



Category/ Sub Category	Course Title	Duration (Hours)	Access Period
Compliance/ Compliance	Age discrimination	40 Minutes	3 months
Compliance/ Compliance	Challenging Behaviour	1 Hour 20 Minutes	3 months
Compliance/ Compliance	Data protection	40 Minutes	3 months
Compliance/ Compliance	Disability Confident	2 Hours 30 Minutes	3 months
Compliance/ Compliance	Display screen equipment regulations	25 Minutes	3 months
Compliance/ Compliance	Diversity Challenge	2 Hours	3 months
Compliance/ Compliance	Equality and diversity	1 Hour	3 months
Compliance/ Compliance	Gender Matters	2 Hours	3 months
Compliance/ Compliance	Minimising Waste	2 Hours 50 Minutes	3 months
Compliance/ Compliance	Religion and Belief	1 Hour	3 months
Compliance/ Compliance	Sexual Orientation	1 Hour 15 Minutes	3 months
Compliance/ Compliance	The Environment	3 Hours 10 Minutes	3 months
Compliance/ Compliance	Valuing Diversity	2 Hours	30 days
Compliance/ Health and Safety	5 Steps to Risk Assessment (video)	22 Minutes	3 months
Compliance/ Health and Safety	Asbestos (video)	20 Minutes	3 months
Compliance/ Health and Safety	Asbestos Awareness	35 Minutes	3 months
Compliance/ Health and Safety	COSHH	35 Minutes	3 months
Compliance/ Health and Safety	COSHH Awareness (video)	19 Minutes	3 months
Compliance/ Health and Safety	Driving Safety	35 Minutes	3 months
Compliance/ Health and Safety	Driving Safety (video)	25 Minutes	3 months
Compliance/ Health and Safety	DSE	35 Minutes	3 months
Compliance/ Health and Safety	DSE (video)	25 Minutes	3 months
Compliance/ Health and Safety	Electrical Safety - Maniac (video)	20 Minutes	3 months
Compliance/ Health and Safety	Energy Efficiency Awareness (Employees)	35 Minutes	3 months
Compliance/ Health and Safety	Energy Efficiency Awareness (Managers)	35 Minutes	3 months
Compliance/ Health and Safety	Environmental Awareness	40 Minutes	3 months
Compliance/ Health and Safety	Environmental Awareness (video)	13 Minutes	3 months
Compliance/ Health and Safety	Fire safety	30 Minutes	3 months
Compliance/ Health and Safety	Fire Safety	30 Minutes	3 months
Compliance/ Health and Safety	Fire Safety The Facts (video)	17 Minutes	3 months
Compliance/ Health and Safety	Food Allergies	20 Minutes	3 months
Compliance/ Health and Safety	Food Hygiene (video)	25 Minutes	3 months
Compliance/ Health and Safety	Food Hygiene HACCP	45 Minutes	3 months
Compliance/ Health and Safety	HABC Foundation Food Safety	6 Hours	3 months
Compliance/ Health and Safety	Health & Safety Law & Practice	4 Hours	6 months
Compliance/ Health and Safety	Health & Safety for Cleaners (video)	22 Minutes	3 months
Compliance/ Health and Safety	Health & Safety for Home Workers (Employees) (video)	25 Minutes	3 months
Compliance/ Health and Safety	Health & Safety for Home Workers (Managers) (video)	25 Minutes	3 months
Compliance/ Health and Safety	Health & Safety for Managers	35 Minutes	3 months
Compliance/ Health and Safety	Health & Safety in the Office (video)	35 Minutes	3 months
Compliance/ Health and Safety	Health & Safety We Are All Responsible (video)	35 Minutes	3 months
Compliance/ Health and Safety	Health and safety for employees	20 Minutes	3 months
Compliance/ Health and Safety	Health and safety for employers	25 Minutes	3 months
Compliance/ Health and Safety	Identifying and reducing risks to health and safety	3 Hours	3 months
Compliance/ Health and Safety	Induction Safety	35 Minutes	3 months
Compliance/ Health and Safety	Introduction to Health & Safety (video)	25 Minutes	3 months
Compliance/ Health and Safety	Introduction to health and safety	40 Minutes	3 months
Compliance/ Health and Safety	Lab Safety	35 Minutes	3 months
Compliance/ Health and Safety	Legionella (video)	6 Minutes	3 months
Compliance/ Health and Safety	Lift Truck and Warehouse Safety (video)	25 Minutes	3 months
Compliance/ Health and Safety	Lone Working (Employees)	35 Minutes	3 months
Compliance/ Health and Safety	Lone Working (Managers)	20 Minutes	3 months
Compliance/ Health and Safety	Manual handling	25 Minutes	3 months
Compliance/ Health and Safety	Manual Handling	20 Minutes	3 months
Compliance/ Health and Safety	Manual Handling - Featuring Glenn Ross (video)	18 Minutes	3 months
Compliance/ Health and Safety	Noise (video)	20 Minutes	3 months
Compliance/ Health and Safety	Office Safety	35 Minutes	3 months
Compliance/ Health and Safety	PPE (video)	16 Minutes	3 months
Compliance/ Health and Safety	Pregnancy	20 Minutes	3 months
Compliance/ Health and Safety	Preventing Accidents	3 Hours	3 months
Compliance/ Health and Safety	Risk Assessment	35 Minutes	3 months
Compliance/ Health and Safety	Slips, trips and falls	25 Minutes	3 months
Compliance/ Health and Safety	Slips, Trips and Falls (video)	20 Minutes	3 months
Compliance/ Health and Safety	Spill, Prevention & Control (video)	14 Minutes	3 months



Category/ Sub Category	Course Title	Duration (Hours)	Access Period
Compliance/ Health and Safety	Stress (video)	20 Minutes	3 months
Compliance/ Health and Safety	Stress Awareness for Employees	35 Minutes	3 months
Compliance/ Health and Safety	Stress Awareness for Managers	35 Minutes	3 months
Compliance/ Health and Safety	Using Equipment and Resources	1 Hour	6 months
Compliance/ Health and Safety	Working at Height (video)	40 Minutes	3 months
Compliance/ Health and Safety	Workplace Safety	35 Minutes	3 months
Computer Skills/ Design	Digital SLR Photography for Dummies	2 Hours 10 Minutes	6 months
Computer Skills/ Design	HTML 5 for Dummies	2 Hours	6 months
Computer Skills/ Design	Social Media Marketing for Dummies	2 Hours 35 Minutes	6 months
Computer Skills/ Desktop Skills	ECDL Module 1: Security for IT Users	2 hours	6 months
Computer Skills/ Desktop Skills	ECDL Module 2: IT User Fundamentals – Windows 7	8 hours	6 months
Computer Skills/ Desktop Skills	ECDL Module 2: IT User Fundamentals – Windows Vista	8 hours	6 months
Computer Skills/ Desktop Skills	ECDL Module 3: Word Processing - Word 2007	9 hours	6 months
Computer Skills/ Desktop Skills	ECDL Module 3: Word Processing - Word 2010	9 hours	6 months
Computer Skills/ Desktop Skills	ECDL Module 4: Spreadsheets - Excel 2007	8 hours	6 months
Computer Skills/ Desktop Skills	ECDL Module 4: Spreadsheets - Excel 2010	8 hours	6 months
Computer Skills/ Desktop Skills	ECDL Module 5: Database Software - Access 2007	8 hours	6 months
Computer Skills/ Desktop Skills	ECDL Module 5: Database Software - Access 2010	8 hours	6 months
Computer Skills/ Desktop Skills	ECDL Module 6: Presentation Software – PowerPoint 2007	11 hours	6 months
Computer Skills/ Desktop Skills	ECDL Module 6: Presentation Software – PowerPoint 2010	11 hours	6 months
Computer Skills/ Desktop Skills	ECDL Module 7: Using Email and the Internet – IE8	9 hours	6 months
Computer Skills/ Desktop Skills	ECDL Skills Suite (Office 2007)	55 hours	1 year
Computer Skills/ Desktop Skills	ECDL Skills Suite (Office 2010)	55 hours	1 year
Computer Skills/ Desktop Skills	KAZ – keyboarding	3 Hours	6 months
Computer Skills/ Information Technology	Access 2003 Advanced	7 Hours	6 months
Computer Skills/ Information Technology	Access 2003 Introduction	9 Hours	6 months
Computer Skills/ Information Technology	Access 2007 Advanced	7 Hours	6 months
Computer Skills/ Information Technology	Access 2007 Introduction	7 Hours 45 Minutes	6 months
Computer Skills/ Information Technology	Access 2010 - Basic Database Tasks	2 Hours 40 Minutes	6 months
Computer Skills/ Information Technology	Access 2010 - Building Forms	3 Hours	6 months
Computer Skills/ Information Technology	Access 2010 - Designing Reports	3 Hours	6 months
Computer Skills/ Information Technology	Access 2010 - Managing the Access Environment and Building Tables	3 Hours 20 Minutes	6 months
Computer Skills/ Information Technology	Access 2010 - Sorting and Filtering Records and Creating and Managing Queries	2 Hours 40 Minutes	6 months
Computer Skills/ Information Technology	ActionScript and Multimedia in Flash CS5	2 hours	3 months
Computer Skills/ Information Technology	Adding Links and Images in Dreamweaver CS5	2 hours	3 months
Computer Skills/ Information Technology	Adobe® ActionScript® 3.0	5 hours 45 min	3 months
Computer Skills/ Information Technology	Adobe® CS5.5: New Features	3 hours	3 months
Computer Skills/ Information Technology	Advanced HTML5	1 Hour 30 Minutes	3 months
Computer Skills/ Information Technology	Agile Project Management Essentials	1 hour	3 months
Computer Skills/ Information Technology	Ajax Basics	2 Hours 30 Minutes	3 months
Computer Skills/ Information Technology	Animation in Flash CS5	2 hours	3 months
Computer Skills/ Information Technology	Cascading Style Sheets in Dreamweaver CS5	2 Hours 30 Minutes	3 months
Computer Skills/ Information Technology	Computer and Information Technology	2 Hours 50 Minutes	6 months
Computer Skills/ Information Technology	Creating Interactive Web Pages in Dreamweaver CS5	2 Hours 30 Minutes	3 months
