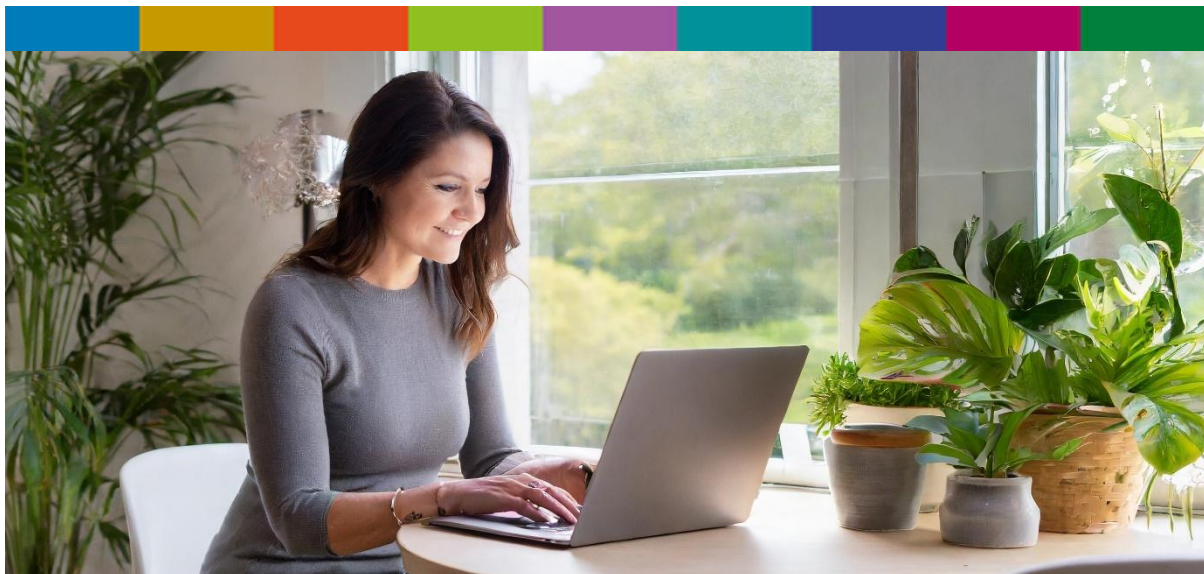
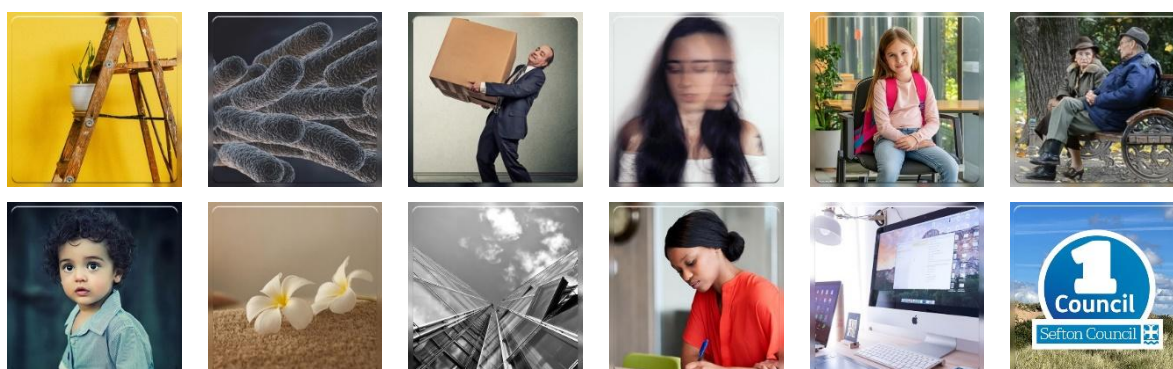




Online Courses



16th March 2026
Version 2



Accessible Information

Duration: 45 mins

Introduction: The aim of this course is to will help all staff to support people in Sefton who have different communication needs.

