

Way2Learn

GUIDE

Issue 06
Prospectus

VIDEO BASED LEARNING

Course Prospectus

**SMART VIEWING FOR
SMARTER LEARNING**

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Why Study with Way2Learn?

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

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

Food Hygiene Learner | Exeter | May 2025

Our Course Content

Video-Based Learning for the Modern Learner

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

To support your learning, you'll complete an answer book based on the series episodes, which is then submitted for assessment. Upon successful completion, you'll be awarded a CPD-accredited certificate and a certificate of achievement from UWE Bristol. If your workbook does not meet our minimum pass threshold we will return it to the learner for revision.

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



▶ Way2Learn: Professionally Accredited for Your Success

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

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

What are CPD Points?

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

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



▶ Partnership with The University of the West of England

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



Why UWE Bristol?

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

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

But, don't take our word for it.



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Mental Health Awareness for the Workplace

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

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

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



This course is
recognised by the
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West of England



Mental Health Awareness for the Workplace



Content Guide

Ep 1: Understanding Mental Health and Illness

This episode introduces the crucial distinctions between mental health and mental ill-health, emphasising the importance of recognising both as integral to our overall well-being.

Ep 2: Breaking the Stigma

The second episode challenges the societal stigma surrounding mental health, highlighting the power of empathy and the critical role of support systems. It encourages a shift towards more inclusive attitudes, reminding you that mental health issues can affect anyone.

Ep 3: The Impact of Mental Health

Episode 3 delves into the complex nature of mental health, exploring its biological and environmental influences, and the subtle signs that differentiate temporary stress from more serious conditions.

Ep 4: Addressing Anxiety and Depression

Focused on the most common forms of mental ill-health, this episode provides an in-depth look at anxiety and depression. It aims to demystify these conditions, offering insights into their symptoms, impacts, and the importance of empathy and support in addressing them.

“Helps you really understand people’s symptoms and feelings”

Learner - Durham

Mental Health Awareness for the Workplace

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Disability Awareness for the Workplace

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

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

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

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

Learner - Manchester



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Disability Awareness for the Workplace



Content Guide

Ep 1: Empathy and Understanding

This episode introduces the concept of disability awareness in the workplace, highlighting the significance of empathy and understanding. Through engaging exercises, you are encouraged to imagine the everyday challenges faced by individuals with disabilities.

Ep 2: The Spectrum of Disability

Episode 2 delves into the diverse spectrum of disabilities, addressing both visible and invisible conditions.

Ep 3: The Social Model of Disability

Episode 3 explores the impact of long-term disabilities on individuals' lives and challenges common misconceptions, fostering a more nuanced understanding of disability.

Ep 4: Legal Frameworks and Employer Responsibilities

The final episode focuses on The Equality Act 2010, outlining legal protections for individuals with disabilities and the responsibilities of employers.



Disability Awareness for the Workplace

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Health & Safety Awareness for the Workplace

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

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

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

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

Learner - Devon



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Health & Safety Awareness for the Workplace



Content Guide

Ep 1: Foundations of Workplace Safety

This episode lays the groundwork for understanding key health and safety regulations in the workplace, including the Health and Safety at Work Act 1974.

Ep 2: The Significance of Safety Signs

Episode 2 focuses on the critical role and meanings of safety signs found in the workplace. You will be equipped to identify and understand mandatory, prohibition, and warning signs, enhancing their ability to maintain safety standards.

Ep 3: Risk Reduction Techniques

This episode explores practical techniques for reducing risks in the workplace, covering safe manual handling, fire safety, and the proper use of display equipment. You will gain actionable strategies to prevent workplace injuries and hazards.

Ep 4: Promoting Safety Through Communication

The final episode underscores the importance of clear communication and reporting in fostering a culture of safety. It offers insights into developing skills for reporting hazards and accidents.



Health & Safety Awareness

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Job Finder

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

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

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



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Job Finder



Content Guide

Ep 1: Path to Employment

Learn how a growth mindset, resilience, and self-motivation can help you tackle challenges and stay focused on your employment goals.

Ep 2: Flexibility and Soft Skills

Discover the importance of teamwork, communication, and adaptability, and learn how to use these transferable skills to create new opportunities.