Computer Skills/ Information Technology	Creating Navigation and Publishing Movies in Flash CS5	1 Hour 30 Minutes	3 months
Computer Skills/ Information Technology	Drawing and Working with Images in Flash CS5	3 hours	3 months
Computer Skills/ Information Technology	Excel 2003 Advanced	6 Hours	6 months
Computer Skills/ Information Technology	Excel 2003 Intermediate	6 Hours	6 months
Computer Skills/ Information Technology	Excel 2003 Introduction	8 Hours	6 months
Computer Skills/ Information Technology	Excel 2007 Advanced	6 Hours 30 Minutes	6 months
Computer Skills/ Information Technology	Excel 2007 Intermediate	6 Hours 45 Minutes	6 months
Computer Skills/ Information Technology	Excel 2007 Introduction	7 Hours 15 Minutes	6 months
Computer Skills/ Information Technology	Excel 2010 - Applying Formulas and Functions	2 Hours 30 Minutes	6 months
Computer Skills/ Information Technology	Excel 2010 - Basic Spreadsheet Tasks	4 Hours 15 Minutes	6 months
Computer Skills/ Information Technology	Excel 2010 - Creating Cell Data	2 Hours 50 Minutes	6 months
Computer Skills/ Information Technology	Excel 2010 - Formatting Cells and Worksheets	2 Hours 30 Minutes	6 months
Computer Skills/ Information Technology	Excel 2010 - Presenting Data Visually, Sharing, Analysing and Organising Data	3 Hours	6 months
Computer Skills/ Information Technology	Excel 2010 For Dummies	2 Hours	6 months
Computer Skills/ Information Technology	Excel 2010 For Dummies, Advanced	2 Hours 30 Minutes	6 months
Computer Skills/ Information Technology	Excel 2013 - Level 1 - Introduction and basics	2 hours 20 minutes	6 months
Computer Skills/ Information Technology	Excel 2013 - Level 2 - Cells and worksheets	2 hours 15 minutes	6 months
Computer Skills/ Information Technology	Excel 2013 - Level 3 - Views and layout	3 hours 15 minutes	6 months
Computer Skills/ Information Technology	Excel 2013 - Level 4 - Formatting and proofing	3 hours 10 minutes	6 months
Computer Skills/ Information Technology	Excel 2013 - Level 5 - Formulas and functions	3 hours 10 minutes	6 months



Category/ Sub Category	Course Title	Duration (Hours)	Access Period
Computer Skills/ Information Technology	Excel 2013 - Level 6 - Presenting data visually	2 hours 5 minutes	6 months
Computer Skills/ Information Technology	Excel 2013 - Level 7 - Sharing and validating data	2 hours 10 minutes	6 months
Computer Skills/ Information Technology	Excel 2013 Complete	18 hours 25 minutes	6 months
Computer Skills/ Information Technology	Firefox 15 - Introduction and Navigation	2 hours 14 minutes	6 months
Computer Skills/ Information Technology	Firefox 15 - Tools, Search and Printing	2 hours 1 minute	6 months
Computer Skills/ Information Technology	Firefox 16 - Introduction and Navigation	2 hours 14 minutes	6 months
Computer Skills/ Information Technology	Firefox 16 - Tools, Search and Printing	2 hours 1 minute	6 months
Computer Skills/ Information Technology	Firefox 17 - Introduction and Navigation	2 hours 14 minutes	6 months
Computer Skills/ Information Technology	Firefox 17 - Tools, Search and Printing	2 hours 1 minute	6 months
Computer Skills/ Information Technology	FrontPage 2003	6 Hours	6 months
Computer Skills/ Information Technology	Getting Started with Software Programming	1 Hour 30 Minutes	3 months
Computer Skills/ Information Technology	Internet Explorer 6	6 Hours 45 Minutes	6 months
Computer Skills/ Information Technology	Internet Explorer 7	7 Hours 15 Minutes	6 months
Computer Skills/ Information Technology	Internet Explorer 8	8 Hours 20 Minutes	6 months
Computer Skills/ Information Technology	Internet Explorer 9 - Introduction and Navigation	2 Hours 27 Minutes	6 months
Computer Skills/ Information Technology	Internet Explorer 9 - Tools, Search and Printing	2 Hours 14 Minutes	6 months
Computer Skills/ Information Technology	Internet Site Development	2 hours	3 months
Computer Skills/ Information Technology	Introduction to Adobe Flash Professional CS5	1 Hour 30 Minutes	3 months
Computer Skills/ Information Technology	Introduction to HTML5 and CSS3	2 hours	3 months
Computer Skills/ Information Technology	Introduction to Software Program Design	1 Hour 30 Minutes	3 months
Computer Skills/ Information Technology	Java SE7 Fundamentals: Introduction to Java	1 Hour 30 Minutes	3 months
Computer Skills/ Information Technology	Java SE7 New Features: I/O, Network, and Desktop Enhancements	1 Hour 30 Minutes	3 months
Computer Skills/ Information Technology	Java SE7 New Features: Java Language and Technology Enhancements	1 hour	3 months
Computer Skills/ Information Technology	JavaScript Language Basics	2 hours	3 months
Computer Skills/ Information Technology	JavaScript: Advanced Browser Scripting and DHTML	2 Hours 30 Minutes	3 months
Computer Skills/ Information Technology	JavaScript: Browser Scripting Fundamentals	1 Hour 30 Minutes	3 months
Computer Skills/ Information Technology	JavaScript: Functions and Regular Expressions	2 hours	3 months
Computer Skills/ Information Technology	JavaScript: Objects and Object-oriented Programming	2 Hours 30 Minutes	3 months
Computer Skills/ Information Technology	Lotus Notes 6.5 Advanced	4 Hours 50 Minutes	6 months
Computer Skills/ Information Technology	Lotus Notes 6.5 Introduction	7 Hours 40 Minutes	6 months
Computer Skills/ Information Technology	Maintaining Information Systems	3 Hours	6 months
Computer Skills/ Information Technology	Microsoft Project 2003 Advanced	7 Hours	6 months
Computer Skills/ Information Technology	Microsoft Project 2003 Introduction	7 Hours 30 Minutes	6 months
Computer Skills/ Information Technology	Microsoft Project 2007 Advanced	5 Hours 30 Minutes	6 months
Computer Skills/ Information Technology	Microsoft Project 2007 Introduction	7 Hours 30 Minutes	6 months
Computer Skills/ Information Technology	MOS Access 2010	28 hours	12 months
Computer Skills/ Information Technology	MOS exam (resit voucher)	50 minutes	12 months
Computer Skills/ Information Technology	MOS Excel 2010	35 hours	12 months
Computer Skills/ Information Technology	MOS Excel 2010 Expert	35 hours	12 months
Computer Skills/ Information Technology	MOS Outlook 2010	16 hours	12 months
Computer Skills/ Information Technology	MOS PowerPoint 2010	16 hours	12 months
Computer Skills/ Information Technology	MOS Word 2010	34 hours	12 months
Computer Skills/ Information Technology	MOS Word 2010 Expert	34 hours	12 months
Computer Skills/ Information Technology	Office 2010 For Dummies	6 Hours	6 months
Computer Skills/ Information Technology	Outlook 2003 Advanced	6 Hours 30 Minutes	6 months
Computer Skills/ Information Technology	Outlook 2003 Introduction	7 Hours 30 Minutes	6 months
Computer Skills/ Information Technology	Outlook 2007 Advanced	6 Hours 20 Minutes	6 months
Computer Skills/ Information Technology	Outlook 2007 Introduction	7 Hours 30 Minutes	6 months
Computer Skills/ Information Technology	Outlook 2010 - Creating and Formatting Item Content	3 Hours	6 months
Computer Skills/ Information Technology	Outlook 2010 - Managing Calendar Objects, Tasks, Notes and Journal Entries	3 Hours	6 months
Computer Skills/ Information Technology	Outlook 2010 - Managing Email Messages and Contact Groups	3 Hours	6 months
Computer Skills/ Information Technology	Outlook 2010 - Managing the Outlook Environment	4 Hours 45 Minutes	6 months
Computer Skills/ Information Technology	Outlook 2010 For Dummies	1 Hour and 30 Minutes	6 months
Computer Skills/ Information Technology	Outlook 2013 - Level 1 - Introduction and Basics	3 hours	6 months
Computer Skills/ Information Technology	Outlook 2013 - Level 2 - Messages and Formatting	3 hours	6 months
Computer Skills/ Information Technology	Photoshop CS5: Beyond the Basics	3 hours	3 months
Computer Skills/ Information Technology	Photoshop CS5: Getting Started	2 hours	3 months
Computer Skills/ Information Technology	PowerPoint 2003 Advanced	7 Hours 15 Minutes	6 months
Computer Skills/ Information Technology	PowerPoint 2003 Introduction	8 Hours 45 Minutes	6 months
Computer Skills/ Information Technology	PowerPoint 2007 Advanced	9 Hours 45 Minutes	6 months
Computer Skills/ Information Technology	PowerPoint 2007 Introduction	9 Hours 30 Minutes	6 months
Computer Skills/ Information Technology	PowerPoint 2010 - Basic Presentation Tasks	4 Hours 15 Minutes	6 months
Computer Skills/ Information Technology	PowerPoint 2010 - Collaborating, Preparing and Delivery Presentations	2 Hours 41 Minutes	6 months
Computer Skills/ Information Technology	PowerPoint 2010 - Creating Charts and Tables and Applying Transitions and Animations	3 Hours 10 Minutes	6 months



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Computer Skills/ Information Technology	PowerPoint 2010 - Creating Slide Presentations	2 Hours 30 Minutes	6 months
Computer Skills/ Information Technology	PowerPoint 2010 - Using Graphical and Multimedia Elements	2 Hours 50 Minutes	6 months
Computer Skills/ Information Technology	PowerPoint 2010 For Dummies	1 Hour 30 Minutes	6 months