Content: This course is split into four sections:

1. What is Accessible Information?
2. Diverse People and Diverse information
3. How To Make Information Accessible?
4. How We Can Do Things Differently

Objectives: At the end of the course, you will be able to:

- Understand why we need to provide accessible information
- Explain how we can provide different methods of accessible information
- Identify what support is available to help employees to make information more accessible

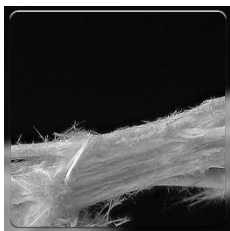
Who is this course for?

- All Sefton Council employees and external organisations.
- This course is also relevant to Councillors

Cost: This course is free for Sefton Council and Sefton School employees, Sefton's Voluntary, Community and Faith sector, Sefton Clinical Commissioning Group, MerseyCare, Care Homes, Residential Homes and Supported Living services operating across Sefton.

Charges apply for all other organisations:

- Individual license - £35.00 per person
- Group license (more than 10) - £30.00 per person
- See [Charging Policy](#).



Asbestos Awareness

Duration: 1 hour

Introduction: The aim of this course is to provide you with the knowledge and understanding regarding the risks and effects of different types of asbestos.

Content: This course is split into five sections:

1. Introduction
2. Risks and Effects
3. Types
4. Avoiding the Risks
5. Legislation

Objectives: At the end of the course, you will be able to:

- Demonstrate an understanding of the development and production of asbestos
- Explain the risks and effects caused by exposure
- Demonstrate an understanding of good practice

Who is this course for? All Sefton Council Employees and external organisations.

Cost: Apart from Schools, this course is free for Sefton Council employees. Charges apply for all other organisations:

- Individual license - £35.00 per person
- Group license (more than 10) - £30.00 per person
- See [Charging Policy](#).



Autism Awareness

Duration: 45 mins

Introduction: The aim of this course is to provide a basic understanding of autistic spectrum disorders.

Content: This course is split into three sections:

1. Introduction
2. Step into my World
3. Developing autism friendly approaches

Objectives: At the end of the course, you will be able to:

- Understand some the key definitions around autism and autistic spectrum disorders
- Identify some of the key characteristics of ASD and the myths/ facts surrounding these
- Name the key pieces of legislation/ guidance which supports those living with autism
- Use some practical strategies to support someone with autism including communication and 'autism friendly' approaches

Who is this course for? For family care professionals working within nonclinical health and social care services where they may come into contact with people who have autism for example, social care, police, fire, leisure voluntary sector and other providers of services to people. This course is also relevant to Councillors.

Cost: Apart from Schools, this course is free for Sefton Council employees. Charges apply for all other organisations:

- Individual license - £35.00 per person
- Group license (more than 10) - £30.00 per person
- See [Charging Policy](#).



Control Of Substances Hazardous to Health

Duration: 1 hour

Introduction: This course will allow you to gain the knowledge and understanding of how to identify and work safely with different types of substances that are hazardous to health, that can be found within the workplace.

Content: This course is split into three sections:

1. Introduction to COSHH
2. Working with hazardous substances
3. Case study

Objectives: At the end of the course, you will be able to:

- Identify which substances are covered by COSHH
- Describe the effects of a range of substances
- Explain how to use substances appropriately
- Understand the employers and employees' responsibilities
- Demonstrate good practice

Who is this course for? All Sefton Council Employees and external organisations.

Cost: Apart from Schools, this course is free for Sefton Council employees. Charges apply for all other organisations:

- Individual license - £35.00 per person
- Group license (more than 10) - £30.00 per person
- See [Charging Policy](#).



Customer Excellence

Duration: 1 hour

Introduction: The Aim of this course is to ensure that you have the tools and knowledge to provide your internal and external customers with an excellent service.

Content: This course is split into five sections:

1. About Customer Service
2. The Age of the Customer
3. Measuring & Improving Customer Service Part 1
4. Measuring & Improving Customer Service Part 2
5. Customer Complaints

Objectives: At the end of the course, you will be able to:

- Describe examples of excellent customer service
- Explain how branding impacts on customer service
- Explain how customer expectations impact on the quality of the services we deliver
- Identify the effectiveness of our customer's "journey"
- Demonstrate how radar charts can be used to measure the effectiveness of customer service
- Apply the LEARN principle when dealing with customer complaints

Who is this course for? All Sefton Council Employees and external organisations.

