2



Code: **FSCO01**
Takes about: **30 minutes**
Assessment: ✓

Course Overview: Get tips for great writing and put the skills to the test! Check out some communications keeping the tips and rules in mind and see how you score.

On completing this course you will understand:

- the importance of thinking before you start – who are you writing to and what is it they need to know
- the company's writing tips
- tone and its use in writing

- how the 'four-eyed check' should always apply – asking someone else to check before you send

7.22 Personal Safety



Code: **FSYM01**
Takes about: **30 minutes**
Assessment: ✓

Course Overview: Workplace aggression is any incident in which a person is abused, threatened or assaulted in circumstances relating to their work. Dealing with customers and colleagues could potentially lead to aggression and you need to be aware of the signs, contributing factors and what to do should it happen.

On completing this course you will understand:

- what can make people angry and trigger workplace aggression and how to eliminate or reduce these triggers
- that communicating effectively is one of the most effective deterrents
- how to identify irrational behaviour and help calm situations
- how to handle one-to-one confrontations – during and after
- how to respond to confrontation from customers – and how not to

7.23 Dealing With Aggression



Code: **FSYM02**
Takes about: **20 minutes**
Assessment: ✓

Course Overview: Raids, robberies and hostage situations – not just in films, but real life can sometimes turn violent. Although a rare occurrence, knowing the risks and signs of potentially dangerous incidents, and what to do should one occur, could save anyone being harmed and greatly help the police with investigations.

On completing this course you will understand:

- the importance of fully understanding security procedures and always being alert
- the danger signs
- how to behave in a raid, robbery, hostage and ransom situation
- observation and listening skills
- memorising vital information
- good and bad ways to respond

7.24 Equality and Discrimination



Code: **FSBE01**
Takes about: **26 minutes**
Assessment: ✓

Course Overview: A guide to key obligations under the Equality Act 2010 which ensure making the workplace a fair environment for all.

On completing this course you will understand:

- The types of discrimination: direct, associative, indirect, discrimination by perception, harassment and harassment by a third party, victimisation
- The protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation
- What the employment tribunal powers are
- About pay secrecy
- About pre-employment health-related checks
- What dignity and respect in the workplace is all about
- Company disciplinary policy
- On completing this course you will understand.
- On completing this course you will understand:

7.25 Business Continuity Planning



Code: **FSCN01**
Takes about: **10 minutes**
Assessment: ✓

Course Overview: Part of any business is planning for the unexpected and this course shows how the business plans for all the possible events which might impact the business, from the external risks of loss of utilities or Acts of God to the internal issues such as equipment failure or loss of vital data.

Note: This course requires extensive tailoring to client specific procedures and set up

On completing this course you will understand:

- what a BCP is
- the importance of having a plan in place
- the need to test plans regularly – how and why
- the detail from a real life case study

7.26 Continuity - The Process



Code: **FSCN02**
Takes about: **8 minutes**
Assessment: ✓

Course Overview: Here's a view of the actual processes which can be put into operation to manage major problems in terms of IT operations, supplies or even the need to provide backup premises and equipment to make sure that the business carries on in spite of internal or external disasters.

Note: This course requires extensive tailoring to client specific procedures and set up

On completing this course you will understand:

- details regarding your recovery site
- other recovery facilities and external company contracts
- the invocation flowchart – summary of the procedures to follow in the event of an incident
- some example incidents and their effects
- duties of the specialist teams and contingency committees
- BCP reviews – who and when

8. Contact Centres Series

Making the call on contact centre training

Let's be honest, contact centres can get bad press for customer and employee satisfaction. This makes recruiting and retaining quality staff difficult. But your employees provide a vital part of life today. Everyone uses contact centres!

You need high-quality training for staff to gain better skills, increase performance, and to recognise their jobs as a vital part of the modern business world.

We call our e-learning 'espresso learning', it's focused, powerful and hits the spot. We can deliver what you need with our straight off the shelf library, or create bespoke training materials tailored to your specific needs.

Our e-learning for contact centres encourages staff to develop a positive mental attitude, helping them achieve effective phone communication, increase sales success, handle complaints and maintain job satisfaction. It's cost effective because it's focused to your business.

Topics like understanding brand, 'netiquette' and compliance are all covered. All delivered in a way your team can quickly understand and relate to.

We're passionate about providing the best training for your business sector. If you want a real espresso, go to an Italian café, if you want 'espresso learning' make a hot line call to us.