Ep 3: Landing the Interview

Explore how to search for jobs, understand job descriptions, and create strong CVs and cover letters tailored to employer expectations.

Ep 4: Ace the Interview

Prepare for interviews by learning techniques like the STAR method, improving your confidence, and making a lasting impression on employers.

Ep 5: Disclosure and Honesty

Understand how to disclose unspent convictions professionally, focus on your achievements, and demonstrate your potential to employers.



Job Finder

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Neurodiversity Awareness for the Workplace

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

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

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



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Neurodiversity Awareness for the Workplace



Content Guide

Ep 1: Understanding Neurodiversity

Learn about the spectrum of neurodiversity and its relevance in workplaces. This episode explores key neurodivergent profiles and helps you identify traits that can shape individual and team dynamics.

Ep 2: Strengths, Challenges, and Coping Strategies

Recognise common strengths and challenges faced by neurodivergent individuals and discover practical coping strategies for workplace success.

Ep 3: Building Inclusive Work Environments

Explore practical steps and legal responsibilities that ensure a supportive, inclusive workplace. This episode highlights adjustments, communication strategies, and the Equality Act 2010.

Ep 4 (Bonus): Neurodiversity in Prisons

In this bonus episode, Fabian and Pippa, two former prisoners diagnosed as neurodivergent, share their personal experiences of navigating the prison system. They discuss challenges like sensory overload, masking, and the stigma of asking for help. This episode offers valuable insights and advice for those currently facing similar challenges.

Neurodiversity Awareness for the Workplace

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Creative Writing

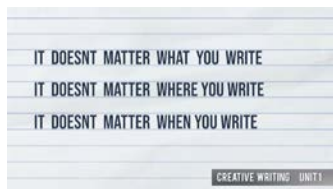
For all you budding novelists this Way2Learn course will help you to understand how to compose your own piece of creative writing.

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

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

“Really enjoyed the course, now thinking of writing a book!”

Learner - Isle Of Wight



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Creative
Writing

Creative Writing



Content Guide

Ep 1: Sources of Inspiration

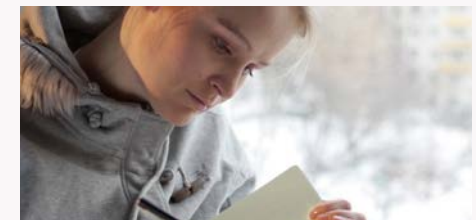
The first episode explores some of the requirements to becoming a writer, and looks at potential sources of inspiration.

Ep 2: Creating Characters

In episode two we take a look at creating characters and settings.

Ep 3: Creating Plots and Dialogue

In our final episode in the creative writing series you will discover how to create effective plots and dialogue.



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Creative Writing

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Fitness for Life

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

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

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

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

Learner, Doncaster



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Fitness for Life



Content Guide

Ep 1: Health & Exercise

The definitions and the factors that affect health and fitness. The benefits of exercise and the various components of fitness.

Ep 2: A Healthy Balanced Diet

The importance of a healthy balanced diet plus we also help you to complete a food diary in order to monitor your diet.

Ep 3: Health & Safety

We show you what contributes to a safe and effective activity routine and we'll set smart goals for your personal health and fitness, including the importance of personal hygiene.

Ep 4: Structured & Self-directed Exercise

Exercise and understanding injury prevention. Principles of training and creating an exercise plan. We also guide you through a series of exercises in order to complete your own activity sheet.

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Fitness for Life

**Fitness
for Life**



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Minute Maths

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

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

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

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

Learner - Exeter



Minute
Maths

Minute Maths



Content Guide – Episodes 1-9. Part 1 of 2

Ep 1: Area - Calculating the area of regular and irregular shapes.
Ep 2: Perimeter - Calculating the perimeter of regular and irregular shapes.
Ep 3: Mean - What the mean average is and how to calculate it.
Ep 4: Median - How to find the median of a set of numbers.
Ep 5: Mode - The meaning of the mode and how to find it.
Ep 6: Range - How to calculate the range of a group of numbers.
Ep 7: Volume - How to calculate the volume of 3D shapes.
Ep 8: Fractions - Working out fractions of money.
Ep 9: More Fractions - Continues with showing how to calculate fractions.