Cost: Apart from Schools, this course is free for Sefton Council employees. Charges apply for all other organisations:

- Individual license - £35.00 per person
- Group license (more than 10) - £30.00 per person
- Councillors are exempt from charges for this course.
- See [Charging Policy](#).



Developing Resilience

Duration: 45 mins

Introduction: The aim of this course is to explain what qualities are required to build resilience.

Content: This course is split into six sections:

1. Why resilience is important
2. Positive and negative thinking
3. Changing your perception
4. How resilient are you?
5. Building resilience
6. Developing resilience

Objectives: At the end of the course, you will be able to:

- Explain why resilience is important
- Identify the characteristics of a resilient person
- Describe what is meant by ladder of inference
- Explain how perceptions can also be influenced by our locus of control
- Describe a range of ways to build the resilience of an individual, a team and an organisation

Who is this course for? All Sefton Council Employees and external organisations.

Cost: Apart from Schools, this course is free for Sefton Council employees. Charges apply for all other organisations:

- Individual license - £35.00 per person
- Group license (more than 10) - £30.00 per person
- See [Charging Policy](#).



Emotional Intelligence

Duration: 45 mins

Introduction: The aim of this course is to provide you with the tools and knowledge to improve your own Emotional Intelligence and use it to improve your day-to-day awareness and management strategies.

Content: This course is split into five sections:

1. What is Emotional Intelligence?
2. Self-Awareness
3. Self-Management
4. Social Awareness
5. Relationship Management

Objectives: At the end of the course, you will be able to:

- Explain what emotional intelligence is
- Identify the core skills of emotional intelligence
- Describe the 3 self-awareness competencies
- Explain the 5 stages of the planning cycle
- List the 3 competencies of social awareness
- Describe the 7 competencies of relationship management

Who is this course for? All Sefton Council Employees and external organisations.

Cost: Apart from Schools, this course is free for Sefton Council employees. Charges apply for all other organisations:

- Individual license - £35.00 per person
- Group license (more than 10) - £30.00 per person
- See [Charging Policy](#).



Equality and Diversity

Duration: 1 hour and 15 mins

Maintaining an awareness of issues surrounding equality and diversity is essential to any organisation. This revealing course is split into four modules to thoroughly explore the issues involved and their relevance to us all, including protections laid out in the Equality Act 2010.

With this course you will learn inclusion in terms of equality and diversity and the universal benefits of promoting an inclusive workplace. The course discusses protected characteristics and explains the problems surrounding prejudice and discrimination.

The course is split into 4 modules:

Introduction to Equality and Diversity

"Appreciation is a wonderful thing: It makes what is excellent in others belong to us as well." - Voltaire

We all have a right to equal opportunities and to live free from discrimination, regardless of who we are. In this module, we'll gain an introductory view of equality and diversity and start to explore the issues surrounding these concepts.

Protected Characteristics and The Equality Act

The Equality Act 2010 identifies nine characteristics which are protected by law. It makes it unlawful to discriminate against a person or group of people based on one or more of these protected characteristics. In this module, we're learning more about the Equality Act 2010 and the protected characteristics it defines.

Prejudice and Discrimination

Prejudice and discrimination in society and in the workplace.

Inclusion

The importance of inclusion and how it can be achieved.

Cost: Apart from Schools, this course is free for Sefton Council employees. Charges apply for all other organisations:

- Individual license - £35.00 per person
- Group license (more than 10) - £30.00 per person
- See [Charging Policy](#).



Equality and Diversity for Managers

Duration: 45 mins

Introduction: The course will explore how managers and supervisors can comply with legislation and manage teams effectively.