8.1 Communicating Effectively by Phone



Code: **CCEP**
Takes about: **20 minutes**
Assessment: ✓

Course Overview: There are definite techniques for increasing the effectiveness of a telesales call and this course provides a checklist of the listening and customer focus skills that will enhance communication and empower you on the phone.

On completing this course you will understand:

- how to listen effectively
- body language and how it affects the way you communicate with others, even on the phone
- how positive body language can make you more confident, friendly and helpful
- how to clarify the caller's requirements
- how to help callers with speech or hearing difficulty

8.2 Delighting Your Customer



Code: **CDYC**
Takes about: **35 minutes**
Assessment: ✓

Course Overview: Thinking about what the customer wants can turn an unsatisfied customer into a loyal and regular buyer of your goods and services. This course covers personal skills such as building great rapport and adopting the right attitude. It shows how these skills lead to better sales and a better career.

On completing this course you will understand:

- that the ability to influence others positively is empowering for you
- how to build rapport with customers and exceed expectations
- that a dissatisfied customer will tell lots of people of an unhappy experience
- the standards and attitudes which characterise professionalism
- the importance of punctuality
- that poor customer service leads to lost customers
- that lost customers can lead to job losses

8.3 Call Complaint Handling



Code: **CCCH**
Takes about: **20 minutes**
Assessment: ✓

Course Overview: This course gives the tools and techniques needed to deal with customer complaints in a positive manner, to make an unhappy customer into a raving fan of the company and to be ready for anything.

On completing this course you will understand:

- a complaint is an opportunity to put things right and turn criticism into praise
- never to make assumptions about the nature of a complaint
- that showing empathy with the customer helps resolve conflict
- staying calm and rational with an emotional customer helps to control the situation
- it's not helpful or professional to contradict an annoyed customer or respond to rudeness
- exercising the skills to resolve a challenging call can be very satisfying

8.4 Preparing and Opening Your Call



Code: **CPOC**
Takes about: **25 minutes**
Assessment: ✓

Course Overview: The clue is in the title, here's the full guide on how to go about doing the groundwork for a sales call and how the voice, the attitude and even the body language can help with the tricky task of opening the call satisfactorily.

On completing this course you will understand:

- how to use body language to develop a positive mind-set
- how to use psychological techniques to boost energy and confidence
- that the ingredients of success are skills, knowledge and attitude
- that sharpening and practising skills will make you an expert at applying knowledge
- making assumptions about a customer can interfere with your ability to make a successful sale
- preparation is the key to a successful sales call
- if you always try to be better you will always be the best you can be

8.5 Answering Your Customers' Needs



Code: **CACN**
Takes about: **20 minutes**
Assessment: ✓

Course Overview: It's the most basic skill there is in any sales scenario and this course puts this into context for anyone using the telephone to establish a sales conversation and improve overall sales performance.

On completing this course you will understand:

- good questioning techniques help to gather accurate information
- how to match products and services to customers' needs
- your attitude is important because it affects your customers' decision to buy
- if you sell as though all your customers are the same, you'll sell very little
- if you don't know what your customers need, you won't be able to help them
- about using open questions to gather information and using closed questions for confirmation
- that during a sales call it's necessary to paint a verbal picture for the customer
- if you don't sell the benefits to your customers it's unlikely there'll be a sale
- it's your job to know your business, without this knowledge you are no use to the customer and won't succeed

8.6 Closing Your Sale



Code: **CCYS**
Takes about: **20 minutes**
Assessment: ✓

Course Overview: Do you know when and how to close? Here's how to get the customer from merely interested to the point of purchase for that all important sale. This course gives the essential skills for overcoming objections and finally closing the sale.

On completing this course you will understand:

- a close is the point in a sale where the customer is asked for an order
- if a need is established in the customer's mind, they should close immediately
- the one time to make an assumption during a sale is when they ask to place an order
- about different types of closing; direct, assumptive or alternative
- how to recognise objections and overcome them
- how to turn 'no' into 'yes' through good questioning techniques

9. Key Skills

People make the best staff

Upskill People's comprehensive Key Skills series harnesses the individuality and energy of the people that are your team. We know the most productive individuals are skilled team-workers, so we train staff to recognise and develop their personal skills in the workplace, to support each other, work flexibly, and to see strengths and weaknesses in themselves and the rest of their team.

