

Way2Learn



TIMES

Issue 01

Spring 2024

VIDEO BASED LEARNING

Course Prospectus

SIXTEEN INTRODUCTORY VIDEO-BASED SERIES FOR YOU TO LEARN AND ENJOY

CRITICAL
THINKING:
GOAL
SETTING

NUMBER
CRUNCH

CREATIVE
WRITING

FITNESS
FOR LIFE

MINUTE
MATHS

WAREHOUSING
AND
STORAGE

LGV
DRIVER
THEORY

FOOD
HYGIENE

HEALTH AND
SAFETY IN A
CONSTRUCTION
ENVIRONMENT

MIND
YOUR OWN
BUSINESS

WORKPLACE
DIGITAL
SKILLS

CUSTOMER
SERVICE

DISABILITY
AWARENESS
FOR THE
WORKPLACE

HEALTH
& SAFETY
FOR THE
WORKPLACE

JOBSMART
2.0

MENTAL HEALTH
AWARENESS
FOR THE
WORKPLACE

**UWE
Bristol**

University
of the
West of
England

Brought to you in partnership with the
University of the West of England

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Way2Learn Episode Guide

Welcome to the new edition of our course and TV programme guide.

Welcome to the latest edition of the Way2Learn Prospectus and TV guide, where we invite you to embark on a journey of lifelong learning through our video-based distance learning courses.

We aim to empower you with the tools and knowledge to pursue independent study and explore a wide range of fascinating and work-related topics.

With this high-quality introductory series of courses, you can delve into new subjects, at your own pace, develop your independent learning skills in a sustainable way, plus enjoy our entertaining video programmes.

Whether you're seeking to rekindle your passion for studying, or enhance your skills for upcoming endeavours, this prospectus showcases perfect opportunities to set you on the path toward your learning and employability goals.

Kier Fox
Way2Learn

 **PeoplePlus** | **WayoutTV**

Working in partnership with Way2Learn/PeoplePlus, to recognise these courses, is a fantastic opportunity to endorse the skills and knowledge students will achieve. This education initiative now gives UWE (Bristol) the spring-board to develop further opportunities in this space with PeoplePlus and harness the incredible learning potential within the care, justice and hard to reach educational sectors – something I very much look forward to.

Lynda Williams
Associate Director Stakeholder
Engagement,
Bristol Business School, UWE (Bristol).

**UWE
Bristol**

The Key Benefits

Reaches learners who struggle with traditional learning methods

Traditional paper based and tutor led learning may not suit those students who have in the past struggled with classroom based learning. Way2Learn attempts to overcome learners' reluctance to engage with this traditional model by offering video based learning that they can utilise autonomously in their own environment and at a pace that suits them.

Reaches learners who fear education

Some learners may be fearful of education departments due to previous experiences at school or do not feel comfortable in a classroom setting. Learning in a safe space offers a less formal environment in which to study. This allows learners to study at a pace and in an environment that suits them.

Enhances the education experience

Way2Learn keep learners purposefully occupied and leads to tangible outcomes.

Our Course Content

Video-based learning is at the heart of the modern learning. With the rise of social media, self-paced video learning has been widely adopted by employers and training providers.

We believe that it's vital that our videos are produced with you in mind, by ensuring they are accessible, fun, and engaging. The videos are suitably paced with regular recaps and 'breaks' so that you can take notes, 'pause for thought' and reflect on your learning. You will be supplied with a paper-based answer book to complete your course. Answer books are then sent to us to be marked and we will then award a University of the West of England, Certificate of Achievement, or advise if further work is needed.

DO YOU HAVE A THIRST FOR LEARNING

If the answer is yes, then learners are in the right place. Now, when our students complete and pass four Way2Learn courses or provide us with exceptional workbooks, learners are eligible for a free gift. Now they can enjoy their favourite cuppa with one of our Way2Learn drinking mugs.



SIGN UP NOW

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.