Content: This course is split into four sections:

1. Why manage diversity?
2. What would you do?
3. Understand your responsibilities
4. Taking the next steps
5. Out policies and guidelines
6. Test your knowledge

Objectives: At the end of the course, you will be able to:

- Gain an understanding of why we are committed to Equality and Diversity and look at the benefits it brings to both the organisation and individual.
- Gain experience by putting into practice their theoretical knowledge through the use of case studies
- Identify their strengths and areas of development in the area of Leading Diverse Teams and develop an Action Plan to set themselves goals to make a difference in the workplace

Who is this course for? All Sefton Council Employees **and external organisations** with management responsibilities

Cost: Apart from Schools, this course is free for Sefton Council employees. Charges apply for all other organisations:

- Individual license - £35.00 per person
- Group license (more than 10) - £30.00 per person
- See [Charging Policy](#).



Fire Safety At Work

Duration: 1 hour and 15 mins

Introduction: It is a legal requirement for employers to provide information, instruction and training about fire safety in the workplace (Fire Safety Regulations – The Regulatory Reform (Fire Safety) Order 2005).

In this fire safety course, you will gain the knowledge and understanding required to ensure they can act safely in the event of a fire as well as being able to apply principles that will help reduce the likelihood of fire occurring in the first place.

Content: This course is split into five sections:

1. Why fire safety is important
2. Understanding fire
3. Fire prevention methods
4. Fire safety measures
5. In the event of a fire

Objectives: At the end of the course, you will be able to:

- Learn to appreciate why fire safety is important and how it can be prevented
- Understand the typical fire risks in the workplace, how it can spread and how fires are extinguished
- Know what to do when fire occurs, what different signs mean and how to ensure the safety of everyone
- Develop an understanding of fire regulations and the different roles of people during fires
- Help create a culture of positive fire safety practice in the workplace

Who is this course for? All Sefton Council Employees **and external organisations.**

Cost: Apart from Schools, this course is free for Sefton Council employees. Charges apply for all other organisations:

- Individual license - £35.00 per person
- Group license (more than 10) - £30.00 per person
- See [Charging Policy](#).



Food Safety and Hygiene

Duration: 45 mins

Introduction: This course has been designed for anyone that handles food as part of their role in catering; this could be chefs, café staff, fast food outlet workers and anyone else involved in the catering industry.

Content: This course is split into two modules each containing 6 sections:

1. Introduction to Food Safety
2. Legal Requirements
3. The Hazards
4. Hazard Analysis
5. Personal Hygiene
6. Cleaning and Disinfection
7. Disposing of Rubbish
8. Pest Control
9. Temperature and Preservation
10. Preventing Cross Contamination
11. Allergen Guidance
12. Serving Food

Objectives: At the end of the course, you will be able to:

- Establish why food hygiene is important
- Establish what the law requires regarding food hygiene and safety
- Understand the hazards associated with food hygiene in a logistics environment and what can be done to reduce risks
- Effectively identify and manage risks in a logistics environment
- Recognise the importance of personal hygiene to food safety
- Establish effective cleaning and maintenance procedures
- Explore the importance of correct rubbish disposal practices
- Understand the dangers presented by pests around food and how these can be mitigated
- Review the food safety danger zone and explore the main methods of food preservation
- Identify the importance of avoiding cross-contamination
- Explore the main allergens, the risks and how food should be labelled
- Learn about the responsibilities involved in serving hot or cold held food

Who is this course for? Essential health and safety and food hygiene training for people in H&S and catering roles.

Cost: Apart from Schools, this course is free for Sefton Council employees. Charges apply for all other organisations:

- Individual license - £35.00 per person
- Group license (more than 10) - £30.00 per person
- See [Charging Policy](#).



Health and Safety

Duration: 45 mins

Introduction: This course sets out to provide the basic principles of health and safety. It creates an awareness of key health and safety principles and highlights the risks that are prevalent in the workplace, explaining both what the risks are as well as what should be done to avoid and remove them.