Content Guide – Episodes 10-15. Part 2 of 2

Ep 10: Percentages - How to multiply a number by a percentage.
Ep 11: More Percentages - Expressing an amount in a percentage of a number.
Ep 12: Area of a Triangle - How to calculate the area of a triangle.
Ep 13-15: More Maths! Our last three episodes allow you to take your Maths to a higher level. No answer book is required, just additional mental maths.

Minute Maths

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Health and Safety in a Construction Environment

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

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

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

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

Learner - Exeter



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Health and Safety in a Construction Environment



Content Guide

Episode 1: The Purpose of Risk Assessments

In this episode, you will get an overview of risk assessments and gain an understanding of how risks can be assessed to improve site safety.

Episode 2: The Importance of Safe Manual Handling

Manual handling is the biggest cause of injury in a construction environment. This episode will look at safe manual handling practices and how to avoid manual handling related accidents.

Episode 3: Working Safely at Height

This episode looks at safe working practices in relation to working at heights. This includes safe usage of ladders, scaffolding, and roof work.

Episode 4: Risks to Health

There are many risks to health in a construction environment, including contact with chemicals, dust and electricity. This episode looks at how these risks can be controlled to keep the workforce safe.

Episode 5: Working Safely Around Plant and Equipment

Serious accidents can occur when working around plant and equipment. This episode looks at how you can keep yourself and others safe in this environment.

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Food Hygiene Awareness

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

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

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

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

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

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

Learner - Durham

Food Hygiene
Awareness

Food Hygiene Awareness

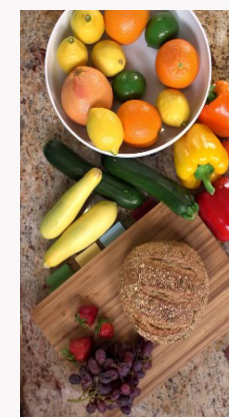


Content Guide

Ep 1: Cross Contamination

Part one covers cross-contamination, chilling, cooking and cleaning (the four C's). Learn about hand washing, pest control, illness at work and re-heating food. We also look at guidance from the Food Standards Agency around food allergies and other special dietary requirements.

Ep 2: Dive into the essentials of personal hygiene in food preparation, including proper attire, handwashing, and avoiding cross-contamination. It also covers safe food storage in refrigerators and the correct methods for defrosting meat. This episode emphasises practical steps to prevent the spread of harmful bacteria, crucial for maintaining food safety.



Food Hygiene Awareness

UWE
Bristol

Introduction to LGV Theory

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

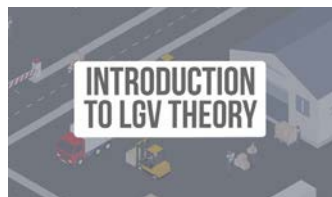
Whether you have a passing interest in logistics and haulage or a burning ambition for a career on the open roads, then this course is for you.

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

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

"I learnt a lot in this booklet and from what I watched in the episodes."

Learner - Milton Keynes



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Introduction to LGV Theory



Content Guide

EP 1: Introduction to LGV Theory

In this episode we look at how you become an LGV driver, introduce the different categories of vehicles and tackle hazard perception testing.

EP 2 : Knowing Your Vehicle

This episode looks at the importance of tachographs and demonstrates how to check your vehicle for roadworthiness.

EP 3 : The Rules of the Road.

Road safety when you oversee a 30-tonne vehicle, is vital. This episode will look at the rules of the road that will keep you and other road users safe.

EP 4 : Safe Loading Practices

Large goods haulage depends on the load being delivered safely. This episode demonstrates how to load a vehicle safely and looks further at hazard perception.

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Introduction to LGV Theory

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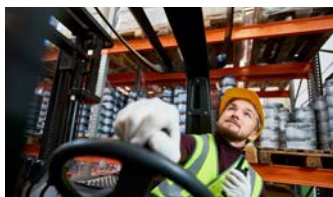
Introduction to Warehousing and Storage

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

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

“Very good, informative, and enjoyable.”