Computer Skills/ Information Technology	Project 2010 - Formatting Projects	2 hours 11 minutes	6 months
Computer Skills/ Information Technology	Project 2010 - Viewing and Updating Data	2 hours 26 minutes	6 months
Computer Skills/ Information Technology	Project 2010 Level 1 - Introduction and Views	2 Hours 12 Minutes	6 months
Computer Skills/ Information Technology	Project 2010 Level 2 - Creating Projects	3 Hours	6 months
Computer Skills/ Information Technology	Project 2010 Level 5 - Sharing and Master Projects	2 hours	6 months
Computer Skills/ Information Technology	Publisher 2003	4 Hours 30 Minutes	6 months
Computer Skills/ Information Technology	Reusing Content in Dreamweaver CS5	1 Hour 30 Minutes	3 months
Computer Skills/ Information Technology	Setting up a Site and Adding Content in Dreamweaver CS5	2 Hours 30 Minutes	3 months
Computer Skills/ Information Technology	Software Program Control Flow Fundamentals	1 Hour 30 Minutes	3 months
Computer Skills/ Information Technology	Tables, Accessibility, and Standards in Dreamweaver CS5	1 Hour 30 Minutes	3 months
Computer Skills/ Information Technology	Using Flash CS5 Libraries, Text, and Components	3 hours	3 months
Computer Skills/ Information Technology	Web 2.0 Fundamentals	2 hours	3 months
Computer Skills/ Information Technology	Web Development Fundamentals	2 hours	3 months
Computer Skills/ Information Technology	Windows 7 - Level 1	4 Hours 9 Minutes	6 months
Computer Skills/ Information Technology	Windows 7 - Level 2	3 Hours 18 Minutes	6 months
Computer Skills/ Information Technology	Windows 7 - Level 3	2 Hours 37 Minutes	6 months
Computer Skills/ Information Technology	Windows 7 Complete (3 courses)	9 hours	6 months
Computer Skills/ Information Technology	Windows 7 For Dummies	3 Hours	6 months
Computer Skills/ Information Technology	windows 8 - customising, security and tools	2 hours	6 months
Computer Skills/ Information Technology	windows 8 - desktop and windows settings	2 hours	6 months
Computer Skills/ Information Technology	windows 8 - icons, windows and files	3 hours	6 months
Computer Skills/ Information Technology	windows 8 - search, printing and networking	2 hours	6 months
Computer Skills/ Information Technology	windows 8 - start screen apps 1	3 hours	6 months
Computer Skills/ Information Technology	windows 8 - start screen apps 2	2 hours	6 months
Computer Skills/ Information Technology	windows 8 - start screen apps 3	3 hours	6 months
Computer Skills/ Information Technology	Windows 8 Complete (7 courses)	15 hours	6 months
Computer Skills/ Information Technology	Windows 8 For Dummies	4 Hours	6 months
Computer Skills/ Information Technology	Windows 8.1 - Level 1 - Desktop and Windows Settings	2 hours	6 months
Computer Skills/ Information Technology	Windows 8.1 - Level 2 - Icons, Windows and Files	3 hours	6 months
Computer Skills/ Information Technology	Windows 8.1 - Level 3 - Customising, Security and Tools	2 hours	6 months
Computer Skills/ Information Technology	Windows 8.1 - Level 4 - Search, Printing and Networking	2 hours	6 months
Computer Skills/ Information Technology	Windows 8.1 Complete (4 courses)	9 hours	6 months
Computer Skills/ Information Technology	Windows Vista Advanced	6 Hours 50 Minutes	6 months
Computer Skills/ Information Technology	Windows Vista Introduction	6 Hours 30 Minutes	6 months
Computer Skills/ Information Technology	Windows XP Advanced	4 Hours 50 Minutes	6 months
Computer Skills/ Information Technology	Windows XP Introduction	6 Hours	6 months
Computer Skills/ Information Technology	Word 2003 Advanced	5 Hours 30 Minutes	6 months
Computer Skills/ Information Technology	Word 2003 Intermediate	7 Hours 20 Minutes	6 months
Computer Skills/ Information Technology	Word 2003 Introduction	8 Hours 45 Minutes	6 months
Computer Skills/ Information Technology	Word 2007 Advanced	7 Hours 30 Minutes	6 months
Computer Skills/ Information Technology	Word 2007 Intermediate	5 Hours	6 months
Computer Skills/ Information Technology	Word 2007 Introduction	8 Hours 25 Minutes	6 months
Computer Skills/ Information Technology	Word 2010 - Applying Page Layout and Reusable Content	3 Hours	6 months
Computer Skills/ Information Technology	Word 2010 - Applying References and Hyperlinks	3 Hours 30 Minutes	6 months
Computer Skills/ Information Technology	Word 2010 - Basic Word Processing Tasks	4 Hours 30 Minutes	6 months
Computer Skills/ Information Technology	Word 2010 - Formatting Content	3 Hours	6 months
Computer Skills/ Information Technology	Word 2010 - Sharing and Maintaining Documents	3 Hours	6 months
Computer Skills/ Information Technology	Word 2010 - Using Illustrations and Graphics in Documents	3 Hours	6 months
Computer Skills/ Information Technology	Word 2010 For Dummies	1 Hour 30 Minutes	6 months
Computer Skills/ Information Technology	Word 2010 For Dummies, Advanced	1 Hour 30 Minutes	6 months
Computer Skills/ Information Technology	Word 2013 - Level 1 - Introduction and Basics	3 hours 20 minutes	6 months
Computer Skills/ Information Technology	Word 2013 - Level 2 - Importing, Navigation and Formatting	2 hours 30 minutes	6 months
Computer Skills/ Information Technology	Word 2013 - Level 3 - Paragraphs and Page Layout	2 hours 40 minutes	6 months
Computer Skills/ Information Technology	Word 2013 - Level 4 - Managing Documents	2 hours 50 minutes	6 months
Computer Skills/ Information Technology	Word 2013 - Level 5 - Tables and References	3 hours 35 minutes	6 months
Computer Skills/ Information Technology	Word 2013 - Level 6 - Objects and Printing	2 hours 50 minutes	6 months
Computer Skills/ Information Technology	Word 2013 Complete (6 courses)	18 hours 45 minutes	6 months
Computer Skills/ Information Technology	Working with Forms, the Canvas, and Media in HTML5	1 Hour 30 Minutes	3 months
Computer Skills/ Information Technology	XML Language Basics	1 Hour 30 Minutes	3 months
Languages/ Languages	Abruzzese (Talk Now)	20 Hours	12 months
Languages/ Languages	Afrikaans (Talk Business)	20 Hours	12 months



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Languages/ Languages	Afrikaans (Talk More)	20 Hours	12 months
Languages/ Languages	Afrikaans (Talk Now)	20 Hours	12 months
Languages/ Languages	Afrikaans (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Albanian (Talk Business)	20 Hours	12 months
Languages/ Languages	Albanian (Talk More)	20 Hours	12 months
Languages/ Languages	Albanian (Talk Now)	20 Hours	12 months
Languages/ Languages	Albanian (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Alsation (Talk Now)	20 Hours	12 months
Languages/ Languages	Amharic (Talk Business)	20 Hours	12 months
Languages/ Languages	Amharic (Talk More)	20 Hours	12 months
Languages/ Languages	Amharic (Talk Now)	20 Hours	12 months
Languages/ Languages	Amharic (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Arabic (Classical) (Talk Business)	20 Hours	12 months
Languages/ Languages	Arabic (Classical) (Talk More)	20 Hours	12 months
Languages/ Languages	Arabic (Classical) (Talk Now)	20 Hours	12 months
Languages/ Languages	Arabic (Classical) (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Arabic (Egyptian) (Talk Now)	20 Hours	12 months
Languages/ Languages	Arabic (Talk Business)	20 Hours	12 months
Languages/ Languages	Arabic (Talk More)	20 Hours	12 months
Languages/ Languages	Arabic (Talk Now)	20 Hours	12 months
Languages/ Languages	Arabic (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Armenian (Talk Now)	20 Hours	12 months
Languages/ Languages	Assamese (Talk More)	20 Hours	12 months
Languages/ Languages	Assamese (Talk Now)	20 Hours	12 months
Languages/ Languages	Aymara (Talk Now)	20 Hours	12 months
Languages/ Languages	Azeri (Talk Now)	20 Hours	12 months
Languages/ Languages	Basque (Talk Business)	20 Hours	12 months
Languages/ Languages	Basque (Talk More)	20 Hours	12 months
Languages/ Languages	Basque (Talk Now)	20 Hours	12 months
Languages/ Languages	Basque (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Belarusian (Talk More)	20 Hours	12 months
Languages/ Languages	Belarusian (Talk Now)	20 Hours	12 months
Languages/ Languages	Bengali (Talk Business)	20 Hours	12 months
Languages/ Languages	Bengali (Talk More)	20 Hours	12 months
Languages/ Languages	Bengali (Talk Now)	20 Hours	12 months
Languages/ Languages	Bengali (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Berber (Tamazight) (Talk Business)	20 Hours	12 months
Languages/ Languages	Berber (Tamazight) (Talk More)	20 Hours	12 months
Languages/ Languages	Berber (Tamazight) (Talk Now)	20 Hours	12 months
Languages/ Languages	Berber (Tamazight) (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Brazilian Portuguese (Talk Business)	20 Hours	12 months
Languages/ Languages	Brazilian Portuguese (Talk More)	20 Hours	12 months
Languages/ Languages	Brazilian Portuguese (Talk Now)	20 Hours	12 months
Languages/ Languages	Brazilian Portuguese (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Breton (Talk Now)	20 Hours	12 months