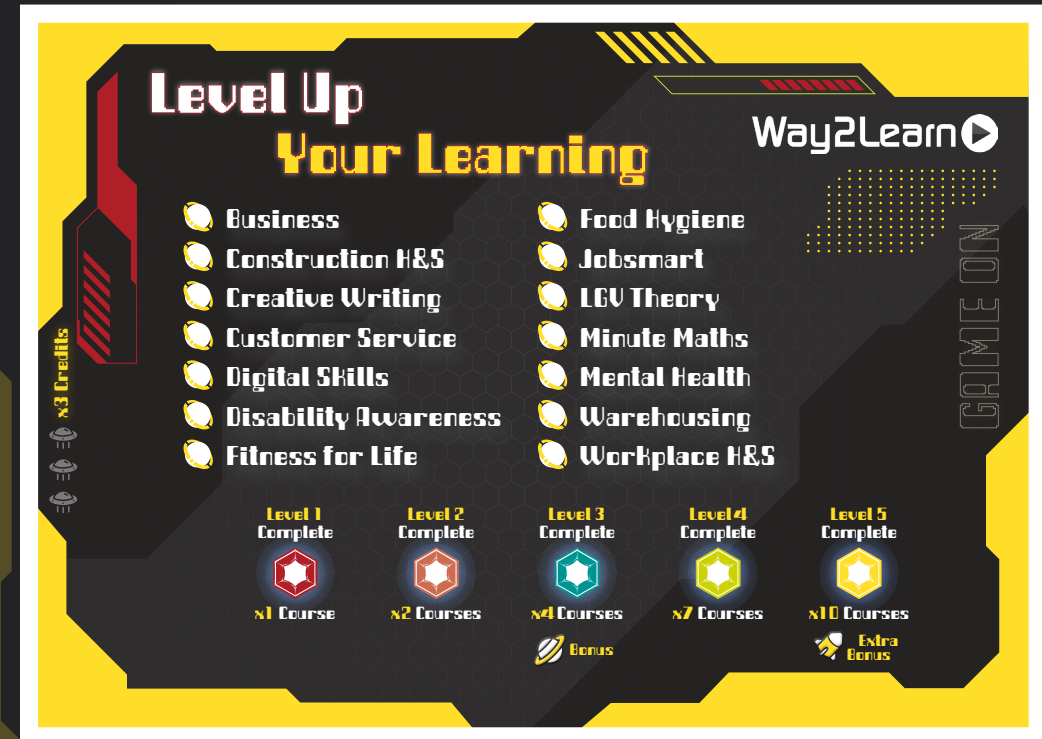


Level Up Your Learning

This year, Way2Learn unveils an exciting new initiative: **'Level Up Your Learning'**.

Dive into a world where you are empowered to transform your study area into a dynamic arena of achievement with our exclusive levelling game-card. As you conquer each course, proudly tick-off your progress, visibly ascending through the ranks of learning mastery.

Throughout this journey, not only will you accumulate a wealth of knowledge, but you'll also have the chance to snag enticing bonus prizes, adding a layer of excitement to your upskilling ambitions. All the while, you're on a path to achieving prestigious recognition from the University of the West of England.





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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
University of the
West of England



Mental Health Awareness for the Workplace



Everyday

Content Guide	Everyday
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.	8:15am
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.	8:23am
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.	8:30am
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.	8:40am

Mental Health Awareness for the Workplace



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 needs 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.



Disability Awareness for the Workplace



Friday/Sunday

Content Guide	Friday/ Sunday	Friday/ Sunday
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.	10:00 (am & pm)	4:00pm
Ep 2: The Spectrum of Disability Episode 2 delves into the diverse spectrum of disabilities, addressing both visible and invisible conditions.	10:05 (am & pm)	4:05pm
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.	10:14 (am & pm)	4:14pm
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.	10:22 (am & pm)	4:22pm



Health & Safety 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 employees a readiness to join the work force, this course will also help keep learners and future colleagues safe at work.