Learner - Manchester



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Introduction to Warehousing and Storage



Content Guide

Ep 1: Health and Safety

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

Ep 2: Different Types of Roles in Warehousing

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

Ep 3: Moving or Handling Goods

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

Ep 4: Picking Goods

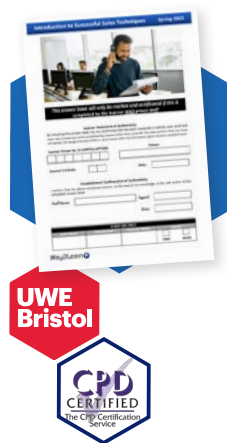
In this episode you will be introduced to the safest ways of picking goods in a warehouse setting. You will learn different methods of picking, the equipment needed and health and safety considerations.

Ep 5: Preparing Goods for Packing

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

Ep 6: Assembling Goods for Dispatch

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



Introduction to Successful Sales Techniques

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

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

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



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Introduction to Successful Sales Techniques



Content Guide

Ep 1: What Makes a Convincing Sales Team?

This episode takes a look at what it takes to be part of a successful sales team. Learn about the behaviours, skills, and mindset that make a good salesperson. Discover that salespeople come in all shapes and sizes and explore the fundamental aspects that make selling all about helping people.

Ep 2: Conducting a Sales Conversation

Uncover the secrets of buying psychology and learn how to conduct effective sales conversations that resonate with your customers. Master techniques such as asking insightful questions and focusing on benefits to engage and persuade potential buyers.

Ep 3: Negotiation

Explore the world of negotiation and learn how to reach agreements that benefit both you and your customer. This episode covers key strategies such as knowing your value proposition, actively listening, focusing on solutions, and effective communication.

Ep 4: Investigating Buyer Needs

Understand the importance of uncovering your customer's pain points, desires, and goals. This episode teaches the power of asking the right questions, active listening, and digging deeper to understand the "why" behind their needs.

Ep 5: Closing the Deal

Learn the techniques to guide customers towards a confident decision without pressure tactics. This episode covers reading customer signals, presenting a clear call to action, addressing last-minute objections, and showing enthusiasm and confidence.

Introduction to Successful Sales Techniques

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Mind Your Own Business

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

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

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

Learner, Newport



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Mind Your Own Business



Content Guide

Ep 1: Have you got what it takes?

Have you got what it takes to be your own boss? Personal financial considerations required - including survival budget tips. How to balance business and personal life.

Ep 2: Knowledge and Skills

Knowledge and skills required to succeed in business. Barriers you may face when starting up a business. What is the best thing about running your own business.

Ep 3: Market Research

Market research - What is it?
Why is it so important, how do businesses use it?

Different promotional methods including, traditional media, digital media and social media.

Ep 4: Delivering Products and Services

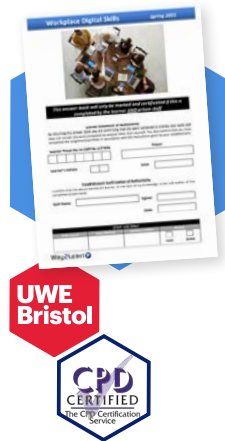
How businesses deliver their products and services to the customer. Customer satisfaction and how this can be measured.

Ep 5: The Importance of Money

The importance of money in a business. How to plan your business finances.

Ep 6: Business Planning and Cash Flow

Documents used to plan and record your business finances. Business plans and cash flow forecast, and the importance of good record keeping.



Workplace Digital Skills

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

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

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

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



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Workplace Digital Skills



Content Guide

Ep 1: Using and Managing Information

Find smarter ways to search, identify and evaluate information effectively to meet personal and organisational needs. Ensuring that the information that is obtained is reliable and from credible sources.

Ep 2: Trusting and Organising Information

What websites are real or fake? Applying a simple test to decide if you can trust the information. Looking at ways to organise your information so that it is easy to find and identify.

Ep 3: Keeping Safe Online

Prevent yourself and others from being attacked by nasty viruses and bugs, which can compromise your data, devices and systems.

Ep 4: The Law and Your Data

Explaining the rules for businesses in relation to storing people's data, and the implications if data is not processed fairly or securely.