Languages/ Languages	Bulgarian (Talk Business)	20 Hours	12 months
Languages/ Languages	Bulgarian (Talk More)	20 Hours	12 months
Languages/ Languages	Bulgarian (Talk Now)	20 Hours	12 months
Languages/ Languages	Bulgarian (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Burmese (Talk Now)	20 Hours	12 months
Languages/ Languages	Canadian English (Talk Now)	20 Hours	12 months
Languages/ Languages	Canadian French (Talk Now)	20 Hours	12 months
Languages/ Languages	Cantonese (Talk Business)	20 Hours	12 months
Languages/ Languages	Cantonese (Talk More)	20 Hours	12 months
Languages/ Languages	Cantonese (Talk Now)	20 Hours	12 months
Languages/ Languages	Cantonese (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Catalan (Talk Business)	20 Hours	12 months
Languages/ Languages	Catalan (Talk More)	20 Hours	12 months
Languages/ Languages	Catalan (Talk Now)	20 Hours	12 months
Languages/ Languages	Catalan (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Chichewa (Talk Business)	20 Hours	12 months
Languages/ Languages	Chichewa (Talk More)	20 Hours	12 months
Languages/ Languages	Chichewa (Talk Now)	20 Hours	12 months
Languages/ Languages	Chichewa (Talk The Talk)	20 Hours	12 months



Category/ Sub Category	Course Title	Duration (Hours)	Access Period
Languages/ Languages	Chinese (Mandarin) (Talk Business)	20 Hours	12 months
Languages/ Languages	Chinese (Mandarin) (Talk More)	20 Hours	12 months
Languages/ Languages	Chinese (Mandarin) (Talk Now)	20 Hours	12 months
Languages/ Languages	Chinese (Mandarin) (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Chuvash (Talk Now)	20 Hours	12 months
Languages/ Languages	Cornish (Talk Business)	20 Hours	12 months
Languages/ Languages	Cornish (Talk More)	20 Hours	12 months
Languages/ Languages	Cornish (Talk Now)	20 Hours	12 months
Languages/ Languages	Cornish (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Corsican (Talk Now)	20 Hours	12 months
Languages/ Languages	Croatian (Talk Business)	20 Hours	12 months
Languages/ Languages	Croatian (Talk More)	20 Hours	12 months
Languages/ Languages	Croatian (Talk Now)	20 Hours	12 months
Languages/ Languages	Croatian (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Czech (Talk Business)	20 Hours	12 months
Languages/ Languages	Czech (Talk More)	20 Hours	12 months
Languages/ Languages	Czech (Talk Now)	20 Hours	12 months
Languages/ Languages	Czech (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Danish (Talk Business)	20 Hours	12 months
Languages/ Languages	Danish (Talk More)	20 Hours	12 months
Languages/ Languages	Danish (Talk Now)	20 Hours	12 months
Languages/ Languages	Danish (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Dari (Talk Business)	20 Hours	12 months
Languages/ Languages	Dari (Talk More)	20 Hours	12 months
Languages/ Languages	Dari (Talk Now)	20 Hours	12 months
Languages/ Languages	Dari (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Dutch (Talk Business)	20 Hours	12 months
Languages/ Languages	Dutch (Talk More)	20 Hours	12 months
Languages/ Languages	Dutch (Talk Now)	20 Hours	12 months
Languages/ Languages	Dutch (Talk The Talk)	20 Hours	12 months
Languages/ Languages	English (American) (Talk Business)	20 Hours	12 months
Languages/ Languages	English (American) (Talk More)	20 Hours	12 months
Languages/ Languages	English (American) (Talk Now)	20 Hours	12 months
Languages/ Languages	English (American) (Talk The Talk)	20 Hours	12 months
Languages/ Languages	English (Talk Business)	20 Hours	12 months
Languages/ Languages	English (Talk More)	20 Hours	12 months
Languages/ Languages	English (Talk Now)	20 Hours	12 months
Languages/ Languages	English (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Esperanto (Talk Business)	20 Hours	12 months
Languages/ Languages	Esperanto (Talk More)	20 Hours	12 months
Languages/ Languages	Esperanto (Talk Now)	20 Hours	12 months
Languages/ Languages	Esperanto (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Estonian (Talk Business)	20 Hours	12 months
Languages/ Languages	Estonian (Talk More)	20 Hours	12 months
Languages/ Languages	Estonian (Talk Now)	20 Hours	12 months
Languages/ Languages	Estonian (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Faroese (Talk Now)	20 Hours	12 months
Languages/ Languages	Finnish (Talk Business)	20 Hours	12 months
Languages/ Languages	Finnish (Talk More)	20 Hours	12 months
Languages/ Languages	Finnish (Talk Now)	20 Hours	12 months
Languages/ Languages	Finnish (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Flemish (Talk Business)	20 Hours	12 months
Languages/ Languages	Flemish (Talk More)	20 Hours	12 months
Languages/ Languages	Flemish (Talk Now)	20 Hours	12 months
Languages/ Languages	Flemish (Talk The Talk)	20 Hours	12 months
Languages/ Languages	French (Talk Business)	20 Hours	12 months
Languages/ Languages	French (Talk More)	20 Hours	12 months
Languages/ Languages	French (Talk Now)	20 Hours	12 months
Languages/ Languages	French (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Frisian (Talk Now)	20 Hours	12 months
Languages/ Languages	Galician (Talk Business)	20 Hours	12 months
Languages/ Languages	Galician (Talk More)	20 Hours	12 months
Languages/ Languages	Galician (Talk Now)	20 Hours	12 months
Languages/ Languages	Galician (Talk The Talk)	20 Hours	12 months



Category/ Sub Category	Course Title	Duration (Hours)	Access Period
Languages/ Languages	Georgian (Talk Now)	20 Hours	12 months
Languages/ Languages	German (Talk Business)	20 Hours	12 months
Languages/ Languages	German (Talk More)	20 Hours	12 months
Languages/ Languages	German (Talk Now)	20 Hours	12 months
Languages/ Languages	German (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Greek (Talk Business)	20 Hours	12 months
Languages/ Languages	Greek (Talk More)	20 Hours	12 months
Languages/ Languages	Greek (Talk Now)	20 Hours	12 months
Languages/ Languages	Greek (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Greenlandic (Talk Business)	20 Hours	12 months
Languages/ Languages	Greenlandic (Talk More)	20 Hours	12 months
Languages/ Languages	Greenlandic (Talk Now)	20 Hours	12 months
Languages/ Languages	Greenlandic (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Gujarati (Talk More)	20 Hours	12 months
Languages/ Languages	Gujarati (Talk Now)	20 Hours	12 months
Languages/ Languages	Haitian Creole (Talk Business)	20 Hours	12 months
Languages/ Languages	Haitian Creole (Talk More)	20 Hours	12 months
Languages/ Languages	Haitian Creole (Talk Now)	20 Hours	12 months
Languages/ Languages	Haitian Creole (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Hausa (Talk Now)	20 Hours	12 months
Languages/ Languages	Hawaiian (Talk Now)	20 Hours	12 months
Languages/ Languages	Hebrew (Talk Business)	20 Hours	12 months
Languages/ Languages	Hebrew (Talk More)	20 Hours	12 months
Languages/ Languages	Hebrew (Talk Now)	20 Hours	12 months
Languages/ Languages	Hebrew (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Hindi (Talk Business)	20 Hours	12 months
Languages/ Languages	Hindi (Talk More)	20 Hours	12 months
Languages/ Languages	Hindi (Talk Now)	20 Hours	12 months
Languages/ Languages	Hindi (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Hungarian (Talk Business)	20 Hours	12 months
Languages/ Languages	Hungarian (Talk More)	20 Hours	12 months
Languages/ Languages	Hungarian (Talk Now)	20 Hours	12 months
Languages/ Languages	Hungarian (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Icelandic (Talk Business)	20 Hours	12 months
Languages/ Languages	Icelandic (Talk More)	20 Hours	12 months
Languages/ Languages	Icelandic (Talk Now)	20 Hours	12 months
Languages/ Languages	Icelandic (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Igbo (Talk Business)	20 Hours	12 months
Languages/ Languages	Igbo (Talk More)	20 Hours	12 months
Languages/ Languages	Igbo (Talk Now)	20 Hours	12 months
Languages/ Languages	Igbo (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Indonesian (Talk Business)	20 Hours	12 months
Languages/ Languages	Indonesian (Talk More)	20 Hours	12 months
Languages/ Languages	Indonesian (Talk Now)	20 Hours	12 months
Languages/ Languages	Indonesian (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Irish (Talk Business)	20 Hours	12 months
Languages/ Languages	Irish (Talk More)	20 Hours	12 months
Languages/ Languages	Irish (Talk Now)	20 Hours	12 months
Languages/ Languages	Irish (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Italian (Talk Business)	20 Hours	12 months
Languages/ Languages	Italian (Talk More)	20 Hours	12 months
Languages/ Languages	Italian (Talk Now)	20 Hours	12 months
Languages/ Languages	Italian (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Japanese (Talk Business)	20 Hours	12 months
Languages/ Languages	Japanese (Talk More)	20 Hours	12 months
Languages/ Languages	Japanese (Talk Now)	20 Hours	12 months
