

## Courses for support staff in healthcare

### Skills Academy

Apply for a free account in <https://learning.unison.org.uk/skills-academy/> for UNISON to cover the cost of this vast online course platform. The courses carry CPD or Complementary Medical Association (CMA) accreditation. The weblinks below are purely for the description of the course content.

Type	Course	Duration
Admin and secretarial	<a href="#">Admin, PA and Secretarial</a>	7.5 hrs
	<a href="#">Dental practice administration</a>	0.75 hrs
	<a href="#">Executive admin and PA Level 3</a>	15 hrs
	<a href="#">How to write better emails</a>	0.75 hrs
	<a href="#">Medical receptionist administration</a>	0.75 hrs
	<a href="#">Medical secretary</a>	10 hrs
	<a href="#">Microsoft Mail Merge</a>	0.5 hrs
	<a href="#">Microsoft Teams</a>	2 hrs
	<a href="#">Minute taking</a>	8 hrs
	<a href="#">Office and reception management</a>	15 hrs
	<a href="#">Touch typing and shorthand</a>	7 hrs
	Catering	<a href="#">Eating disorder awareness</a>
<a href="#">Food allergen awareness</a>		3 hrs
<a href="#">Food safety level 1</a>		3 hrs
<a href="#">Food safety level 2</a>		3 hrs
<a href="#">Food safety level 3</a>		3 hrs
<a href="#">Food safety level 4</a>		3 hrs
<a href="#">Diabetes awareness</a>		3 hrs
<a href="#">Nutrition and hydration</a>		3 hrs
<a href="#">Nutrition diploma</a>		12 hrs
<a href="#">Nutrition for diabetes</a>		3 hrs
<a href="#">Nutrition for older adults</a>		3 hrs
<a href="#">Plant-based nutrition</a>		1.5 hrs
<a href="#">Vegan health, nutrition and lifestyle</a>		4 hrs
Cleaning and facilities	<a href="#">Cleaning</a>	4 hrs
	<a href="#">Electrical safety in the workplace</a>	1 hr
	<a href="#">Facilities management Level 2</a>	14 hrs
	<a href="#">Introduction to asbestos</a>	0.7 hrs
	<a href="#">Noise and hearing protection</a>	3 hrs
	<a href="#">Preventing slips and trips in the workplace</a>	3 hrs
	<a href="#">Step ladder safety awareness</a>	3 hrs
Management	<a href="#">Essential skills for first-time managers</a>	0.25 hrs
	<a href="#">Finance for non-finance managers</a>	2.5 hrs
	<a href="#">Key tools and knowledge for team leading</a>	3 hrs
	<a href="#">Managing people</a>	2 hrs
	<a href="#">Practical leadership skills</a>	0.75 hrs
	<a href="#">Tackling sensitive workplace conversations</a>	0.75 hrs
	<a href="#">Time and priority management</a>	5 hrs