Ep 5: Communicating Online

Think before you tweet! The online equivalent of not revealing too much information about yourself and minding your P's and Q's. What is acceptable behaviour online and what isn't? Communicating effectively using various messaging tools.

Ep 6: Digital Career Development

The art of selling you and your business online. Ways in which to promote yourself and your business to maximise profits and customers and to snare that dream job.

UWE
Bristol

Customer Service

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

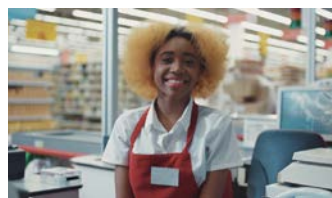
It will help you to gain an introductory understanding of the knowledge and attitudes required to deliver customer service effectively.

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

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

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

Learner, Newport



**CPD
CERTIFIED**
The CPD Certification
Service

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



Customer
Service

Customer Service



Content Guide

Ep 1: The Principles of Customer Service

This episode looks at the Principles of Customer Service and helps you to understand why good customer service is so important.

Ep 2: Planning and Delivery

Episode two in this series explores how organisations plan and deliver their customer service. We take a look at some of the different roles within a customer service team and some of the key aspects that need to be considered.

Ep 3: Working in Customer Service

Gain a better understanding of how to work in a customer service role, learn the importance of professionalism and how personal behaviour can positively affect the customer experience.

Ep 4: Working in a Team

Our final episode will help you to further understand how to work as part of a customer service team, looking at different sources of information and how to use them effectively.

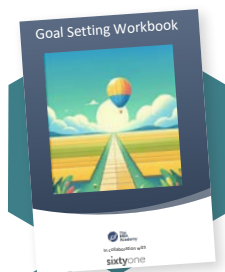
HAVE A THIRST FOR LEARNING

Complete and pass four Way2Learn courses, to claim your free branded drinking mug



SIGN UP NOW

Customer Service



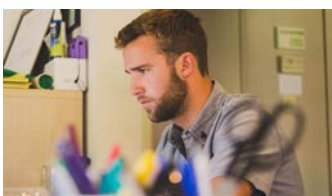
Critical Thinking Skills: Goal Setting

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

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

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

Request a copy of the “Critical Thinking Skills: Goal Setting” answer book today!



Critical Thinking Skills: Goal Setting

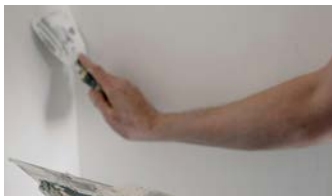


Foundations of Painting and Decorating

This Foundations of Painting and Decorating course is designed for Level 1 trainees in the UK, moving beyond basic skills to establish professional responsibility and industry standards.

Over four video modules, learners explore the essential "Clean Site, Safe Site" philosophy, emphasising that safety is about self-respect and protection. The curriculum stresses the "80/20 rule," highlighting that quality results depend heavily on rigorous surface preparation like cleaning, filling, and sanding. It then covers technical application skills for brushes and rollers to ensure flawless finishes on walls and woodwork.

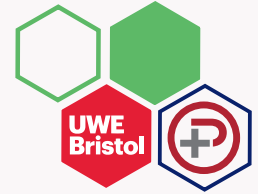
Finally, the course addresses tool maintenance, environmental responsibility regarding waste, and the career trajectory from apprentice to journeyman, equipping students with the professional mindset needed for success in construction.



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



Foundations of Painting and Decorating



Content Guide

Episode 1: Mindset & Safety

This module establishes the "Clean Site, Safe Site" philosophy. It covers essential PPE like steel-toe boots, interpreting COSHH symbols for chemical safety, and the critical "open tin, open window" rule to prevent dangerous fume exposure and workplace accidents.

Episode 2: Preparation is Everything

Highlighting the "80/20 rule," this episode details the correct sequence for surface preparation. Learners master washing with sugar soap, raking and filling cracks to handle shrinkage, and using sanding blocks with the "finger test" for a perfectly smooth base.