Languages/ Languages	Japanese (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Jèrriais (Talk Now)	20 Hours	12 months
Languages/ Languages	Kannada (Talk More)	20 Hours	12 months
Languages/ Languages	Kazakh (Talk Business)	20 Hours	12 months
Languages/ Languages	Kazakh (Talk More)	20 Hours	12 months
Languages/ Languages	Kazakh (Talk Now)	20 Hours	12 months
Languages/ Languages	Kazakh (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Khmer (Talk Business)	20 Hours	12 months



Category/ Sub Category	Course Title	Duration (Hours)	Access Period
Languages/ Languages	Khmer (Talk More)	20 Hours	12 months
Languages/ Languages	Khmer (Talk Now)	20 Hours	12 months
Languages/ Languages	Khmer (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Kinyarwanda (Rwanda) (Talk Now)	20 Hours	12 months
Languages/ Languages	Kirghiz (Talk Now)	20 Hours	12 months
Languages/ Languages	Klingon (Talk Now)	20 Hours	12 months
Languages/ Languages	Korean (Talk Business)	20 Hours	12 months
Languages/ Languages	Korean (Talk More)	20 Hours	12 months
Languages/ Languages	Korean (Talk Now)	20 Hours	12 months
Languages/ Languages	Korean (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Kurdish (Talk More)	20 Hours	12 months
Languages/ Languages	Latin (Talk Now)	20 Hours	12 months
Languages/ Languages	Latin American Spanish (Talk Business)	20 Hours	12 months
Languages/ Languages	Latin American Spanish (Talk More)	20 Hours	12 months
Languages/ Languages	Latin American Spanish (Talk Now)	20 Hours	12 months
Languages/ Languages	Latin American Spanish (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Latvian (Talk Business)	20 Hours	12 months
Languages/ Languages	Latvian (Talk More)	20 Hours	12 months
Languages/ Languages	Latvian (Talk Now)	20 Hours	12 months
Languages/ Languages	Latvian (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Lingala (Talk Now)	20 Hours	12 months
Languages/ Languages	Lithuanian (Talk Business)	20 Hours	12 months
Languages/ Languages	Lithuanian (Talk More)	20 Hours	12 months
Languages/ Languages	Lithuanian (Talk Now)	20 Hours	12 months
Languages/ Languages	Lithuanian (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Luganda (Talk Now)	20 Hours	12 months
Languages/ Languages	Luxembourgish (Talk Business)	20 Hours	12 months
Languages/ Languages	Luxembourgish (Talk More)	20 Hours	12 months
Languages/ Languages	Luxembourgish (Talk Now)	20 Hours	12 months
Languages/ Languages	Luxembourgish (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Macedonian (Talk Business)	20 Hours	12 months
Languages/ Languages	Macedonian (Talk More)	20 Hours	12 months
Languages/ Languages	Macedonian (Talk Now)	20 Hours	12 months
Languages/ Languages	Macedonian (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Malagasy (Talk Now)	20 Hours	12 months
Languages/ Languages	Malay (Talk Business)	20 Hours	12 months
Languages/ Languages	Malay (Talk More)	20 Hours	12 months
Languages/ Languages	Malay (Talk Now)	20 Hours	12 months
Languages/ Languages	Malay (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Malayalam (Talk More)	20 Hours	12 months
Languages/ Languages	Malayalam (Talk Now)	20 Hours	12 months
Languages/ Languages	Maltese (Talk More)	20 Hours	12 months
Languages/ Languages	Maltese (Talk Now)	20 Hours	12 months
Languages/ Languages	Maltese (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Manx (Talk Business)	20 Hours	12 months
Languages/ Languages	Manx (Talk More)	20 Hours	12 months
Languages/ Languages	Manx (Talk Now)	20 Hours	12 months
Languages/ Languages	Manx (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Maori (Talk Business)	20 Hours	12 months
Languages/ Languages	Maori (Talk More)	20 Hours	12 months
Languages/ Languages	Maori (Talk Now)	20 Hours	12 months
Languages/ Languages	Maori (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Marathi (Talk More)	20 Hours	12 months
Languages/ Languages	Marathi (Talk Now)	20 Hours	12 months
Languages/ Languages	Mongolian (Talk Now)	20 Hours	12 months
Languages/ Languages	Navajo (Talk Now)	20 Hours	12 months
Languages/ Languages	Nepali (Talk More)	20 Hours	12 months
Languages/ Languages	Nepali (Talk Now)	20 Hours	12 months
Languages/ Languages	Norwegian (Talk Business)	20 Hours	12 months
Languages/ Languages	Norwegian (Talk More)	20 Hours	12 months
Languages/ Languages	Norwegian (Talk Now)	20 Hours	12 months
Languages/ Languages	Norwegian (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Occitan (Talk Now)	20 Hours	12 months
Languages/ Languages	Papiamento (Talk Business)	20 Hours	12 months



Category/ Sub Category	Course Title	Duration (Hours)	Access Period
Languages/ Languages	Papiamento (Talk More)	20 Hours	12 months
Languages/ Languages	Papiamento (Talk Now)	20 Hours	12 months
Languages/ Languages	Papiamento (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Pashto (Talk Business)	20 Hours	12 months
Languages/ Languages	Pashto (Talk More)	20 Hours	12 months
Languages/ Languages	Pashto (Talk Now)	20 Hours	12 months
Languages/ Languages	Pashto (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Persian (Talk Business)	20 Hours	12 months
Languages/ Languages	Persian (Talk More)	20 Hours	12 months
Languages/ Languages	Persian (Talk Now)	20 Hours	12 months
Languages/ Languages	Persian (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Pidgin (Papua New Guinea) (Talk Now)	20 Hours	12 months
Languages/ Languages	Polish (Talk Business)	20 Hours	12 months
Languages/ Languages	Polish (Talk More)	20 Hours	12 months
Languages/ Languages	Polish (Talk Now)	20 Hours	12 months
Languages/ Languages	Polish (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Portuguese (Talk Business)	20 Hours	12 months
Languages/ Languages	Portuguese (Talk More)	20 Hours	12 months
Languages/ Languages	Portuguese (Talk Now)	20 Hours	12 months
Languages/ Languages	Portuguese (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Provençal (Talk Now)	20 Hours	12 months
Languages/ Languages	Punjabi (Talk Business)	20 Hours	12 months
Languages/ Languages	Punjabi (Talk More)	20 Hours	12 months
Languages/ Languages	Punjabi (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Quechua (Talk More)	20 Hours	12 months
Languages/ Languages	Quechua (Talk Now)	20 Hours	12 months
Languages/ Languages	Quechua (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Romanian (Talk Business)	20 Hours	12 months
Languages/ Languages	Romanian (Talk More)	20 Hours	12 months
Languages/ Languages	Romanian (Talk Now)	20 Hours	12 months
Languages/ Languages	Romanian (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Romansh (Talk Now)	20 Hours	12 months
Languages/ Languages	Russian (Talk Business)	20 Hours	12 months
Languages/ Languages	Russian (Talk More)	20 Hours	12 months
Languages/ Languages	Russian (Talk Now)	20 Hours	12 months
Languages/ Languages	Russian (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Saami (Talk Now)	20 Hours	12 months
Languages/ Languages	Sardinian (Talk Now)	20 Hours	12 months
Languages/ Languages	Scottish Gaelic (Talk Business)	20 Hours	12 months
Languages/ Languages	Scottish Gaelic (Talk More)	20 Hours	12 months
Languages/ Languages	Scottish Gaelic (Talk Now)	20 Hours	12 months
Languages/ Languages	Scottish Gaelic (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Serbian (Talk Business)	20 Hours	12 months
Languages/ Languages	Serbian (Talk More)	20 Hours	12 months
Languages/ Languages	Serbian (Talk Now)	20 Hours	12 months
Languages/ Languages	Serbian (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Sesotho (Southern) (Talk More)	20 Hours	12 months
Languages/ Languages	Sesotho (Southern) (Talk Now)	20 Hours	12 months
Languages/ Languages	Sesotho (Southern) (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Shona (Talk Business)	20 Hours	12 months
Languages/ Languages	Shona (Talk More)	20 Hours	12 months
Languages/ Languages	Shona (Talk Now)	20 Hours	12 months
Languages/ Languages	Shona (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Sinhala (Talk More)	20 Hours	12 months
Languages/ Languages	Slovak (Talk Business)	20 Hours	12 months
Languages/ Languages	Slovak (Talk More)	20 Hours	12 months
Languages/ Languages	Slovak (Talk Now)	20 Hours	12 months
Languages/ Languages	Slovak (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Slovenian (Talk Business)	20 Hours	12 months
Languages/ Languages	Slovenian (Talk More)	20 Hours	12 months
Languages/ Languages	Slovenian (Talk Now)	20 Hours	12 months
Languages/ Languages	Slovenian (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Somali (Talk Now)	20 Hours	12 months
Languages/ Languages	Spanish (Talk Business)	20 Hours	12 months



Category/ Sub Category	Course Title	Duration (Hours)	Access Period
Languages/ Languages	Spanish (Talk More)	20 Hours	12 months
Languages/ Languages	Spanish (Talk Now)	20 Hours	12 months
Languages/ Languages	Spanish (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Swahili (Talk Business)	20 Hours	12 months