Content: This course is split into four sections:

1. Why health and safety is important
2. Accidents, hazards and risks
3. Preventing accidents and reducing risks
4. Areas of health and safety – an overview

Objectives: At the end of the course, you will be able to:

- describe the extent of health and safety accidents at work
- explain their responsibilities and the responsibilities of their employers
- say why health and safety training at work is important
- explain what a hazard is and the different ways of dealing with them
- describe how risk is assessed and managed
- explain why reporting accidents and near misses is important
- describe the reporting steps to take if there is an accident
- have a general understanding of work-based areas of health and safety including musculoskeletal disorders, workstation and DSE equipment, manual handling, slips, trips and falls, working at height, COSHH, fire, electricity, noise and stress

Who is this course for? All Sefton Council Employees **and external organisations.**

Cost: Apart from Schools, this course is free for Sefton Council employees. Charges apply for all other organisations:

- Individual license - £35.00 per person
- Group license (more than 10) - £30.00 per person
- See [Charging Policy](#).



Introduction to Management

Duration: 7 hours

Content: This course is split into six sections:

1. Role of the Manager and Key Result Areas
2. Understanding Different Management Styles
3. Managing Teams
4. Communication
5. Managing Change
6. Motivation & Delegation

Who is this course for? Managers new/relatively new to their role or aspiring managers.

Cost: Apart from Schools, this course is free for Sefton Council employees. Charges apply for all other organisations:

- Individual license - £35.00 per person
- Group license (more than 10) - £30.00 per person
- See [Charging Policy](#).



Ladder Safety

Duration: 1 hour

Introduction: This course provides an introduction to ladder safety.

Content: This course is split into five sections:

1. Introduction to ladder safety
2. Legal responsibilities
3. Risk assessment
4. Using ladders safely
5. Inspectors, maintenance and storage

Objectives: At the end of the course, you will be able to:

- Explain the main causes of ladder accidents.
- Describe the responsibilities of employer and employee
- Explain the legal responsibilities surrounding ladder safety
- Describe why and how Risk Assessments are carried out
- List different types of ladders and explain their usage
- Explain the reasons for inspections and how they should be carried out
- Describe how ladders should be maintained and stored

Who is this course for? All Sefton Council Employees **and external organisations.**

Cost: Apart from Schools, this course is free for Sefton Council employees. Charges apply for all other organisations:

- Individual license - £35.00 per person
- Group license (more than 10) - £30.00 per person
- See [Charging Policy](#).



Legionella Awareness

Duration: 1 hour

Introduction: This is a short introductory course explaining Legionella disease, a lung infection caused by Legionella bacterium.

Content: This course is split into six sections:

1. Introduction
2. Where is Legionella found?
3. Exposure to Legionella
4. Legionella's disease and your health
5. Legionella and the law
6. Reducing the risk of legionella

Objectives: At the end of the course, you will be able to:

- Describe what Legionella Disease is
- Explain where Legionella Bacterium can be found
- Understand how Legionella can affect your health
- Explain the laws surrounding Legionella Disease
- Describe how to reduce the risks of Legionella

Who is this course for? All Sefton Council Employees **and external organisations.**

Cost: Apart from Schools, this course is free for Sefton Council employees. Charges apply for all other organisations:

- Individual license - £35.00 per person
- Group license (more than 10) - £30.00 per person
- See [Charging Policy](#).



Manual Handling at Work

Duration: 45 mins

Introduction: This training is aimed at those staff that may be required to move and handle inanimate objects and loads at work. The course will equip the learner with an awareness of moving and handling hazards and injuries, practical skills to prevent injury and work safely and guidance on undertaking a Risk Assessment on a Manual Handling task.

Content: This course is split into three sections:

1. Why manual handling is important
2. Manual handling tasks
3. Views from an expert

Objectives: At the end of the course, you will be able to:

- Explain the risks of manual handling
- Identify injuries which occur from manual handling
- Describe how to reduce the risks
- List a range of ways in which manual handling can be made easier

Who is this course for? All Sefton Council Employees **and external organisations.**

Cost: Apart from Schools, this course is free for Sefton Council employees. Charges apply for all other organisations:

- Individual license - £35.00 per person
- Group license (more than 10) - £30.00 per person
- See [Charging Policy](#).



