



GMB

**WALES &
SOUTH WEST**



The GMB Learning Academy

**Over 850
online Courses
FREE to Members**

The GMB Learning Academy

As a Member of the GMB in the Wales & South West Region you have a unique offer of access to over 850 Online Courses, and you can study as many as you wish – for Free!

A list of all these courses is shown on the following pages. They are all accredited, can be studied at your leisure any time of day, and on completion you can download an e-Certificate.

If you would like further details of any of these courses please get in touch, details at bottom of each page.

Course Groupings

- Accounting & Finance
- Admin & HR
- Advertising & Marketing
- Animal Welfare
- Beauty
- Business
- Education & Teaching
- Food Safety
- Health & Fitness *
- Hobbies & Lifestyle
- Hospitality & Tourism
- Computing & Digital Skills
- Medical & Holistic Therapies
- Mental Health & Wellness
- Personal Development
- Sales & Customer Service
- Writing

* Coming late Autumn 2023 – access to Les Mills Training Videos

INTERESTED IN ANY COURSE?

Contact: : vincent.board@gmb.org.uk or zena.chandler-burnell@gmb.org.uk

Accounting & Finance

- Basic Accounting Certificate
- Budgeting Basics Certification
- Budgeting Like a Boss Certificate
- Cash Flow Statements and Logistics Certificate
- Combined Retail Management and Retail Banking Diploma Costs, Volumes and Profits Certificate
- Cryptocurrency Certification - US version
- Cryptocurrency Diploma
- Finance Essentials (Lightning Skills Bundle) Certificate
- Finance for Non-Finance Managers Certification
- Finance Foundations (Lightning Skills Bundle) Certificate
- Financial Documents 101 Certification
- Fraud Detection Certificate
- Fraud Management and Anti-Money Laundering Awareness Diploma (Level 2)
- How to Manage Your Money Certificate
- How to Run an Efficient Payroll Certificate
- Identity Theft Awareness Certificate
- New Skills Academy Certificate for Using Xero Software
- Payroll Diploma
- Payroll Systems the Basics Certificate
- Retail Banking Diploma
- Sage 50 Accounting for Beginners Diploma
- Sage 50 Accounts Advanced Diploma
- Sage 50 Accounts Intermediate Diploma
- Sales Certification Level 2
- Tax Accounting Certificate
- The Cash Flow Statement Certificate
- The Complete Fraud Awareness Diploma
- The Complete Sage 50 Accounting Diploma
- The Financial Services and Markets Act Certificate
- The Human Element of Fraud Certificate
- The National Minimum Wage Certificate
- The Proceeds of Crime and Terrorism Acts Certificate
- Trade the Forex Course
- Understanding Mortgages and Personal Finance Certificate
- Understanding the National Insurance Contributions System Certificate
- Understanding the PAYE System Certificate
- Wages and Benefits Certificate

INTERESTED IN ANY COURSE?

Contact : vincent.board@gmb.org.uk or zena.chandler-burnell@gmb.org.uk

Accounting & Finance (continued)

- What is Money Laundering? Certificate
- When Employees Pay Less than the NIC Certificate
- Wills and Probate Certificate
- Xero UK Certification

Admin & HR

- Absence Management Certification
- Admin, PA and Secretarial Certificate
- Administration Diploma
- Administration Essentials (Lightning Skills Bundle) Certificate
- Agenda Setting Certificate
- Assertiveness Skills Certificate
- Becoming an Executive PA Certificate
- Business Administration Diploma
- Cable and Wire Management Certificate
- Carbon Reduction Measures and Becoming Green Certification
- Combined HR and Payroll Diploma
- Conducting Employee Appraisals Certification
- Conducting Rewarding Meetings Certificate
- Conducting Rewarding Meetings Certification - US version
- Coronavirus Awareness Certification
- Costs and Causes of Employee Turnover Certificate
- Data Protection Certification
- Data Protection in the Workplace Certification
- Dealing with HMRC in Relation to New Employees Certification
- Defining HR Certification
- Delegation of Authority Certificate
- Dental Practice Administration Certificate
- Developing a Compensation and Benefits Package Certificate
- Developing and Implementing New Admin Systems Certificate
- Discipline and Grievance Certificate
- Employee Motivation Certification
- Ensuring Adequate Staff Levels Certificate
- Equality, Diversity & Discrimination Awareness Certification
- Essential Employment Skills Certification
- Executive Secretarial, Admin and PA Diploma (Level 3)
- Extremism and Terrorism Awareness Certification
- Fraud Detection Certification
- Front Desk Safety and Security Certificate
- Fundamental Concepts of Fraud Certificate

INTERESTED IN ANY COURSE?