Languages/ Languages	Swahili (Talk More)	20 Hours	12 months
Languages/ Languages	Swahili (Talk Now)	20 Hours	12 months
Languages/ Languages	Swahili (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Swedish (Talk Business)	20 Hours	12 months
Languages/ Languages	Swedish (Talk More)	20 Hours	12 months
Languages/ Languages	Swedish (Talk Now)	20 Hours	12 months
Languages/ Languages	Swedish (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Swiss German (Talk Business)	20 Hours	12 months
Languages/ Languages	Swiss German (Talk More)	20 Hours	12 months
Languages/ Languages	Swiss German (Talk Now)	20 Hours	12 months
Languages/ Languages	Swiss German (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Tagalog (Talk Business)	20 Hours	12 months
Languages/ Languages	Tagalog (Talk More)	20 Hours	12 months
Languages/ Languages	Tagalog (Talk Now)	20 Hours	12 months
Languages/ Languages	Tagalog (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Tamil (Talk More)	20 Hours	12 months
Languages/ Languages	Tamil (Talk Now)	20 Hours	12 months
Languages/ Languages	Telugu (Talk More)	20 Hours	12 months
Languages/ Languages	Telugu (Talk Now)	20 Hours	12 months
Languages/ Languages	Thai (Talk Business)	20 Hours	12 months
Languages/ Languages	Thai (Talk More)	20 Hours	12 months
Languages/ Languages	Thai (Talk Now)	20 Hours	12 months
Languages/ Languages	Thai (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Tibetan (Talk Now)	20 Hours	12 months
Languages/ Languages	Tswana (Talk Business)	20 Hours	12 months
Languages/ Languages	Tswana (Talk More)	20 Hours	12 months
Languages/ Languages	Tswana (Talk Now)	20 Hours	12 months
Languages/ Languages	Tswana (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Turkish (Talk Business)	20 Hours	12 months
Languages/ Languages	Turkish (Talk More)	20 Hours	12 months
Languages/ Languages	Turkish (Talk Now)	20 Hours	12 months
Languages/ Languages	Turkish (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Ukrainian (Talk Business)	20 Hours	12 months
Languages/ Languages	Ukrainian (Talk More)	20 Hours	12 months
Languages/ Languages	Ukrainian (Talk Now)	20 Hours	12 months
Languages/ Languages	Ukrainian (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Urdu (Talk Business)	20 Hours	12 months
Languages/ Languages	Urdu (Talk More)	20 Hours	12 months
Languages/ Languages	Urdu (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Uzbek (Talk Now)	20 Hours	12 months
Languages/ Languages	Vietnamese (Talk Business)	20 Hours	12 months
Languages/ Languages	Vietnamese (Talk More)	20 Hours	12 months
Languages/ Languages	Vietnamese (Talk Now)	20 Hours	12 months
Languages/ Languages	Vietnamese (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Welsh (Talk Business)	20 Hours	12 months
Languages/ Languages	Welsh (Talk More)	20 Hours	12 months
Languages/ Languages	Welsh (Talk Now)	20 Hours	12 months
Languages/ Languages	Welsh (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Xhosa (Talk Business)	20 Hours	12 months
Languages/ Languages	Xhosa (Talk More)	20 Hours	12 months
Languages/ Languages	Xhosa (Talk Now)	20 Hours	12 months
Languages/ Languages	Xhosa (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Yiddish (Talk Now)	20 Hours	12 months
Languages/ Languages	Yoruba (Talk Business)	20 Hours	12 months
Languages/ Languages	Yoruba (Talk More)	20 Hours	12 months
Languages/ Languages	Yoruba (Talk Now)	20 Hours	12 months
Languages/ Languages	Yoruba (Talk The Talk)	20 Hours	12 months
Languages/ Languages	Zulu (Talk Business)	20 Hours	12 months
Languages/ Languages	Zulu (Talk More)	20 Hours	12 months
Languages/ Languages	Zulu (Talk Now)	20 Hours	12 months



Category/ Sub Category	Course Title	Duration (Hours)	Access Period
Languages/ Languages	Zulu (Talk The Talk)	20 Hours	12 months
Leadership & Management/ Budget Management	Cost Benefit Analysis	3 Hours	6 months
Leadership & Management/ Budget Management	Financial Environment	4 Hours	6 months
Leadership & Management/ Budget Management	Understanding Costs	3 Hours 50 Minutes	6 months
Leadership & Management/ Budget Management	Working to a Budget	3 Hours	6 months
Leadership & Management/ Change Management	Continuous Improvement	3 Hours 30 Minutes	6 months
Leadership & Management/ Change Management	Ethics in Business	3 Hours	6 months
Leadership & Management/ Change Management	Europe_International Context	2 Hours 50 Minutes	6 months
Leadership & Management/ Change Management	Forces for Change	2 Hours 45 Minutes	6 months
Leadership & Management/ Change Management	Implementing Change	4 Hours	6 months
Leadership & Management/ Change Management	Making Change Work For You	2 Hours	6 months
Leadership & Management/ Change Management	Managing the Consequences of Change	2 Hours 40 Minutes	6 months
Leadership & Management/ Change Management	Organisational Culture	3 Hours 15 Minutes	6 months
Leadership & Management/ Change Management	People as a Resource	3 Hours	6 months
Leadership & Management/ Change Management	Planning Change	4 Hours	6 months
Leadership & Management/ Change Management	Promoting Change	3 Hours	6 months
Leadership & Management/ Change Management	Understanding Your Organisation	1 Hour	6 months
Leadership & Management/ People Management	Assessing Performance	3 Hours 10 Minutes	6 months
Leadership & Management/ People Management	Building the Team	3 Hours 30 Minutes	6 months
Leadership & Management/ People Management	Delegation	3 Hours	6 months
Leadership & Management/ People Management	Digital Mentoring	2 Hours	6 months
Leadership & Management/ People Management	Giving and Receiving Feedback	3 Hours 30 Minutes	6 months
Leadership & Management/ People Management	Leadership	3 Hours 30 Minutes	6 months
Leadership & Management/ People Management	Managing Performance	4 Hours 30 Minutes	6 months
Leadership & Management/ People Management	Motivating the Team	3 Hours	6 months
Leadership & Management/ People Management	Performance Indicators	3 Hours	6 months
Leadership & Management/ People Management	Planning and Organising the Team's Work	3 Hours	6 months
Leadership & Management/ People Management	Planning Development	4 Hours 30 Minutes	6 months
Leadership & Management/ People Management	Resolving Conflict	3 Hours 30 Minutes	6 months
Leadership & Management/ People Management	Supporting Individuals	3 Hours	6 months
Leadership & Management/ People Management	The Role of the Team Leader	3 Hours	6 months
Leadership & Management/ People Management	Training	2 Hours 50 Minutes	6 months
Leadership & Management/ People Management	Working Relationships	3 Hours	6 months
Leadership & Management/ Project Management	Effectiveness and Efficiency	3 Hours	6 months
Leadership & Management/ Project Management	Managing Projects	3 Hours	6 months
Leadership & Management/ Project Management	Team Structures	3 Hours	6 months
Leadership and Management/ People Management	Can you spare a moment?: Counselling skills for managers	2 Hours	30 days
Leadership and Management/ People Management	The dreaded appraisal: Both sides of the appraisal interview	2 Hours	30 days
Leadership and Management/ People Management	The unorganised manager: Part 3: Organising others	2 Hours	30 days
Leadership and Management/ People Management	The unorganised manager: Parts 1 and 2: Organising yourself	2 Hours	30 days
Leadership and Management/ Budget Management	Sage 50 Accounts	6 Hours	6 months
Leadership and Management/ Budget Management	Sage BookKeeping Stage 1	4 Hours	6 months
Leadership and Management/ Budget Management	Sage BookKeeping Stage 1 Exam	30 Minutes	7 days
Leadership and Management/ Budget Management	Sage BookKeeping Stage 2	5 Hours	6 months
Leadership and Management/ Budget Management	Sage BookKeeping Stage 2 Exam	30 Minutes	7 days
Leadership and Management/ Budget Management	Sage Instant Accounts	4 Hours	6 months
Leadership and Management/ Budget Management	The balance sheet barrier: The basics of business finance	2 Hours	30 days
Leadership and Management/ Budget Management	VAT in Sage Accounts	3 hours	6 months
Leadership and Management/ Change Management	Jamie's school dinners: Managing and Living with change	2 Hours	30 days
Leadership and Management/ People Management	Essentials of managing performance	2 Hours	30 days
Leadership and Management/ People Management	First among equals	2 Hours	30 days
Leadership and Management/ People Management	Jamie's Kitchen: 15 lessons on leadership	2 Hours	30 days
Leadership and Management/ People Management	Managing performance everyday	2 Hours	30 days
Leadership and Management/ People Management	Pass it on	2 Hours	30 days
Leadership and Management/ People Management	Performance review - every appraisee's dream	2 Hours	30 days
Leadership and Management/ People Management	Performance review - every manager's nightmare	2 Hours	30 days
Leadership and Management/ Project Management	PRINCE2 Foundation (certification)	10 to 15 Hours	12 months