Mental health and stress	<a href="#">How to improve your mental health</a>	0.75
	<a href="#">How to improve your physical health</a>	0.75
	<a href="#">Mental health first aid</a>	2.5 hrs
	<a href="#">Mental wellbeing in children and young people</a>	2.5 hrs
	<a href="#">Reducing stress (techniques to relax)</a>	3 hrs
	<a href="#">Reducing stress with meditation and visualisation</a>	2.5 hrs
	<a href="#">Stress management (employees)</a>	2 hrs
	<a href="#">Suicide prevention</a>	3 hrs
	<a href="#">The self-care</a>	4 hrs
Workplace	<a href="#">Alcohol at work</a>	3 hrs
	<a href="#">Communication barriers in the workplace</a>	2.5 hrs
	<a href="#">Dangers of working at night</a>	3 hrs
	<a href="#">Dealing with difficult people and situations</a>	7 hrs
	<a href="#">Dealing with stress, anxiety, depression and violence in the workplace</a>	1 hr
	<a href="#">Dealing with workplace violence</a>	1 hr
	<a href="#">Disability awareness</a>	3 hrs
	<a href="#">Drug and alcohol addiction awareness</a>	15 hrs
	<a href="#">Equality, diversity &amp; discrimination awareness</a>	2 hrs
	<a href="#">Managing emotions at work</a>	0.75 hrs
	<a href="#">Mindful listening</a>	0.75 hrs
	<a href="#">People handling</a>	2.5 hrs
	<a href="#">Preventing workplace discrimination</a>	3 hrs
	<a href="#">Promoting positive behaviour</a>	2.5 hrs
	<a href="#">Self-harm awareness</a>	0.75 hrs
	<a href="#">Sexual harassment awareness</a>	3 hrs
	<a href="#">Tackling sensitive workplace conversations</a>	0.75 hrs
	<a href="#">Working in teams</a>	8 hrs
Personal	<a href="#">Assertiveness skills</a>	5 hrs
	<a href="#">Building your confidence and self-esteem</a>	0.75 hrs
	<a href="#">Communication skills</a>	10 hrs
	<a href="#">Decoding direct/indirect messages</a>	0.75 hrs
	<a href="#">How to build resilience</a>	0.75 hrs
	<a href="#">How to improve your sleep</a>	0.75 hrs
	<a href="#">How to stop smoking</a>	0.75 hrs
	<a href="#">Identifying causes of conflict</a>	2.5 hrs
	<a href="#">Improve your assertiveness</a>	0.75 hrs
	<a href="#">Mindful listening</a>	0.75 hrs
	<a href="#">Unconscious bias</a>	2.5 hrs
	<a href="#">Personal safety</a>	2.5 hrs
	<a href="#">The art of persuasion</a>	0.75 hrs
	<a href="#">The benefits of Tai Chi</a>	0.75 hrs
English, maths and BSL	<a href="#">Advanced English spelling</a>	3 hrs
	<a href="#">Basic maths</a>	0.75 hrs
	<a href="#">British Sign Language</a>	2 hrs
	<a href="#">English grammar – improve your English</a>	1.25 hrs

	<a href="#">Introduction to maths</a>	2 hrs
	<a href="#">Punctuation mastery</a>	0.75 hrs
	<a href="#">Writing skills</a>	0.75 hrs

### OpenLearn

OpenLearn online courses are free to attend and come with a certificate of participation. Some of the courses are CPD Standards Office supported.

On our website you can also find out more about the ways UNISON works with the [Open University](#).

OpenLearn		
Type	Course	Duration
Catering	<a href="#">Obesity: balanced diets and treatment</a>	15 hrs – intermediate
	<a href="#">The science of nutrition and healthy eating</a>	24 hrs – introductory
	<a href="#">Eating for the environment</a>	8 hrs – intermediate
Management	<a href="#">Leadership and followership</a>	24 hrs – introductory
	<a href="#">Managing and managing people</a>	8 hrs – advanced
	<a href="#">The caring manager in health and social care</a>	7 hrs – intermediate
Mental health and stress	<a href="#">Challenging ideas in mental health</a>	7 hrs – intermediate
	<a href="#">Exercise and mental health</a>	2 hrs – intermediate
	<a href="#">Making sense of mental health problems</a>	10 hrs – intermediate
	<a href="#">Understanding depression and anxiety</a>	8 hrs – intermediate
	<a href="#">Work and mental health</a>	5 hrs – intermediate
Workplace	<a href="#">Difference and challenge in teams</a>	2 hrs – introductory
	<a href="#">Effective communication in the workplace</a>	24 hrs – introductory
	<a href="#">Making decisions</a>	4 hrs – advanced
	<a href="#">Working in diverse teams</a>	24 hrs – introductory
	<a href="#">Working in groups and teams</a>	8 hrs – advanced
English and maths	<a href="#">English: skills for learning</a>	24 hrs – introductory
	<a href="#">Numbers, units and arithmetic</a>	5 hrs – introductory
	<a href="#">Succeed with maths – Part 1</a>	24 hrs – introductory
	<a href="#">Succeed with maths – Part 2</a>	24 hrs – introductory

### The Skills Platform

[The Skills Platform](#) has both free and low-cost courses for health and care especially in e-learning options. Search from low to high price and check for CPD accreditation.