We deliver training in communication skills and problem solving to help staff perform more effectively. Learning is linked to increasing motivation, enthusiasm and application. This is 'espresso' e-learning, it gets the job done first time, saving you time and money!

In today's world, more and more is demanded of staff by employers and customers. Our learners get the skills they need to meet these challenges, and are encouraged to value their personal abilities in the work they do. That means happier staff that stay longer

All this is delivered in focused, cost-effective packages tailored to your demands. Key Skills training is available off the shelf or we can tweak it to create tailored training to meet your exact requirements. Either way, it turns your people into great team members - focused and productive.

9.1 Working with Others



Code: **KSWO**
Takes about: **35 minutes**
Assessment: ✓

Course Overview: This course uncovers the way teams work, from understanding the individual's role to the benefits of cooperative working. Here's the low down on how the most effective teams are made, good leadership and assessing efficiencies and areas for improvement.

On completing this course you will understand:

- the importance of good teamwork and co-operation to achieve a successful common goal
- that good teamwork involves co-operation, courtesy and communication
- how to relate well to others at work by showing understanding and being responsive
- that assertiveness is not just looking after your own interests
- an effective team member must work with diversity in all its forms without prejudice
- how to get results through coaching and how to give and receive constructive feedback
- what qualities make a good leader
- how to assess personal strengths and weaknesses

9.2 Communication



Code: **KSC**
Takes about: **35 minutes**
Assessment: ✓

Course Overview: Communication is the art of achieving understanding and that means having to find out about all the different ways of conveying information, including the people it's aimed at. It's also about the written and the spoken word and the two way traffic of comprehension in both.

On completing this course you will understand:

- how to identify the key points of written text by speed-reading and summarising
- that illustrations or graphical information can save hours of wading through dense text
- that different writing styles can be used to achieve different results - know the reader
- the choice of presentation will depend on the length and complexity of the message
- accuracy with content, grammar, spelling and punctuation is important - avoid jargon
- communication is a two-way process where active listening is just as important as talking
- when speaking, you must understand and respond to the audience to deliver the message well
- strategies for handling conflict and how to negotiate an agreement

9.3 Problem Solving



Code: **KSPS**
Takes about: **22 minutes**
Assessment: ✓

Course Overview: Here's a step by step approach to solving problems, all the way from the initial preparation and research right through to implementing effective solutions and even preventing problems from cropping up again in the future.

On completing this course you will understand:

- problems are challenges and you need to anticipate difficulties
- in order to find a solution, the cause must first be identified by fact finding
- how to draw conclusions from research in order to plan the next move
- if a solution will not work, return to the problem solving process to try a different solution
- how to go about choosing the best conclusion from those available
- the importance of checking if the solution brought about other problems which need addressing
- that steps must be taken to ensure the problem does not arise again

9.4 Your Learning and Performance



Code: **KSLP**
Takes about: **30 minutes**
Assessment: ✓

Course Overview: We all learn in different ways and this course gives you a clear view of making the most of your own styles as well as a guide to using energy and dedication to give more knowledge from the particular format of what you use to learn from.

On completing this course you will understand:

- how to identify your preferred learning style, i.e. whether visual, auditory, kinaesthetic
- the learning environment can be influential
- the importance of realistic goal setting and how to set objectives
- how to prioritise tasks and avoid procrastination
- the need to think ahead to organise time effectively
- that self-belief, time and effort are needed to achieve your goals

9.5 Using Numbers



Code: **KSUN**
Takes about: **35 minutes**
Assessment: ✓

Course Overview: Not everyone is happy with figures and percentages and that's why this course is so useful when it comes to helping you to understand numbers. It will show how to use them in different formats to get the point across, whether you're using pinpoint accuracy or 'ballpark' figures.

On completing this course you will understand:

- what positive and negative numbers are and the difference between them
- how to use decimals, fractions and percentages
- how and where to obtain numerical information and how to make sense of it
- how and when to calculate areas, volume, proportions and ratios
- how and when to convert between measurement systems
- how to work out prices and quantities for both large and small numbers
- how and when to find the mean, mode and median of a set of values
- how to use estimation as a measurement tool and how to check the accuracy
- when to use different methods, such as diagrams or tables, for presenting the same results

9.6 IT - The Basics



Code: **KSIT**
Takes about: **35 minutes**
Assessment: ✓

Course Overview: It's getting more difficult to get by nowadays without some understanding of Information Technology this course provides those basics as well as the benefits. There are clear guidelines on making IT work effectively, information on the health and safety issues of the hardware and how to find and use information with confidence.