Leadership and Management/ Project Management	Project Management Essentials	10 Hours	12 months
Professional Development/ Analysing Skills	Analysing Information	3 Hours	6 months
Professional Development/ Analysing Skills	Gathering Valid Information	3 Hours	6 months
Professional Development/ Analysing Skills	Information Awareness	3 Hours	3 months
Professional Development/ Analysing Skills	Managing Information	1 Hour	6 months
Professional Development/ Analysing Skills	Problem Solving Skills	6 Hours	6 months
Professional Development/ Analysing Skills	Using Information for Decisions	4 Hours	6 months



Category/ Sub Category	Course Title	Duration (Hours)	Access Period
Professional Development/ Communication Skills	Assert yourself	2 Hours	30 days
Professional Development/ Communication Skills	Briefing Skills	3 Hours	6 months
Professional Development/ Communication Skills	Briefing the Team	3 Hours	6 months
Professional Development/ Communication Skills	Building the Team	3 Hours 30 Minutes	6 months
Professional Development/ Communication Skills	Communication Process	3 Hours	6 months
Professional Development/ Communication Skills	Communication Skills	1 Hour	6 months
Professional Development/ Communication Skills	Dealing with problems	3 Hours	6 months
Professional Development/ Communication Skills	Effective Communication	3 Hours	6 months
Professional Development/ Communication Skills	Giving and Receiving Feedback	3 Hours 30 Minutes	6 months
Professional Development/ Communication Skills	Giving Effective Presentations	1 Hour	6 months
Professional Development/ Communication Skills	I wasn't prepared for that: Overcoming the fear of making presentations	2 Hours	30 days
Professional Development/ Communication Skills	I'd like a word with you: The discipline interview	2 Hours	30 days
Professional Development/ Communication Skills	Influencing and Negotiating	2 Hours 55 Minutes	6 months
Professional Development/ Communication Skills	Interpersonal skills and trust	4 Hours 30 Minutes	6 months
Professional Development/ Communication Skills	Nonverbal Communication	2 Hours 50 Minutes	6 months
Professional Development/ Communication Skills	OnetoOne Communication	3 Hours	6 months
Professional Development/ Communication Skills	Resolving Conflict	3 Hours 30 Minutes	6 months
Professional Development/ Communication Skills	Working Relationships	3 Hours	6 months
Professional Development/ Communication Skills	Working with Others	1 Hour	6 months
Professional Development/ Communication Skills	Written Communications	3 Hours 30 Minutes	6 months
Professional Development/ Communication Skills	You'll soon get the hang of it: The techniques of one-to-one training	2 Hours	30 days
Professional Development/ Working in a Team	Briefing the Team	3 Hours	6 months
Professional Development/ Working in a Team	Building the Team	3 Hours 30 Minutes	6 months
Professional Development/ Working in a Team	Dealing with problems	3 Hours	6 months
Professional Development/ Working in a Team	Delegation	3 Hours	6 months
Professional Development/ Working in a Team	Effective Teamworking	1 Hour	6 months
Professional Development/ Working in a Team	Giving and Receiving Feedback	3 Hours 30 Minutes	6 months
Professional Development/ Working in a Team	Giving Effective Presentations	1 Hour	6 months
Professional Development/ Working in a Team	Influencing and Negotiating	2 Hours 55 Minutes	6 months
Professional Development/ Working in a Team	Jamie's kitchen 15 lessons on teamwork	2 Hours	30 days
Professional Development/ Working in a Team	Maintaining Discipline	3 Hours 30 Minutes	6 months
Professional Development/ Working in a Team	Managing Performance	4 Hours 30 Minutes	6 months
Professional Development/ Working in a Team	Motivating the Team	3 Hours	6 months
Professional Development/ Working in a Team	Negotiating: tying the knot: A skill for life	2 Hours	30 days
Professional Development/ Working in a Team	OnetoOne Communication	3 Hours	6 months
Professional Development/ Working in a Team	Performance matters: The importance of praise	2 Hours	30 days
Professional Development/ Working in a Team	Project management: Leading a project team	2 Hours	30 days
Professional Development/ Working in a Team	Resolving Conflict	3 Hours 30 Minutes	6 months
Professional Development/ Working in a Team	Respecting and Supporting Others	1 Hour	6 months
Professional Development/ Working in a Team	Team Structures	3 Hours	6 months
Professional Development/ Working in a Team	Working Effectively	1 Hour	6 months
Professional Development/ Working in a Team	Working Relationships	3 Hours	6 months
Professional Development/ Working in a Team	Working with Others	1 Hour	6 months
Professional Development/ Working in a Team	Performance matters: The need for constructive criticism	2 Hours	30 days
Professional Development/ Working in an Office	30 ways to make more time	2 Hours	30 days
Professional Development/ Working in an Office	Absence minded	2 Hours	30 days
Professional Development/ Working in an Office	Briefing Skills	3 Hours	6 months
Professional Development/ Working in an Office	Briefing the Team	3 Hours	6 months
Professional Development/ Working in an Office	Communication Process	3 Hours	6 months
Professional Development/ Working in an Office	Communication Skills	1 Hour	6 months
Professional Development/ Working in an Office	Creating and Designing Documents	1 Hour	6 months
Professional Development/ Working in an Office	Developing and Improving Your Own Performance	1 Hour	6 months
Professional Development/ Working in an Office	Developing Your Administration Skills	1 Hour	6 months
Professional Development/ Working in an Office	Developing yourself	3 Hours	6 months
Professional Development/ Working in an Office	Effective Communication	3 Hours	6 months
Professional Development/ Working in an Office	Effective Teamworking	1 Hour	6 months
Professional Development/ Working in an Office	Effectiveness and Efficiency	3 Hours	6 months
Professional Development/ Working in an Office	Europe_International Context	2 Hours 50 Minutes	6 months
Professional Development/ Working in an Office	Ideas into action	2 Hours	30 days
Professional Development/ Working in an Office	Identifying Self Development Needs	3 Hours	6 months
Professional Development/ Working in an Office	Interpersonal skills and trust	4 Hours 30 Minutes	6 months
Professional Development/ Working in an Office	Maintaining Discipline	3 Hours 30 Minutes	6 months
Professional Development/ Working in an Office	Making time	2 Hours	30 days
Professional Development/ Working in an Office	Manage Own Stress	3 Hours	6 months



Category/ Sub Category	Course Title	Duration (Hours)	Access Period
Professional Development/ Working in an Office	Managing Successful Meetings	1 Hour	6 months
Professional Development/ Working in an Office	Meetings	3 Hours	6 months
Professional Development/ Working in an Office	Meetings, bloody meetings: Making meetings more productive	2 Hours	30 days
Professional Development/ Working in an Office	Minimising Stress	2 Hours 55 Minutes	6 months
Professional Development/ Working in an Office	Networking	2 Hours 50 Minutes	6 months
Professional Development/ Working in an Office	Nonverbal Communication	2 Hours 50 Minutes	6 months
Professional Development/ Working in an Office	OnetoOne Communication	3 Hours	6 months
Professional Development/ Working in an Office	Organisational Culture	3 Hours 15 Minutes	6 months
Professional Development/ Working in an Office	Organising yourself	3 Hours	6 months
Professional Development/ Working in an Office	Planning and Preparation	1 Hour	6 months
Professional Development/ Working in an Office	Planning Work	3 Hours	6 months
Professional Development/ Working in an Office	Producing Documents to Agreed Standards	1 Hour	6 months
Professional Development/ Working in an Office	Producing Project Reports	3 Hours	6 months
Professional Development/ Working in an Office	Put it in writing	2 Hours	30 days
Professional Development/ Working in an Office	Report writing: The art of writing a good report	2 Hours	30 days
Professional Development/ Working in an Office	Respecting and Supporting Others	1 Hour	6 months
Professional Development/ Working in an Office	Self Development	3 Hours	6 months
Professional Development/ Working in an Office	The ultimate stress show: Managing stress	2 Hours	30 days
Professional Development/ Working in an Office	Time Management	3 Hours	6 months
Professional Development/ Working in an Office	Training	2 Hours 50 Minutes	6 months
Professional Development/ Working in an Office	Understanding Your Organisation	1 Hour	6 months
Professional Development/ Working in an Office	Working Effectively	1 Hour	6 months
Professional Development/ Working in an Office	Working in a Business Environment	1 Hour	6 months
Professional Development/ Working in an Office	Writing and Analysing Reports	1 Hour	6 months