Episode 3: The Art of Application

You'll learn precise tool control, including the pencil-grip "cutting in" technique and "W" rolling patterns for even coverage. It introduces "laying off" for woodwork to remove brush marks and the importance of maintaining a "wet edge" for professional finishes.

Episode 4: Cleanup, Care & Career Paths

The final module teaches cost-saving maintenance, such as cleaning brush "heels" and bagging rollers overnight. It emphasises environmental responsibility by prohibiting drain disposal and outlines the career progression from apprentice to trusted journeyman and self-employment.



Money Matters: Inside & Out!

Money Matters: Inside & Out!

Walking out of the prison gates is a massive moment you've waited for, but the second you step out, a clock starts ticking on your **money**. With a discharge grant of just over £82, you are left with less than £12 a day to survive your first week. Without a plan, a single bus ticket or a meal can wipe out a quarter of your survival money on day one.

Money Matters: Inside and Out is designed to give you the “street-smart” skills to protect your freedom. This isn't about boring spreadsheets; it's about building a **Money Map** to ensure you control your cash so it doesn't control you.

By completing this course, you will learn how to:

Survive “The Gap”: Learn how to stretch your grant and bridge the five-week wait for Universal Credit.

Master the “Inside”: Discover how saving just £2 a week from your job inside can give you a £100 “cushion” for a fresh start on the out.

Protect Your Home: Identify “Priority” costs like rent and energy bills to keep your tenancy secure and your stress levels low.

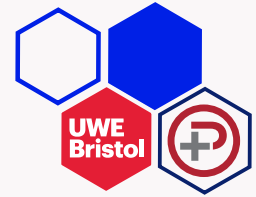
Shop Smart: Use the “Supermarket Strategy” to save up to £30 a week by switching to budget shops and cooking from scratch.

Recognition of Your Hard Work

Your commitment to your future is recognised. Upon finishing this course, you will receive a PeoplePlus Certificate of Completion and your achievement will be recognised by UWE Bristol University.

Start building your Money Map today and turn those “small wins” into long-term freedom.

Money Matters: Inside & Out!



Content Guide

Episode 1: The Gap (Day 1 Survival) Focuses on the immediate transition from the gate to the first Job Centre appointment. It teaches learners how to stretch the £82 discharge grant, which equates to less than **£12 a day** if they must survive a week on it alone.

Episode 2: The Art of the Budget (The Money Map) Introduces the “**Money Map**”—a visual alternative to complex spreadsheets. It teaches the psychology of spending by distinguishing between “**Needs**” (stamps, phone credit, savings) and “**Wants**” (vapes, snacks).

Episode 3: The Banking Bridge (Setting Up for Success) Focuses on the transition from the “invisible” money of the Nomis/Kiosk system to real-world UK banking.

Episode 4: The Survival Guide (The First 30 Days Out) A practical guide to the first month of freedom, focusing on high-street survival and lifestyle changes.



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



Money Matters: Inside & Out!



Healthy Eating on a Budget

Healthy Eating on a Budget is a practical guide designed to help individuals transition from custody to the community by mastering financial and nutritional independence.

The course challenges the myth that nutritious food is expensive, instead promoting “essentialism” through a foundational nine-item survival kit. Learners will discover the science behind frozen and tinned staples, which often retain more vitamins than fresh produce, and learn to identify “energy thieves” that cause mood-destabilising blood sugar crashes. From surviving on just one pound a day using smart supermarket strategies to mastering affordable “fakeaways” that replace expensive takeaways, this course empowers participants to fuel their physical health and mental clarity. By taking control of the kitchen, learners build a vital foundation for long-term stability and success.



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



Healthy Eating
on a Budget

Healthy Eating on a Budget



Content Guide

Episode 1: The First 48 This session introduces a targeted nine-item survival kit to combat the stress of an empty kitchen. Focusing on versatile, low-cost staples like oats and eggs, learners explore how essentialism provides sustained energy and vital nutrients for under fifteen pounds.

Episode 2: The Micronutrient Shield Learners discover how to build a nutritional “shield” using cost-effective frozen and tinned goods. The episode highlights superior vitamin retention in flash-frozen produce and introduces a simple three-part formula—frozen veg, tinned protein, and a cheap carb—for healthy, high-volume meals.