On completing this course you will understand:

- what is meant by the terms 'hardware' and 'software'
- the main purpose of software packages used to collect, analyse and present information
- benefits and disadvantages of using IT as a resource to handle and communicate information
- how to apply the health and safety requirements of using computer equipment
- copyright restrictions regarding information and software used
- how to minimise the risk to computer hardware/software from a computer virus

- how to identify errors in both the hardware and software used and the procedure to report faults
- how to use multiple criteria to search with IT including Internet search engines
- how to link together information produced by different software and when to use spread sheets
- how to save files in a way that enables easy retrieval
- how to layout and format documents to suit their purpose

9.7 You



Code: **KSY**
Takes about: **25 minutes**
Assessment: ✓

Course Overview: If you think you know yourself this course provides an even deeper insight into the way you think, your attitudes and beliefs in the work context. It's also about improving your self-esteem and building on the positives in your relationships with other people.

On completing this course you will understand:

- how to consciously evaluate your aims, objectives and values in life and work
- the difference between assertion and non-assertion and how to agree or disagree assertively
- how to accept appropriate criticism and praise by listening without question and remaining objective
- how to channel emotional reactions constructively, controlling anger
- the reasons for your reactions
- your own capabilities, knowing that ignorance does not mean weakness
- that making mistakes is an inevitable, necessary and beneficial part of the learning process
- that body language, like care with personal appearance, is self-fulfilling behaviour - you can be how you want to be

10. How We Do It

10.1 How Do you Want Your e-Learning?

Large Cup of Weak Coffee: Diluted message, lacks flavour, difficult to get through impossible to finish.



Do you want another?

Espresso: Single concentrated message, a powerful hit that gets straight to the point.



No need for another!

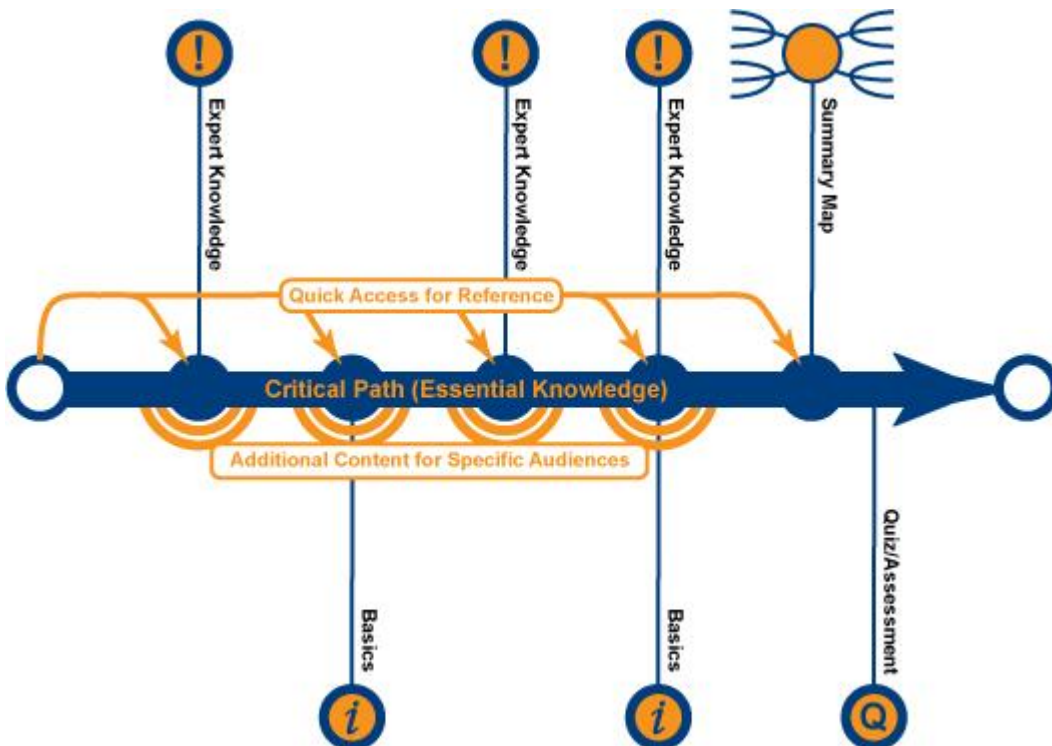
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We fit the learning to the learner. Our understanding of how people learn comes from over a decade of delivering solutions, and measuring the results, in a wide array of work environments. We operate at the leading edge of learning provision, employing the talents of leading specialists, psychologists, hypnotherapists and neuro-linguistic programmers. There isn't a trick in the book that we won't use to meet the required learning objectives efficiently and effectively.