Professional Development/ Working in an Office	Written Communications	3 Hours 30 Minutes	6 months
Professional Development/ Working in an Office	Your Place, Your Community	2 Hours	6 months
Professional Development/ Working in an Office	Going to a meeting Parts 1&2	2 Hours	30 days
Professional Development/ Working in an Office	How am I doing?	2 Hours	30 days
Professional Development/ Working in an Office	More bloody meetings: The people side of meetings	2 Hours	30 days
Professional Development/Communication Skills	Inside information	2 Hours	30 days
Sales & Customer Service/ Customer Focus	Building Relationships with Customers	2 Hours	6 months
Sales & Customer Service/ Customer Focus	Complaints: Five Tactics for Handling Complaints	2 Hours	30 days
Sales & Customer Service/ Customer Focus	Creating a Good First Impression	2 Hours	6 months
Sales & Customer Service/ Customer Focus	Customer Service	3 Hours 30 Minutes	6 months
Sales & Customer Service/ Customer Focus	Customer Service: Building relationships - aim to exceed expectations	3 Hours	6 months
Sales & Customer Service/ Customer Focus	Customer Service: Complaint procedures - a structure for solutions	2 Hours	6 months
Sales & Customer Service/ Customer Focus	Customer Service: Difficult situations - a guide to dealing with problems	3 Hours	6 months
Sales & Customer Service/ Customer Focus	Customer Service: Effective communication – dealing with customers in writing	2 Hours	6 months
Sales & Customer Service/ Customer Focus	Customer Service: Organisation - the secret of successful service delivery	2 Hours	6 months
Sales & Customer Service/ Customer Focus	Customer Service: Reflection and development - continuing improvement	3 Hours	6 months
Sales & Customer Service/ Customer Focus	Customer Service: Rules & regulations - a guide to your responsibilities	3 Hours	6 months
Sales & Customer Service/ Customer Focus	Customer Service: Understanding customer service - get the essentials	2 Hours	6 months
Sales & Customer Service/ Customer Focus	Customer Service: Working with others - a guide to making a difference	3 Hours	6 months
Sales & Customer Service/ Customer Focus	Demanding customers: Customer care made PERFECT	2 Hours	30 days
Sales & Customer Service/ Customer Focus	Developing Your Customer Service Performance	2 Hours	6 months
Sales & Customer Service/ Customer Focus	Giving Good Customer Service	2 Hours	6 months
Sales & Customer Service/ Customer Focus	If looks could kill	2 Hours	30 days
Sales & Customer Service/ Customer Focus	Improving Your Body Language	2 Hours	6 months
Sales & Customer Service/ Customer Focus	Improving Your Verbal Communication Skills	2 Hours	6 months
Sales & Customer Service/ Customer Focus	Keeping Your Customers Happy	1 Hour	6 months
Sales & Customer Service/ Customer Focus	Managing Customer Data	2 Hours	6 months
Sales & Customer Service/ Customer Focus	Objectives	3 Hours	6 months
Sales & Customer Service/ Customer Focus	Questionnaire Design and Analysis	3 Hours	6 months
Sales & Customer Service/ Customer Focus	Solving Customer Service Problems	2 Hours	6 months
Sales & Customer Service/ Customer Focus	Taking Phone Calls	2 Hours	6 months
Sales & Customer Service/ Customer Focus	Understanding Customers	4 Hours 30 Minutes	6 months
Sales & Customer Service/ Customer Focus	Who sold you this, then?: Effective after-sales service	2 Hours	30 days
Sales & Customer Service/ Selling Skills	Creating a Good First Impression	2 Hours	6 months
Sales & Customer Service/ Selling Skills	Customer Service: Being competitive - stand out from the crowd	3 Hours	6 months
Sales & Customer Service/ Selling Skills	Customer Service: Effective communication – dealing with customers in writing	2 Hours	6 months
Sales & Customer Service/ Selling Skills	Customer Service: Organisation - the secret of successful service delivery	2 Hours	6 months
Sales & Customer Service/ Selling Skills	Customer Service: Promotion - the first step to reaching your customers	2 Hours	6 months
Sales & Customer Service/ Selling Skills	Customer Service: Reflection and development - continuing improvement	3 Hours	6 months
Sales & Customer Service/ Selling Skills	Customer Service: Rules & regulations - a guide to your responsibilities	3 Hours	6 months



Category/ Sub Category	Course Title	Duration (Hours)	Access Period
Sales & Customer Service/ Selling Skills	Customer Service: Understanding customer service - get the essentials	2 Hours	6 months
Sales & Customer Service/ Selling Skills	Delivering Quality	3 Hours	6 months
Sales & Customer Service/ Selling Skills	Improving Your Body Language	2 Hours	6 months
Sales & Customer Service/ Selling Skills	Improving Your Verbal Communication Skills	2 Hours	6 months
Sales & Customer Service/ Selling Skills	Managing Customer Data	2 Hours	6 months
Sales & Customer Service/ Selling Skills	On the receiving end: Making call centres more effective	2 Hours	30 days
Sales & Customer Service/ Selling Skills	Sell it to me! Parts 1&2: Essential skills for all sales people	2 Hours	30 days
Sales & Customer Service/ Selling Skills	Social Media Marketing for Dummies	2 Hours 35 Minutes	6 months
Sales & Customer Service/ Selling Skills	Taking Phone Calls	2 Hours	6 months
Sales & Customer Service/ Selling Skills	The "Yes" project	2 Hours	30 days
Sales & Customer Service/ Selling Skills	The art of selling	2 Hours	30 days
Sales & Customer Service/ Selling Skills	Understanding Quality	3 Hours 30 Minutes	6 months
Skills for Work/ Employability	Applying for jobs	1 Hour 30 Minutes	6 months
Skills for Work/ Employability	Attitude	1 Hour	6 months
Skills for Work/ Employability	Communicating at Work	5 Hours	6 months
Skills for Work/ Employability	Communication in the workplace	2 Hours	6 months
Skills for Work/ Employability	Creating business documents	6 Hours	6 months
Skills for Work/ Employability	CV Writing	1 Hour	6 months
Skills for Work/ Employability	Delivering good customer service	5 Hours	6 months
Skills for Work/ Employability	Developing Leadership Skills	4 Hours	6 months
Skills for Work/ Employability	Employability Basics	1 Hour	6 months
Skills for Work/ Employability	Essentials of interviewing	2 Hours	30 days
Skills for Work/ Employability	Get Informed	1 Hour	6 months
Skills for Work/ Employability	Handling Money at Work	2 Hours	6 months
Skills for Work/ Employability	Induction	2 Hours 50 Minutes	6 months
Skills for Work/ Employability	Introduction to retail	2 Hours	6 months
Skills for Work/ Employability	Meeting customers expectations	6 Hours	6 months
Skills for Work/ Employability	Planning Your Career	3 Hours	6 months
Skills for Work/ Employability	Preparing for an interview	1 Hour	6 months
Skills for Work/ Employability	Principles and values in health and social care	5 Hours	6 months
Skills for Work/ Employability	Problem Solving at Work	4 Hours	6 months
Skills for Work/ Employability	Reaching Targets at Work	2 Hours	6 months
Skills for Work/ Employability	Searching for jobs	30 Minutes	6 months
Skills for Work/ Employability	Understanding customer service in retail	1 Hour 30 Minutes	6 months
Skills for Work/ Employability	Working in business and administration	1 Hour	6 months
Skills for Work/ Employability	Working in health and social care	5 Hours	6 months
Skills for Work/ Employability	WorkWise	1 Hour	6 months
Skills for Work/ Literacy/ Numeracy	Making English Work for You - Entry Level 3	4 Hours	6 months
Skills for Work/ Literacy/ Numeracy	Making English Work for You - Level 1	4 Hours	6 months
Skills for Work/ Literacy/ Numeracy	Making English Work for You - Level 2	4 Hours	6 months
Skills for Work/ Literacy/ Numeracy	Making Maths Work for You - Entry Level 3	4 Hours	6 months
Skills for Work/ Literacy/ Numeracy	Making Maths Work for You - Level 1	4 Hours	6 months
Skills for Work/ Literacy/ Numeracy	Making Maths Work for You - Level 2	4 Hours	6 months
Skills for Work/ Literacy/ Numeracy	Not Enough Hours!	5 Hours	6 months
Skills for Work/ Literacy/ Numeracy	Ready to Cook	1 Hour	6 months
Skills for Work/ Literacy/ Numeracy	Safe as Houses	1 Hour	6 months
Skills for Work/ Recruitment	Application Forms	40 Minutes	6 months
Skills for Work/ Recruitment	Applying for jobs	1 Hour 30 Minutes	6 months
Skills for Work/ Recruitment	Behavioural interviewing	2 Hours	30 days
Skills for Work/ Recruitment	Communication in the workplace	2 Hours	6 months
Skills for Work/ Recruitment	CV Writing	1 Hour	6 months
Skills for Work/ Recruitment	Finding that Job	25 Minutes	6 months
Skills for Work/ Recruitment	Interview Techniques	1 Hour	6 months
Skills for Work/ Recruitment	Letter Writing	1 Hour	6 months
Skills for Work/ Recruitment	Planning to Recruit	4 Hours	6 months
Skills for Work/ Recruitment	Preparing for an interview	1 Hour	6 months
Skills for Work/ Recruitment	Searching for jobs	30 Minutes	6 months
Skills for Work/ Recruitment	Selecting the Right Person	3 Hours	6 months
Skills for Work/ Recruitment	Writing a CV	1 Hour	6 months