Episode 3: Food Swaps for Brain Health Focusing on mental clarity, this episode identifies “energy thieves”—sugary, processed foods that cause irritability and anxiety. By swapping these for wholemeal alternatives and plain oats, learners can stabilise their blood sugar, supporting a calmer and more resilient mind.

Episode 4: The Survival Challenge This session demonstrates how to eat on just one pound a day during high-stress periods. By hunting for “loss-leader” vegetables and overlooked proteins like chicken wings, learners build an unbreakable financial floor while maintaining their health and immune systems.

Episode 5: Sustainable Success The final episode tackles the expensive “convenience trap” by mastering homemade “fakeaways.” Learners learn to recreate bold flavours for under £1.20 per portion, using nutrient-dense ingredients to protect heart health, stabilise mood, and save hundreds of pounds monthly.



Branding Design

The Branding Design course, delivered through the Way2Learn program, provides a comprehensive introduction to the strategic and creative process of building a brand identity.

Learners explore the “four golden rules” of logo design – **simplicity, versatility, memorability, and scalability** – and study how shape psychology and colour theory communicate brand values. Through a series of practical exercises, participants apply these principles to real-world design briefs, such as creating concepts for a high-tech café or an industrial gym. By evaluating their own work through tests like the “five-second recall,” learners develop the critical thinking skills necessary to transform complex business stories into powerful, minimalist visual symbols.

The **Branding Design** course is structured into two detailed episodes that guide learners from theoretical foundations to practical creative execution.



Branding Design



Branding Design

Content Guide

Episode 1: Foundations of Logo Design

This episode introduces the “visual handshake” of business, focusing on the four golden rules: simplicity, versatility, memorability, and scalability. Learners explore how shape psychology and audience analysis ensure a logo effectively communicates a brand’s core values.

Episode 2: Practical Logo Design Techniques

Moving into craftsmanship, this episode demonstrates sketching techniques, from continuous line drawing to hand-rendered typography. Learners use thumbnail sketches to explore layouts and hierarchy, applying these methods to specific briefs like “Katie’s Cupcakes”.



Branding Design



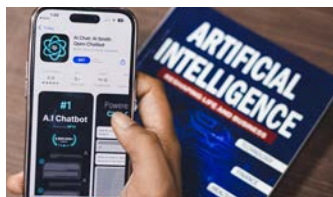
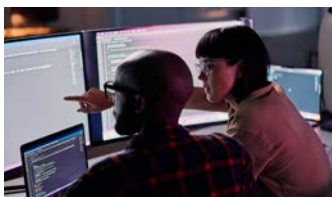
Introduction to AI

The Introduction to AI course, underwritten by the *University of Arizona*, provides a comprehensive overview of the artificial intelligence landscape, tracing its history from the 1956 Dartmouth conference to modern breakthroughs like transformer architecture.

Learners explore the distinctions between narrow, general, discriminative, and generative AI, with a specific focus on Large Language Models like ChatGPT. The curriculum details how these systems are trained using massive datasets and human feedback to predict word probabilities. Crucially, it addresses ethical considerations, including hallucinations, bias, and copyright. Upon finishing the course, learners will receive a **certificate of completion** from the **University of Arizona**.

“This course has really equipped me for a future that I knew nothing about”

Learner, Leeds



This course is recognised by the University Of Arizona



Introduction to AI

Content Guide

Episode 1: The technology behind ChatGPT

In this episode, we explore how ChatGPT works. It learns language patterns with math and predicts the next word, rather than storing sentences.

Episode 2: How does ChatGPT aim to prevent harmful use?

This episode focuses on ChatGPT's safety rules, called guardrails. They block harmful, untrue, or biased answers, and user feedback makes it safer.

Episode 3: What is Generative AI?

Here, we introduce generative AI, which makes new things like text, pictures, music, or video. Other AI only sorts or predicts.

Episode 4: Using ChatGPT effectively

Gain a more effective way to use ChatGPT, here we look at the best ways to use ChatGPT. It's good for ideas, summaries, and simple explanations — but you must fact-check.

Episode 5: Creating multimedia with AI tools

This part explores AI tools that create art, music, and video. Different tools have different strengths, and people use them for learning and creativity.