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

Health & Safety for the Workplace



Health & Safety for the Workplace

Monday/ Wednesday/Friday/Sunday

Content Guide	Monday/ Wednesday/ Friday	Friday/ Sunday
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.	7:00am	7:00am 5:00pm
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	7:10am	7:10am 5:10pm
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.	7:16am	7:16am 5:16pm
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.	7:27am	7:27am 5:27pm

Health & Safety for the Workplace



Jobsmart 2.0

JobSmart is all about getting candidates ‘interview-ready’ and prepared for the world of work.

This course will equip you with the skills to work in today’s modern economy and you will gain a valuable insight into the employability skills needed to succeed in finding and keeping the right job.

The course is split into four units and covers mindsets, finding the right job, interview skills and resolving problems in the workplace.

Praised by employability tutors and learners alike for its relevance and accessibility - JobSmart is in high demand wherever it is offered.

“It is vital for learners to have an understanding about their approach to interviews and job roles”

Education Manager, Norwich



Jobsmart 2.0



Tuesday/Thursday/Saturday

Content Guide	Tuesday/Thursday	Saturday
Ep 1: Understanding Mindsets The mindset qualities you need in order to succeed in getting and keeping a job.	1:30pm	1:20pm
Ep 2: Deciding the Right Job for You Finding the right job for you by considering personal and professional strengths and weaknesses. Also what type of job will suit your current skills and interests.	1:50pm	1:50pm
Ep 3: Interview Skills Advice on the skills and information required in order to make a good first impression at your interview.	7:30pm	7:20pm
Ep 4: Problem Solving in The Workplace How to deal with issues in the workplace and where to obtain help and advice in dealing with these issues.	7:55pm	7:45pm

HAVE A THIRST FOR LEARNING

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Jobsmart 2.0



Critical Thinking Skills: Goal Setting

**NEW
COURSE**

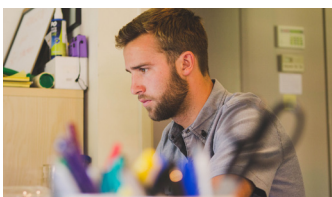
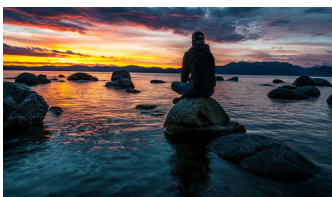
Enrich your personal and professional life with this transformative course. Dive into an empowering journey that helps you harness the power of positivity, cultivating a resilient 'can-do' attitude, propelling you towards your goals. This course isn't simply an informational resource; it's a voyage of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

**Study guides available
at Friday and
Sunday 11:00am
and 12:00pm on
Way2Learn TV**



Critical Thinking Skills: Goal Setting

Number Crunch

**NEW
COURSE**

Dive into "Number Crunch," the exhilarating mental maths series that kick-starts your brain like the first sip of an espresso coffee!

Designed for early risers, this series offers up a daily serving of brain-food, puzzles and challenges.

Enjoy the crackle and pop of our number crunch as you navigate through our many numerical conundrums. Sharpen your mental-maths abilities and challenge yourself with our fun Maths guides.

Perfect for those looking to enhance their classroom learning, or step up to the next level.

No answer books or assessment required.



Every day: 7:35am

**No Answer
Book needed**



Number Crunch



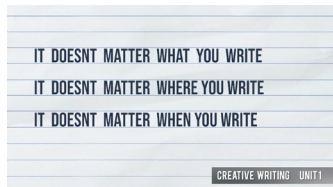
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Creative Writing

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.



Creative
Writing

Creative Writing



Tuesday/Thursday/Saturday

Content Guide	Tuesday/ Thursday	Saturday
Ep 1: Sources of Inspiration The first episode explores some of the requirements to becoming a writer, and looks at potential sources of inspiration.	2:15pm 8:15pm	12:35pm 6:35pm
Ep 2: Creating Characters In episode two we take a look at creating characters and settings.	2:26pm 8:15pm	12:47pm 6:47pm
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.	2:43m 8:43pm	1:05pm 7:05pm



HAVE A THIRST FOR LEARNING

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Creative Writing



Fitness for Life

This course is all about achieving a healthier body and how to reach fitness goals; an ideal entry level course for those who want a career in the health and fitness industry.