Mental Health at Work

Duration: 1 hour

Introduction: This course is designed to help you understand some of the issues around mental health; What are the signs? What you can do to help, some of the things you shouldn't do and what sort of help is available should you, or one of your colleagues, need it.

Content: This course is split into six sections:

1. What is mental health?
2. Types of personality disorders
3. types of mental illnesses
4. Mental Health in the workplace
5. Creating a healthy workplace environment
6. Stress management competency indicator

Objectives: At the end of the course, you will be able to:

- Understand some of the issues around mental health
- Identify the signs of mental health
- Identify different personality disorders
- Explain what you can do to help
- Help create a healthy workplace environment

Who is this course for? All Sefton Council Employees **and external organisations.**

Cost: Apart from Schools, this course is free for Sefton Council employees. Charges apply for all other organisations:

- Individual license - £35.00 per person
- Group license (more than 10) - £30.00 per person
- See [Charging Policy](#).



Private Fostering

Duration: 30 mins

Introduction: The aim of this course is to provide information in terms of how to identify whether a child is living in a Private Fostering situation, what you should do, the role and responsibilities of parents/carers and who you need to contact.

Objectives: At the end of the course, you will be able to:

- Understand some background as to the history associated with Private Fostering
- Describe what Private Fostering is
- Explain the difference between Private Fostering and Fostering
- Describe why children and young people might be Privately Fostered
- Explain the roles and responsibilities of parents, carers, Children's Social Care (the local authority), and other agencies
- What to do if you have reason to believe that a child is living in a private fostering situation

Who is this course for? All Sefton Council Employees **and external organisations.**

Cost: Apart from Schools, this course is free for Sefton Council employees. Charges apply for all other organisations:

- Individual license - £35.00 per person
- Group license (more than 10) - £30.00 per person
- See [Charging Policy](#).



Safeguarding Adults Awareness for Sefton Care Providers

Duration: 1 hour

Introduction: This course aims to develop your basic awareness of safeguarding adults and to ensure you understand your role and responsibilities in the safeguarding process.

Content: This course is split into three sections:

1. What is Safeguarding?
2. What is Abuse and Neglect
3. Your Role and Responsibilities

Objectives: At the end of the course, you will be able to:

- Explain what is meant by safeguarding adults
- Identify the different types of abuse and neglect
- List a range of potential signs of abuse or neglect
- Describe what to do if you have a safeguarding concern

Who is this course for? All Sefton Care Providers. ??

Cost: Apart from Schools, this course is free for Sefton Council employees. Charges apply for all other organisations:

- Individual license - £35.00 per person
- Group license (more than 10) - £30.00 per person
- See [Charging Policy](#).



Safeguarding Adults Awareness for Sefton Employees

Duration: 1 hour

Introduction: This course aims to develop your basic awareness of safeguarding adults and to ensure you understand your role and responsibilities in the safeguarding process.

Content: This course is split into three sections:

1. What is Safeguarding?
2. What is Abuse and Neglect
3. Your Role and Responsibilities

Objectives: At the end of the course, you will be able to:

- Understand what is meant by safeguarding adults
- Identify the different types of abuse and neglect and how to spot potential signs
- Understand what to do when you have a safeguarding concern

Who is this course for? All Sefton Council Employees **and external organisations.**

Cost: Apart from Schools, this course is free for Sefton Council employees. Charges apply for all other organisations:

- Individual license - £35.00 per person
- Group license (more than 10) - £30.00 per person
- See [Charging Policy](#).



Safeguarding Children and Young People Awareness for Sefton Employees

Duration: 1 hour

Introduction: This course aims to develop your basic awareness of safeguarding children and young people and to ensure you understand your role and responsibilities in the safeguarding process.

Content:

This course is split into three sections:

1. What is Safeguarding Children & Young People?
2. Spotting the Signs
3. Your Role and Responsibilities

Objectives: At the end of the course, you will be able to:

- Outline the key definitions around safeguarding children and young people
- Explain the different types of abuse and how to spot their signs
- Identify your own role in the safeguarding process, including how and when to report a concern

Who is this course for? This course is Mandatory for All Sefton Council Employees. ??

