**Training for Community, Voluntary & Not for Profit: Administrators, Receptionist, Office Support Workers**

Please find below a compilation of on-line and distance training to enable you to continue to develop in terms of your work, your personal skills and your mental health and wellbeing. Training and development is a great way to keep your brain active and your spirits up during this pandemic and the CPD focused courses we have compiled for you will stand you in good stead when it comes time to return to work or look for new work or adapting to working in this new ‘normal’. Added to this, most of these options are free so they won’t hurt your bank and the others are discounted for you as UNISON members. This list of courses is not exhaustive and many more interesting learning opportunities can be found with each of these providers / on each of these platforms, but these courses will give you a good starting point.

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| **UNISON - e-Learning:** |
| Study Area | Course Name | Cost | Link |
| Mental Health and Wellbeing | Staying Strong: Stress Awareness | Free for members | <https://e-learning.unison.org.uk/course/index.php?categoryid=4> |
| Numeracy | The Path to Better Maths Skills | Free for Members | <https://e-learning.unison.org.uk/course/index.php?categoryid=4> |
|  | Making Every Penny Count | Free for Members | <https://e-learning.unison.org.uk/course/index.php?categoryid=4> |

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| **Skills Academy: Online learning** |
| If you would like to access Unison’s Skills Academy Platform, please email us on l.organising@unison.co.uk and provide your first and second name and your membership number (or DOB and postcode)  |
| Study Area | Course Name | Cost |
| CPD Development | Admin, PA, and Secretarial Certification | Free for members |
|  | Becoming an Executive PA Certification | Free for members |
|  | Business Administration Certification | Free for members |
|  | Dental Practice Administration Certification | Free for members |
|  | Executive Admin and PA Certification Level 3 | Free for members |
|  | Executive Secretarial, Admin and PA Diploma – Level 3 | Free for members |
|  | Legal Secretary Certification | Free for members |
|  | Medical Receptionist Administration Certification | Free for members |
|  | Medical Secretary Certification | Free for members |
|  | Minute Taking Certification | Free for Members |
|  | Office and Reception Management Certification | Free for members |
|  | PA Telephone Skills Certification | Free for members |
|  | Touch Typing Shorthand Certification | Free for members |
|  | The Effective Secretary Certification | Free for members |
| Personal Skills and Development | Promoting Positive Behaviour  | Free for members  |
|  | Unconscious bias certification  | Free for members  |
|  | Body language  | Free for members  |
|  | Communication basics  | Free for members  |
|  | Emotional intelligence  | Free for members  |
|  | Assertiveness skills certification | Free for members |
|  | Building your confidence and self-esteem certification | Free for members |
|  | Improve your assertiveness certification | Free for members |
|  | How to build resilience certification | Free for members |
| Mental Health and Wellbeing  | Mindfulness  | Free for members  |
| Numeracy | Basic Maths | Free for members  |
| Literacy | Basic English | Free for members  |
| Health and Safety | Duty of Care certification  | Free for members  |
|   | Hazard Identification and Risk Control Certification  | Free for members  |
|  | Infection control in the workplace | Free for members  |
|  | Workplace Hygiene  | Free for members  |

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| **Digital Unite:** |
| Study Area | Course Name | Cost | Link |
| Digital | Free materials and user guides | Free for members | [www.digitalunite.com/technology-guides](http://www.digitalunite.com/technology-guides) |

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| **The Social Partnership Network and OpenLearn: OU – Free Badged Courses** |
| Study Area | Course | Cost/Offer | Link |
| Leadership and Management | Starting your Small Business | Free for members | <https://www.open.edu/openlearn/money-management/starting-your-small-business?in_menu=368967> |

