



e-Learning brochure

All courses can be purchased for immediate access from our online shop
shop.firstresponsetraining.com



Our suite of **Health & Social Care** courses are all ideal for staff inductions and competency updates. All of our care sector courses are mapped to the relevant standards, such as the Care Certificate or the National Occupational Standards for Health and Social Care and the Regulated Qualifications Framework (RQF) for more experienced workers. In addition, we are now **endorsed by Skills for Care** as a high-quality health and social care e-Learning provider!

Courses:

The Care Certificate
Principles of Moving & Assisting
Safe Handling of Medication
Dementia Awareness
Infection Control
Food Safety Principles
Safeguarding Adults
Dysphagia Awareness
Epilepsy & Emergency Medication
Equality, Diversity & Inclusion
COVID-19 Infection, Prevention, Identification & Control
General Data Protection Regulation (GDPR)
Handling Hazardous Substances (COSHH)
First Aid Principles
Role of a Fire Marshal
Health & Safety Essentials
Infection Prevention & Control



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Our suite of **Health & Safety** courses are all ideal for staff inductions and competency updates. We are an accredited centre for professional health and safety bodies such as IOSH and HABC and have been delivering first aid training in-line with Health and Safety Executive (HSE) guidelines for two decades. All training is mapped to national occupational standards and relevant legislation by our in-house Curriculum Team.

Courses:

Working at Heights
Asbestos Awareness
DSE Assessment
COVID-19 Infection Control
Conflict Resolution & Personal Safety
General Data Protection Regulation (GDPR)
Handling Hazardous Substances (COSHH)
Managing Personal Stress
Manual Handling
First Aid Principles
Role of a Fire Marshal
Health & Safety Essentials
Food Safety Principles



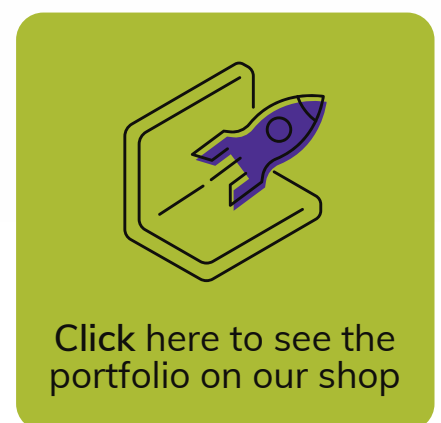
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The suite of **Business Skills** courses that we offer are designed and developed by an in-house team of experts. Combining the knowledge of experienced consultants and trainers with the creative skills and technical expertise of an eLearning development team, these courses are as engaging as they are effective.

Courses:

- Action planning
- Active listening +5
- Activity flow charts
- Affinity diagrams
- Analysis of variance
- Reading body language as a sales tool
- Body language for facilitators
- Brainstorming
- Building high performance teams +5
- Building your personal brand +5
- Coaching skills
- Communication skills
- Conflict resolution
- Creative thinking
- Effective meetings +5
- Emotional intelligence
- Essential problem solving +10
- Giving and receiving feedback
- Influencing skills +5
- Interviewing skills
- Kaizen introduction
- Negotiation skills +5
- Networking for success
- Presentation skills +5
- Pressure management
- Prioritization and problem solving
- Process mapping +10
- Self-esteem and assertiveness +5
- Stress management
- Visual management +5





The suite of **MS Office & I.T** courses that we offer are fully interactive and provide training courses for Microsoft Certification. You are taken through each lesson to build your knowledge in a simple but informative way.

Courses:

Word 2019

- Level 1 - Introduction & basics
- Level 2 - Importing and formatting
- Level 3 - Paragraphs and page layout
- Level 4 - Managing documents
- Level 5 - Objects and printing
- Level 6 - Tables and references

PowerPoint 2019

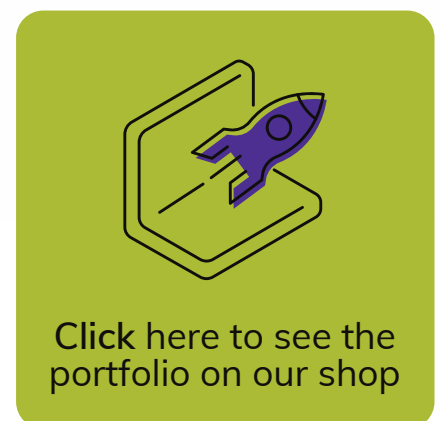
- Level 1 - Introduction and basics
- Level 2 - Creating presentations
- Level 3 - Slide content
- Level 4 - Graphics and multimedia
- Level 5 - Charts and animations
- Level 6 - Reviewing and presenting

Outlook 2019

- Level 1 - Introduction and basics
- Level 2 - Messages and formatting
- Level 3 - Managing messages and contacts
- Level 4 - Calendar and other folders
- Level 5 - Auto features and searching

Excel 2019

- Level 1 - Introduction and basics
- Level 2 - Cells and worksheets
- Level 3 - Views and layout
- Level 4 - Formatting and proofing
- Level 5 - Formulas and functions
- Level 6 - Presenting data visually
- Level 7 - Sharing and validating data
- Expert - Adv. charting and data analysis
- Expert - Adv. formulas, macros and external data
- Expert - Adv. functions, consolidating and auditing





The suite of **Project Management** courses that we offer are structured, globally-recognised accredited courses across some of the best practice suite and maturity frameworks - PRINCE2 Agile® Project Management, PRINCE2® Project Management, MSP® Programme Management and AgilePM® Passport.

Courses:

PRINCE2® Agile Project Management

Introduction

Foundation

Foundation + official exam

Foundation and practitioner

Foundation and practitioner + exam

PRINCE2® Project Management

Introduction 6th Edition

Foundation 6th Edition

Foundation 6th Edition + exam

Foundation and practitioner 6th Edition

Foundation and practitioner 6th Edition + exam

MSP® Programme Management

Introduction

Foundation

Foundation + exam

Foundation and practitioner

Foundation and practitioner + exam

AgilePM® Passport

Introduction

Foundation

Foundation and practitioner



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The suite of **Hospitality** courses that we offer are CPD Certified and endorsed by the Institute of Hospitality. The courses offer professional training for industry staff and are designed by operators for operators, with background experience and a direct understanding of hospitality.

Courses:

Wine and Champagne
Restaurant service
Cleaning
Cleaning bathrooms
Housekeeping
Making beds
Presentation
Allergy and special diets
Disability and culture aware
Disability aware
COSHH & manual handling
Fire aware
Food and drink safety
Service – boxing a table
Service – buffet service
Service – carrying & clearing plates
Service – general preparation
Service – laying tables
Service – napkin folding
Silver service technique
Handling customer problems positively
Handling glassware
Handling glassware in the bar
Creating a positive customer environment

Licensing awareness
Menu knowledge
Prepare and close a bar
Prepare and serve drinks
Presenting menus and taking orders
Safety aware for hotel staff
Serving beer
Taking wine orders
Understanding customer needs
Using positive selling skills
Working with allergens



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