10.2 Critical Path Course Design

We make sure we understand our audience. Our learners are not sifting data, they are processing the information that provides them with the reason, context and direct relevance they need to perform better in the workplace. We give them the best possible chance to allow that information to influence not only their levels of knowledge and skill but also their beliefs, attitudes and behaviour. We keep them hooked on the learning with courses that are as entertaining and engaging as a TV soap or a favourite website.

All our courses have a critical path of vital knowledge. This makes them easy to use and allows the learner to get what they want when they want it. Detail for beginners, along with expert tips for advanced learners, is built into the course so that it is easy for the learner to dip in and out whenever it is convenient. The information remains fresh and alive through creative presentation and a high level of interactivity. This is illustrated in the diagram below.



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10.3 Consistent High Quality

Think about JAWS - The original was heart stopping. The sequel was disappointing and the sequel of the sequel was so third rate it had to be made in 3D. As for the fourth, did you even know there was a fourth?

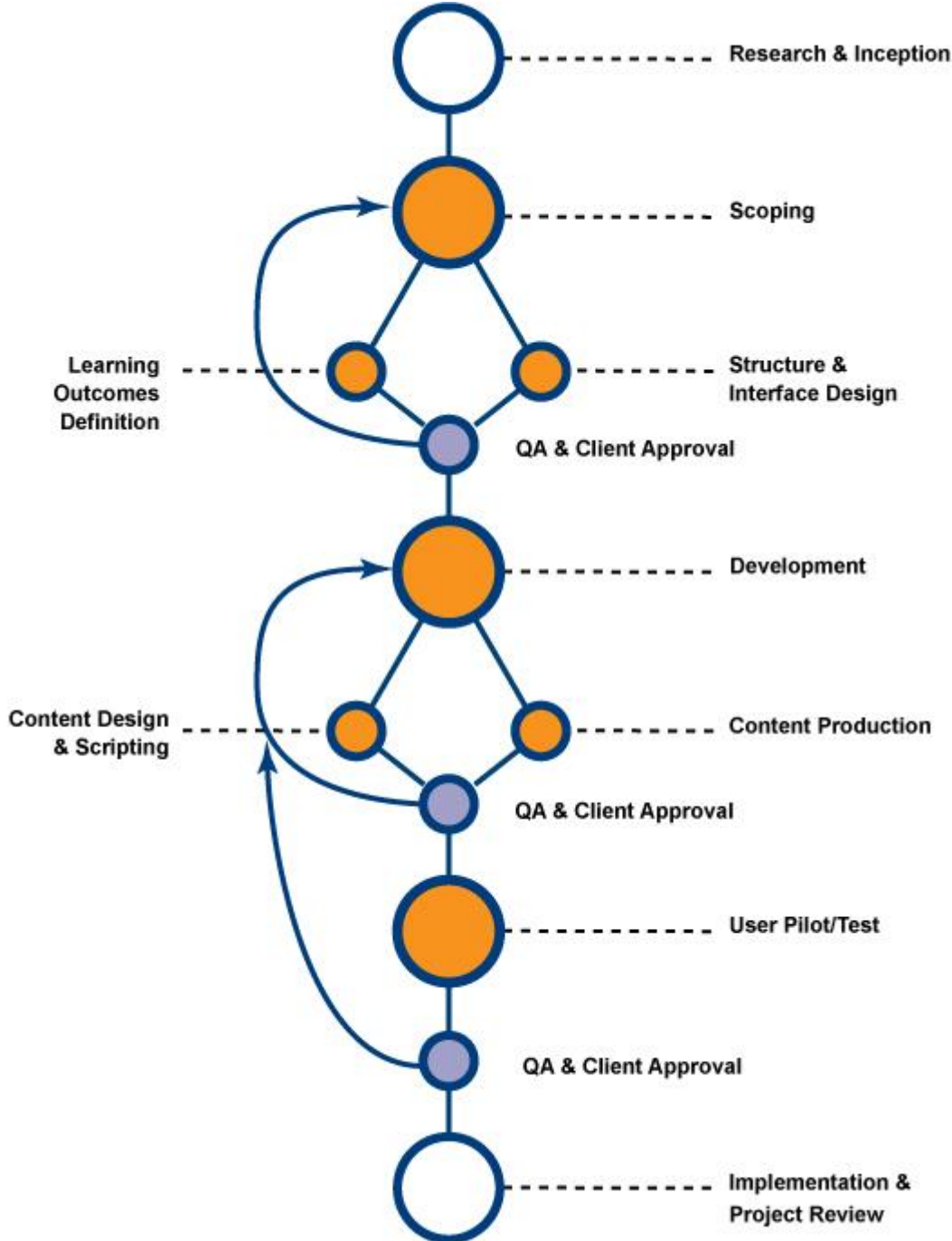


Like the spaghetti westerns with Clint Eastwood, our sequels just get better every time. We make sure every piece of e-learning won't cost a fistful of dollars but will leave you wanting more. The ultimate e-learning experience must be informative and absorbing, concentrating on the good and leaving out the bad and the ugly. They are innovative without technical clichés, personalised with universal appeal and look as though they've had few dollars more spent on them than they really have - just like the best films.



10.4 Evolution Not Revolution

We are constantly refining the way we develop courses. We make changes easy and cost effective. This allows us to be quick, flexible and we can incorporate new ideas at any point in the process. It also means we can minimise paperwork and focus on creative solutions.



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Our process is interactive and iterative or to put it more simply, we keep you informed from the word go about the look and feel of the learning through a series of smart prototypes. We design the content so that it can be changed effortlessly. Our key investment is in the infrastructure that powers the learning.

11. Final Points

11.1 Upskill People - About Us

Our clients are focussed in retail, hospitality/leisure, field sales and financial services, they include some of the world's leading organisations

The best way to find out how we are to work with is to talk to some of our clients which we're very happy to organise. Our team of experts have provided e-communication solutions since 1994.

Upskill People are unique in having a large portfolio of generic e-learning courses and applications that cover the key aspects of retail, hospitality/leisure and financial services. The courses cover everything from legislative compliance to developing both key skills and soft skills. They are continually updated to allow our clients to take advantage of the very latest developments in the training field and any legislative change.