It covers aspects of health and fitness, together with the benefits of exercise and a healthy diet. It also examines how to improve your health and fitness by establishing goals, routines and looking at safety and hygiene while you train.

It ends with a personal exercise log for you to test your fitness. Once you have completed the course you will have achieved an understanding of the Principles of Health and Fitness and be on the way to a healthier lifestyle.

The fast-paced, magazine style of the episodes has proven a big hit with learners, echoing this vibrant field of study.

“I was worried about my diet and fitness, this course has helped me to learn a good routine and take care of myself.”

Learner, Norfolk



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



Fitness for Life

Fitness for Life



Monday/Wednesday

Content Guide	Monday/Wednesday
Ep 1: Health & Exercise The definitions and the factors that affect health and fitness. The benefits of exercise and the various components of fitness.	9:00 (am & pm) 3:00pm
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.	11:40 (am & pm) 5:40pm
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.	12:16 (am & pm) 6:16pm
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.	12:50 (am & pm) 6:50pm

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SIGN UP NOW



Fitness for Life



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.

“It was engaging, fun and made maths simpler.”

Learner, Bedford



Minute Maths



Minute Maths

Friday & Sunday

Content Guide – Episodes 1-9.	Part 1 of 2	Friday/ Sunday
Ep 1: Area - Calculating the area of regular and irregular shapes.		9:00am 3:00pm
Ep 2: Perimeter - Calculating the perimeter of regular and irregular shapes.		9:05am 3:05pm
Ep 3: Mean - What the mean average is and how to calculate it.		9:07am 3:07pm
Ep 4: Median - How to find the median of a set of numbers.		9:10am 3:10pm
Ep 5: Mode - The meaning of the mode and how to find it.		9:13am 3:13pm
Ep 6: Range - How to calculate the range of a group of numbers.		9:16am 3:16pm
Ep 7: Volume - How to calculate the volume of 3D shapes.		9:19am 3:19pm
Ep 8: Fractions - Working out fractions of money.		9:22am 3:22pm
Ep 9: More Fractions - Continues with showing how to calculate fractions.		9:25am 3:25pm

Friday & Sunday

Content Guide – Episodes 10-15.	Part 2 of 2	Friday/ Sunday
Ep 10: Percentages - How to multiply a number by a percentage.		1:05am 7:05pm
Ep 11: More Percentages - Expressing an amount in a percentage of a number.		1:11am 7:11pm
Ep 12: Area of a Triangle - How to calculate the area of a triangle.		1:14am 7:14pm
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.		1:18am 7:22pm

Minute Maths

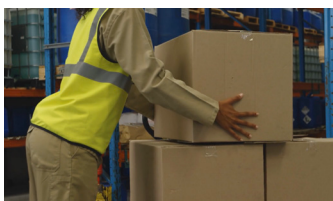


Health and Safety in a Construction Environment

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.



Health and Safety in a Construction Environment

Monday, Wednesday, Friday & Saturday



Content Guide	Monday, Wednesday & Saturday	Friday/Sunday
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.	10:00 (am & pm)	6:00pm (Friday only)
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.	10:30 (am & pm)	6:30pm (Friday only)
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.	4:00pm	6:00pm (Sunday only)
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.	4:20pm	6:20pm (Sunday only)
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.	4:45pm	6:45pm (Sunday only)

Health and Safety in a Construction Environment



Food Hygiene Awareness

Food Hygiene

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.

“We need a course which learners can access easily to build on food hygiene awareness and support the work in the kitchens”
Kitchen Manager, Norwich

Food Hygiene Awareness



Monday/Tuesday/Wednesday/
Thursday/Saturday

Content Guide	Monday	Tuesday/ Thursday/ Saturday	Wednesday
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.	11:00 (am & pm)	7:00am	5:00pm
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.	11:22 (am & pm)	7:22am	5:20pm





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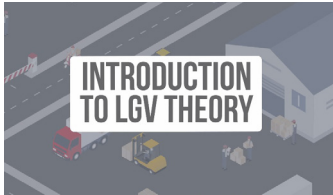
LGV Theory

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.