Introduction to Plug-In Solar

Plug-in solar - also known as balcony solar - plugs straight into an ordinary wall socket and cuts what you buy from the grid in daylight hours. It became legal in Great Britain on 27 August 2026.

A first for renters. For the first time, people in flats and rented homes can generate their own electricity without owning a roof. A complete kit costs around £400 to £600, takes about an hour to set up, and comes down off the wall and moves with you when you go.

Straight answers, not sales talk. Across six episodes this course explains what the law now allows, how a kit works, and what one realistically saves. Every figure comes from the government's own modelling rather than advertising, so you will learn what a kit genuinely saves - and what it does not.

An industry being built from scratch. The course also looks at the work growing around this technology in Britain: importing and certification, warehousing and logistics, retail, fitting, and qualified electrical work. It closes with the wider picture of clean energy in the UK and the green jobs market.

Complete the answer book as you watch, and take a practical first step into an emerging industry that did not exist here a year ago.



Introduction to Plug-In Solar

Content Guide

Ep 1: The Law Changed

What plug-in solar is, why a plug standard kept it out of the UK, and exactly what changed on 27 August 2026.

Ep 2: How a Kit Works

What is inside a certified kit, how the power flows into your sockets, the two safety features that protect you and the network, and the rules that must be followed.

Ep 3: What It Costs, What It Saves

What a kit costs, the government's own savings figures, why two identical kits give different results, and how to work out payback.

Ep 4: A New Industry

How fast the market grew in Germany, who plug-in solar is designed for in Britain, and the new roles for a brand-new industry.

Ep 5: Solar and the Green Economy

What clean energy has actually changed in Britain, the honest numbers behind it, and the size of the green jobs market.

Ep 6: Putting It All Together

A practical recap. What to check, who to ask, and what to do first if you want to use plug-in solar when you are out.



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



Introduction to Plug-In Solar



Foundations of Volunteering and Mentoring

Whether you want to mentor a fellow learner, become a peer worker in the community, volunteer for a cause you care about, or give your time to a helpline - this course gives you the skills, values and confidence to support others safely and well.

Across five episodes, you will discover what mentoring really is and how it differs from teaching, the qualities that make a good mentor, and the four core skills every mentor needs: active listening, clear communication, open questions and helpful feedback.

You will also learn the values and responsibilities that keep everyone safe - including the limits of confidentiality, safeguarding, and why a good listener signposts people to the right help rather than giving advice they are not trained to give.

More than a way to fill your time. Treated like a job, volunteering builds the exact skills employers value - working to targets, using IT, being managed, coordinating as a team - closing the gap on your CV, earning you excellent references, and putting you first in line when a paid role opens up inside an organisation that already knows you.

Complete the answer book as you watch, and take your first step towards helping others - and helping yourself.

“Volunteering is the perfect ‘in’ to securing a job you love, with a cause you’re passionate about.”

Lynne Williams, UWE Bristol



Foundations of Volunteering and Mentoring



Content Guide

Ep 1: What is Volunteering and Mentoring?

This episode looks at the voluntary sector and why people give their time, explains mentoring as a partnership that helps someone grow, and shows how the role of a mentor differs from the role of a teacher.

Ep 2: The Role and Qualities of a Mentor

The everyday job of a mentor - role modelling, sharing knowledge, goal setting, and challenge and stretch - plus the personal qualities that make a good mentor, from patience and empathy to reliability and a non-judgemental attitude.

Ep 3: Core Mentoring Skills

A practical episode teaching four key skills: active listening, clear communication, asking open questions, and giving feedback that is kind, clear and focused on helping. Each skill is shown in action with real examples.

Ep 4: Values, Safety and the Law (two parts)

Part one explores trust and the values that protect it. Part two covers duty of care, the limits of confidentiality, recognising and reporting a safeguarding concern, handling personal information, and the boundaries of your role.

Ep 5: Your Next Steps (two parts)

Reflect on your skills and set goals, see how volunteering builds real employability and can lead to paid work, and learn best practice on listening services: listen, support, and signpost.



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



Foundations of Volunteering and Mentoring

Way2LearnTV



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