Every course can be customised to fit the unique and individual requirements of an organisation. We can tweak the areas that differentiate individual clients with bespoke bits to make sure there's a great return on investment.

We are skilled providers of bespoke solutions. For our international clients we have delivered in a number of languages.

We can also design and build bespoke courses rapidly for where there's nothing off the shelf that fits such as rolling out an EPoS system and briefing the customer facing team on products or services.

11.2 Client Comments

We believe that our work and our approach genuinely differentiates us from our competition. In a market where many companies claim they can deliver the "most effective solution", we believe that the following client comments illustrate we actually do.

"Upskill People are different in the way that they provide or meet the needs of the customer as opposed to giving you what they think you need. They talk through the objectives of what you want to achieve and then produce something that's actually going to make it work."

"Some of the suppliers we've worked with have given us very long lead times, but one of the reasons we went with Upskill People is because they can turn a product around much quicker."

"We need suppliers that are going to work with us in a partnership. It's not about, we're the customer, you're the supplier and we can beat you up over things. It's very much about, we're learning together and we have to develop our products together."

"If I think about the impact on our people it's been extremely positive. What e-learning and the Upskill People products have allowed us to do is to provide training to our people at relatively low cost - and that would not have been available to us within our existing budget."

"Upskill People invested a lot of time in understanding our business."

"It's learning through fun, the integration of the audio, the visual stuff on the screen, actively doing things."

“Upskill People came with a very open mind and offered to work with us on a bespoke induction programme and, to be quite honest, we would have been foolish to turn away the opportunity. They were keen to work in partnership to develop their own potential and we were obviously looking for something that was going to meet our needs.”

“Yes, it was fun. The way that we went about it was that we had a brainstorming day with Upskill People, very much me saying, well, this is what the aims of the module are. Then we all thought about the different ideas. It was very much, can this be done? can that be done? this is the sort of thing I want, and then it was OK, how can we actually turn that into reality?”

“The outcome is a product which meets our needs perfectly.”

“Upskill People really know our sector and this is why they delivered what we needed when we needed it.”

11.3 Closing Words

We will deliver an engaging, effective, comprehensive solution that will give you the results you need. Our learning works and we are passionate about it.

E&OE