This course is
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Introduction to
LGV Theory

LGV Theory



Tuesday/Thursday/Saturday/Sunday

Content Guide	Tuesday/ Thursday	Saturday	Friday/ Sunday
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.	10:00 (am & pm)	3:00pm	8:15pm (Friday only)
EP 2 : Knowing Your Vehicle This episode looks at the importance of tachographs and demonstrates how to check your vehicle for roadworthiness.	10:30 (am & pm)	3:30pm	8:45pm (Friday only)
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.	4:00pm	9:00 (am & pm)	8:15pm (Sunday only)
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.	4:30pm	9:30 (am & pm)	8:45pm (Sunday only)

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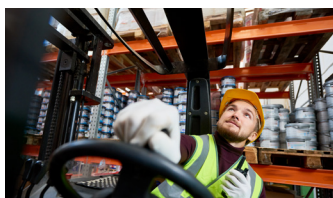
Introduction to LGV Theory



Warehousing

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.



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



Introduction to Warehousing and Storage

Monday/Wednesday



Content Guide	Monday/ Wednesday
Ep 1: Health and Safety We will look at all aspects of health and safety, fire regulations and substance control in a warehouse setting.	1:30pm 7:30pm
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.	1:45pm 7:45pm
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.	2:00pm 8:00pm
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.	2:07pm 8:07pm
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.	2:24pm 8:24pm
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.	2:34pm 8:34pm

Introduction to Warehousing and Storage



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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.

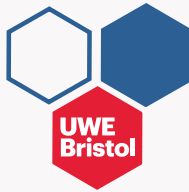
The course is broken down into three units which help you understand the skills and knowledge you require to run a business, examines how to market your business and looks at how to manage your finances. Business tutors and successful entrepreneurs feature throughout the episodes - sharing their wisdom, 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.

"I like to hear from people who have built their own business, this makes it something I can achieve."

Learner, Norfolk



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



Mind Your Own Business

Everyday

Content Guide	6:30am (Business Breakfast)	Tuesday/Thursday
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.	Monday	9:00 (am & pm) 3:00pm
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.	Tuesday	9:17 (am & pm) 3:17pm
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.	Wednesday	9:35 (am & pm) 3:35pm
Ep 4: Delivering Products and Services How businesses deliver their products and services to the customer. Customer satisfaction and how this can be measured.	Thursday	11:00 (am & pm) 5:00pm
Ep 5: The Importance of Money The importance of money in a business. How to plan your business finances.	Friday	11:15 (am & pm) 5:15pm
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.	Saturday/Sunday	11:34 (am & pm) 5:34pm

Mind Your Own Business



Workplace Digital Skills

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.

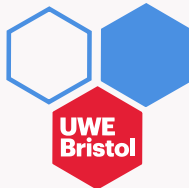
The digital age is expanding rapidly with new technology coming to the market every day. This in turn creates more jobs. According to latest statistics, there is a current shortage of 825,000 IT professionals, plus 90% of jobs require some form of digital competency.

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.



Workplace Digital Skills



Saturday

Content Guide	Saturday
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 creditable sources.	11:00 (am & pm) 5:00pm
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.	11:18 (am & pm) 5:18pm
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.	11:30 (am & pm) 5:30pm
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.	11:44 (am & pm) 5:44pm
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.	12:00 (am & pm) 6:00pm
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.	12:18 (am & pm) 6:18pm

Workplace Digital Skills



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.



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



Customer Service

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Tuesday/Thursday

Content Guide	Tuesday	Thursday
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.	12:00 (am & pm)	6:00pm
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.	12:23 (am & pm)	6:23pm
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.	12:46 (am & pm)	6:46pm
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.	1:09 (am & pm)	7:09pm

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Customer Service



 Notes



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