eLearning
for the Third Sector

HTSI
HIGHLAND THIRD SECTOR INTERFACE

Our online training courses are designed to be fully intuitive and easy to use. Learners can navigate the system simply. You can track and report on your own or you team's progress.

We have over 40 courses on the platform, containing modules relevant to the Third Sector.

Licences	Price
1-5	£30
6-10	£60
11-25	£130
26-50	£175
51-100	£300
101-149	£350
150+	£400

Find out more

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Communication

Communication - Behaviours
Communicating Under Pressure
Workplace Diplomacy

Communication - Knowledge
Body Language
How to be Assertive
How to Have an Honest Conversation
Networking
Social Media Awareness
What's Not Being Said

Communication - Skills
Active Listening
Asking The Right Questions
Communicating With Emotional Intelligence
Communication Skills
Effective Writing
Emotional Intelligence
Expressing Yourself
Presenting With Confidence
Presenting Data
The Power of Storytelling

Customer Service - Behaviours
Email Etiquette
Handling Complaints
Telephone Manner

Customer Service - Knowledge
A Balancing Act
Approaching New Customers
Brand & Reputation
Caring for Vulnerable Customers
Know Your Customer
Maintaining Existing Customers
Managing Expectations

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Compliance

Equality, Diversity & Inclusivity - Behaviours
Age
Sex Discrimination
Unconscious Bias
Workplace Bullying

Equality, Diversity & Inclusivity - Knowledge
Disability
Equality & Diversity Overview
Gender Reassignment
Marriage & Civil Partnership
Pregnancy & Maternity
Race
Religion or Belief
Sexual Orientation

Food Safety - Behaviours
Hygienic Premises
Personal Hygiene

Food Safety - Knowledge
Allergy Awareness
Food-Borne Illness
Food Law
Food Safety & Hygiene

Food Safety - Skills
Control of Cross-Contamination
Food Safety Hazards
Food Safety Management
Temperature Control

GDPR - Knowledge
An Introduction to GDPR
Individual Rights Under GDPR
Lawful Basis For Processing Under GDPR
Accountability Governance Under GDPR
Data Protection Act 2018

Health and Safety - Behaviours
Agressions & Violence
Display Screem Equipment
Getting in & Out of Buildings
Good Housekeeping
Personal Hygiene in the Workplace
Plant & Machinery
The Ups & Downs of Ladder Safety
Vehicles in & around the warehouse
Working in confined spaces

Health and Safety - Knowledge
Abrasive Wheels
Asbestos Awareness
Dangerous Substances
Electricity
Fire Safety
Fire Warden Awareness
General Workshop Safety Equipment
Health & Safety Equipment
Health & Safety introduction
Legionella Awareness
Lighting
Lone Working
Noise
Office Health & Safety
PPE
Remote Health & Safety
Slips, Trips & Falls
Temperature

Health and Safety- Skills
Accident Reporting Training
Driving At Work
First Aid
Manuel Handling
Moving or Falling Objects
Risk Assessment Training
Working at Height

Online safety - Behaviours
Email security
Staying safe online
Using a strong password

Online safety - Knowledge
Cyber Security
Denial of Service Attack
Freedom of Information
Phishing
Protection & Infection Control
The Internet of Things
Spoofing Attacks
Viruses & Malware

Policies - Knowledge
Anti-Money Laundering
Bribery Act 2010
Bribery & Corruption
CDM Regulations
Competition Law
Control of Contractors
Insider Trading
Modern Day Slavery
Payment Card Industry Data Security Standard (PCI DSS)
Selling Age Restricted Products
Right to Work
Welfare Facilities
Sustainability
RIDDOR
Whistleblowing

Safeguarding - Behaviours
Creating a Safeguarding culture

Safeguarding - Knowledge
Basic Safeguarding Awareness
FGM
Managing a safeguarding disclosure
Safeguarding Adults
Safeguarding Children
Types of Abuse

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COVID-19 Response

COVID-19 Response
Coping with Change
Returning to Work
Self Care
Social Media Tips
Managing Volunteers

Good Governance

Good Governance
Code of Practice
■ Decisions & Conflict
■ Finance
■ How effective are we?
■ Risk Management
■ Understanding legal structures
   and duties

Wellbeing

Wellbeing - Behaviours
Being Kind to Yourself
Changing Behaviours
Healthy Living
Mindset
Relationship Building
Relaxation

Wellbeing - Knowledge
Ambiguity
Benefits of Good Sleep

Better Judgements
Creativity
Curiosity
Empathy
Everyday Energy
Great Conversations
Life Balance
Positive Thinking
Resilience
Sickness and Absence

Value & Purpose
Winter Wellbeing

Wellbeing - Skills
Critical Thinking
Impact & Influencing
Letting Go
Managing Emotions
Mindfulness
Personal Agility
Worry & False Thinking

■ Coming soon!

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Workplace Development

Career Development - Knowledge
Tips for the Interviewee

Career Development - Skills
Career Planning

Change - Knowledge
Challenging the Status Quo
Experiencing Change
Making the Change
Seeing Change Through
The Need for Strategy
Thriving in Change

Customer Service - Behaviours
Email Etiquette
Handling Complaints
Telephone Manner

Customer Service - Knowledge
A Balancing Act
Approaching New Customers
Brand & Reputation
Caring for Vulnerable Customers
Know Your Customer
Maintaining Existing Customers
Managing Expectations

HR - Knowledge
Budget Like a Boss
Cash Flow Statement Pro
Good Premises Management
Maintaining a Healthy Cash Flow
P&L Explained
The Balance Sheet Explained
The Four Basics of HR
Virtual Interviews

Literacy - Knowledge
Planning Your Report
Spelling & Punctuation
The English Sentence
Writing Your Report

Management - Behaviours
Creating a Coaching Culture
Taking Action
Taking the Lead
Workplace Ethics

Management - Knowledge
Developing Leadership
Effective Decision Making
Finance for Non-Finance Managers
Flexible Leadership
Hiring Right First Time
Inducting a New Team Member
Motivation & Effective Feedback
Performance Management
Project Management
The Effective Leader
Training for Non-Trainers
What is a Learning Culture?

Management - Skills
Appraisal Interviews
Budgeting Basics
Coaching
Coaching & Mentoring
Giving & Receiving Feedback
Managing Virtual Teams
Mentoring
Operational Agility
Planning & Monitoring Team Performance
Planning For a Crisis

Managing Self - Knowledge
Hybrid Working 101
Making Objectives Happen
Productivity
Remote Working
Time Management

Teamwork - Knowledge
Change Management
Conflict Management
Find Your Role
Performance Troubleshooting
Working in Teams

Teamwork - Skills
Collaborative Problem Solving
Effective Delegation
Effective Meetings
Negotiation Skills

More at highlandtsi.org.uk/elearning