Cost: Apart from Schools, this course is free for Sefton Council employees. Charges apply for all other organisations:

- Individual license - £35.00 per person
- Group license (more than 10) - £30.00 per person
- See [Charging Policy](#).



Unconscious bias

Duration: 30 mins

Unconscious bias can be a major issue in determining how people and groups are judged which in turn may influence how we treat them. It can also have an impact on people-related decisions in other areas of life, including working relationships and how we view diversity within our culture

Cost: Apart from Schools, this course is free for Sefton Council employees. Charges apply for all other organisations:

- Individual license - £35.00 per person
- Group license (more than 10) - £30.00 per person
- See [Charging Policy](#).



Wellness

Duration: 1 hour

Introduction: The aim of this course is to provide an understanding of Wellness to enable it to become part of a team's culture.

Content: This course is split into four sections:

1. What is Wellness?
2. Dimensions of wellness
3. Getting started
4. Wellness within teams

Objectives: At the end of the course, you will be able to:

- Explain the concept of wellness
- Describe the 6 dimensions of wellness
- Explain how to set goal and objectives to improve wellness
- Establish an approach to wellness within your team

Who is this course for? All Sefton Council Employees **and external organisations.**

Cost: Apart from Schools, this course is free for Sefton Council employees. Charges apply for all other organisations:

- Individual license - £35.00 per person
- Group license (more than 10) - £30.00 per person
- See [Charging Policy](#).



Working at Height

Duration: 1 hour

Introduction: Falls from height are one of the biggest causes of workplace fatalities and major injuries, accounting for about 29% of fatal injuries to workers.

In this course, you'll look at some advice and some of the commonly held myths concerned with working at height.

Content: This course is split into four sections:

- Introduction
- Preventing accidents and protect
- Using equipment to access work at height
- These accidents needn't have happened

Objectives: At the end of the course, you will be able to:

- Explain what Working at Height actually means
- Describe a range of methods of preventing accidents
- List a range of protection methods
- Explain how to use appropriate equipment correctly

Who is this course for? All Sefton Council Employees **and external organisations.**

Cost: Apart from Schools, this course is free for Sefton Council employees. Charges apply for all other organisations:

- Individual license - £35.00 per person
- Group license (more than 10) - £30.00 per person
- See [Charging Policy](#).



Workplace Risk Assessment

Duration: 1 hour

Introduction: In this course you will understand the full procedures required for carrying out an effective risk assessment. This will include identifying the hazards, consulting the stakeholders, writing a risk assessment and communicating the findings with the relevant workers.

Content: This course is split into five sections:

1. Introduction
2. Hazards, Risks and Controls
3. Assessing risk in the workplace
4. Frequently asked questions
5. Case study

Objectives: At the end of the course, you will be able to:

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

Who is this course for? All Sefton Council Employees **and external organisations.**

Cost: Apart from Schools, this course is free for Sefton Council employees. Charges apply for all other organisations:

- Individual license - £35.00 per person
- Group license (more than 10) - £30.00 per person
- See [Charging Policy](#).



Workstation and Display Screen Equipment

Duration: 1 hour

Introduction: In this course you will gain the knowledge and understanding of both desktop and portable display screen equipment.

Content: This course is split into four sections:

1. Introduction
2. Display screen equipment
3. Portable display screen equipment
4. FAQs – phone in

Objectives: At the end of the course, you will be able to:

- Explain the different types of workstations and portable display screen equipment
- Describe how to manage health and safety risks
- Complete a display screen equipment checklist

Who is this course for? All Sefton Council Employees **and external organisations**. It's particularly appropriate for people new to an organisation or for use as a refresher for existing employees.

Cost: Apart from Schools, this course is free for Sefton Council employees. Charges apply for all other organisations:

- Individual license - £35.00 per person
- Group license (more than 10) - £30.00 per person
- See [Charging Policy](#).