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| **OpenLearn: OU** |
| Study Area | Course | Cost/offer | Link |
| Business and Money/ CPD Development | The Importance of interpersonal skills | Free for members | https://www.open.edu/openlearn/money-business/leadership-management/the-importance-interpersonal-skills/content-section-0?active-tab=description-tab |
|  | Midlife MOT: Wealth, Work and Wellbeing | Free for members | https://www.open.edu/openlearn/midlife-mot-wealth-work-and-wellbeing/content-section-overview?active-tab=description-tab |
|  | Working in the Voluntary Sector  | Free for members | https://www.open.edu/openlearn/society-politics-law/sociology/working-the-voluntary-sector/content-section-overview?active-tab=description-tab |
|  | Step up to Leadership | Free for members | https://www.open.edu/openlearn/money-business/leadership-management/step-leadership/content-section-0?active-tab=description-tab |
| Languages | Beginners Chinese: A Taster Course | Free for members | https://www.open.edu/openlearn/languages/beginners-chinese-taster-course/content-section-0?active-tab=description-tab |
|  | Beginners Tamil: A Taster Course | Free for members | https://www.open.edu/openlearn/languages/beginners-tamil-taster-course/content-section-0?active-tab=description-tab |
|  | Getting Started with French 1 | Free for members | https://www.open.edu/openlearn/languages/getting-started-french-1/content-section-overview?active-tab=description-tab |
|  | Getting Started with German 1 | Free for members | https://www.open.edu/openlearn/languages/getting-started-german-1/content-section-overview?active-tab=description-tab |
|  | Getting Started with Italian 1 | Free for members | https://www.open.edu/openlearn/languages/getting-started-italian-1/content-section-overview?active-tab=description-tab |
|  | Getting Started with Spanish 1 | Free for members | https://www.open.edu/openlearn/languages/getting-started-spanish-1/content-section-overview?active-tab=description-tab |
| Digital Skills | Digital Literacy: succeeding in a Digital world | Free for members | <https://www.open.edu/openlearn/education-development/digital-literacy-succeeding-digital-world/content-section-overview> |
|  | Introduction to Cyber Security: Stay Safe On-line | Free for members | <https://www.open.edu/openlearn/science-maths-technology/introduction-cyber-security-stay-safe-online/content-section-overview> |
|  | Using a scientific Calculator | Free for members | <https://www.open.edu/openlearn/science-maths-technology/mathematics-statistics/using-scientific-calculator/content-section-0?active-tab=description-tab> |
| Numeracy  | Starting with Maths: Patterns and Formulas  | Free for members | <https://www.open.edu/openlearn/science-maths-technology/mathematics-and-statistics/mathematics-education/starting-maths-patterns-and-formulas/content-section-0>  |
| Literacy  | Everyday English 1 and 2  | Free for members | <https://www.open.edu/openlearn/languages/free-courses>  |

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| **TUC Education:** |
| Study Area | Course Name | Cost | Link |
| Literacy | Write Now | Free for members | <https://www.tuceducation.org.uk/local/enotes/index.php> |
|  | Read Now | Free for members | <https://www.tuceducation.org.uk/local/enotes/index.php> |

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| **Future Learn: OU** |
| Study Area | Course Name | Cost | Link |
| CPD Development | Skill up to Lead culturally Diverse Teams | Free for members | https://www.futurelearn.com/microcredentials/skill-up-to-lead-culturally-diverse-teams |
| Mental health and Wellbeing | Emotional Ability at Work | Free for members | <https://www.futurelearn.com/courses/emotional-intelligence-at-work> |
|  | Mindfulness for wellbeing and Peak Performance | Free for members | <https://www.futurelearn.com/courses/mindfulness-wellbeing-performance> |
| Leadership and Management  | Management and leadership: Growing as a manager  | Free for members | <https://www.futurelearn.com/courses/growing-as-a-manager>  |
|   | People Management Skills  | Free for members | <https://www.futurelearn.com/courses/people-management-skills>  |
| Personal skills and development  | Work / life balance and the impact of working remotely  | Free for members | <https://www.futurelearn.com/courses/work-life-balance-remote-working>  |

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| **e-Careers – 10% discount for members** |
| Study Area | Course Name | Cost | Link |
| School Focused / CPD Development  | Special needs in the early years | £200 | <https://ecareers.unison.org.uk/teaching-childcare-education/special-needs/special-needs-in-the-early-years> |
|  | Health and Safety in Early Years | £90 | <https://ecareers.unison.org.uk/teaching-childcare-education/health-safety-nutrition/level-4-health-and-safety-in-early-years> |
|  | Effective supervision in the early years | £90 | <https://ecareers.unison.org.uk/teaching-childcare-education/childcare/level-4-effective-supervision-in-the-early-years> |
| Leadership and Management | Building a Team | £90  | <https://ecareers.unison.org.uk/teaching-childcare-education/school-teaching-environment/level-4-building-a-team> |
|  | An Introduction to conflict management | £90 | <https://ecareers.unison.org.uk/business-work/leadership-management/cache-advanced-conflict-management> |
| Personal Skills Development | Communication Skills | £90 | <https://ecareers.unison.org.uk/business-work/leadership-management/cache-communication-skills> |

Don’t forget to check out your regional education website to see what is being organised local to you: <https://learning.unison.org.uk/regional-education-teams/>