Contact: : vincent.board@gmb.org.uk or zena.chandler-burnell@gmb.org.uk

Admin & HR (continued)

- GDPR Certification
- GDPR in The Workplace Certification
- Global Anti-bribery and Corruption Certification
- Hiring Employees Certification
- Hiring for a Diverse Workforce Certification
- How to Effectively Motivate your Employees Certification
- How to Improve Your Mental Health Certification
- How to Manage Virtual Teams Certification
- How to Run an Efficient Payroll Certification
- HR Essentials (Lightning Skills Bundle) Certificate
- HR Toolkit (Lightning Skills Bundle) Certificate
- HR: Creating an Employee Handbook Certification
- HR: Protecting Confidentiality Certification
- HR: Working with Vendors Certification
- Human Capital Management Certificate
- Human Resources Certification Level 2
- Identifying Causes of Conflict Certificate
- Identity Theft Awareness Certification
- Importance of Good Housekeeping at Work Certificate
- Introduction to Contracts Of Employment Certificate
- Introduction to Employment Law Certification
- Level 2 Diploma in Human Resources
- Level 3 Admin, PA and Secretarial Diploma
- Level 3 Legal Secretary Diploma
- LGBTQ Awareness Certification
- Lone Working Awareness Certification
- Maintaining Employee Records Certification
- Medical Receptionist Administration Certificate
- Medical Secretary Certificate
- Modern Slavery Awareness Certification
- Office Management and Reception Diploma
- Onboarding Best Practices Certification
- Onboarding Tools Certification
- Operations Management Diploma
- Organisational Skills for Administrators Certificate
- PA Telephone Skills Certificate
- Personal Safety Certification
- Preventing Workplace Discrimination Certificate
- Racism Awareness Certificate
- Racism Awareness Certification
- Reception Diploma

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Contact : vincent.board@gmb.org.uk or zena.chandler-burnell@gmb.org.uk

Admin & HR (continued)

- Recruitment Diploma
- Recruitment Strategies Certificate
- Retaining Your Best People Certification
- Safer Recruitment Certification
- Self-harm Awareness Certification
- Sexual Harassment Awareness Certification
- Sick Leave Certification
- Staff Retention Techniques Certificate
- Strategic Planning / Mission Statement Certificate
- Stress Management (Employees) Certification
- Tackling Hate Crime Diploma
- Tackling Sensitive Workplace Conversations Certification
- Termination of Employment Certification
- The Complete Advanced Human Resources Diploma
- The Complete HR Basics Diploma
- The Complete HR: Onboarding and Termination of Employment Diploma
- The Effective Secretary Certificate
- The Freedom of Information Act Certification
- The Office Layout Certificate
- The Reception Workstation Certificate
- Thomas Kilmann Conflict Mode Instrument Certification
- Time and Priority Management at Work Certificate
- Training Delivery and Evaluation Certificate
- UK Employment Law Diploma
- Ultimate Admin Diploma
- Working With Aggressive People Certification
- Workplace Monitoring and Data Protection Certificate

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Advertising & Marketing

- Advertising and Marketing Certification Level 2
- Advertising and Marketing Diploma
- Combined Blogging, Vlogging and Social Media Influencer Diploma
- Content Creation Certificate
- Digital Marketing Certification Level 2
- Digital Marketing Diploma
- Evaluating a Marketing Plan Certificate
- Evaluating a Marketing Plan Certification
- Facebook Advertising Certificate
- Facebook for Business Certification
- Facebook for Business Diploma
- Google Analytics Certificate
- How Retargeting Works Certification
- How to Become a Social Media Influencer Certification
- IDM Postgraduate Diploma in Intelligent Marketing (Online)
- Instagram Marketing Certification
- Introduction to Google Ads Certification
- Introduction to Reddit Marketing Certificate
- Introduction to Social Media Careers Certificate
- Key Mistakes to Avoid When Marketing Certification
- Link Building for SEO Certification
- LinkedIn for Business Certificate
- Marketing Certification Level 2
- Mobile App Marketing (ASO) Certification
- Reddit Marketing Certificate
- SEO for Business Certificate
- Skype for Business Certificate
- Social Media for Business Certification
- Social Media Management and Marketing Bundle Certificate
- Social Media Marketing Certificate
- The Complete Digital Marketing Certificate Bundle
- The Four Ps of Marketing Certificate
- The Purpose of Advertising Certificate
- Twitter for Business Certificate
- YouTube Channel Marketing Certificate
- YouTube Masterclass Certificate
- YouTube Masterclass Certification

INTERESTED IN ANY COURSE?

Contact : vincent.board@gmb.org.uk or zena.chandler-burnell@gmb.org.uk

Animal Care

- Animal Care and Behaviour (Lightning Skills Bundle) Certificate
- Animal Physiotherapy Certificate
- Animal Reiki Certificate
- Canine Communication Diploma
- Cattery Business Certificate
- Complete Animal Care Course
- Dog Grooming Diploma
- Horse Care and Stable Management Certificate
- Introduction to Animal Care Certificate
- Introduction to Being a Dog Trainer Certificate
- Introduction to Cat Behaviour Certificate
- Introduction to Cat Grooming and Health Certificate
- Introduction to Feline Care Certificate
- Introduction to Kennel and Cattery Management Certificate
- Introduction to Reptile Care Certificate
- Learn to Communicate with Animals and Nature Certificate
- Pet Nutrition Diploma
- Pet Psychology Diploma
- Pet Sitting and Dog Walking Diploma
- Rabbit Care Certificate
- Rat/Mouse/Hamster Care Certificate
- Stray and Feral Welfare Management Certificate
- The Animal Care Collection
- Veterinary Support Assistant Diploma

Beauty

- Bridal Hair and Makeup Certificate
- Bridal Hair Certificate
- Bridal Makeup Certificate
- Contouring and Highlighting Certificate
- Eyebrow Definition Certificate
- Eyelash Lift and Tint Certificate
- Eyelash Tinting Certificate
- Facial Treatment Certificate
- Full Body Massage Diploma
- Hair for Parents Certificate
- Hair Stylist Diploma
- International Massage Diploma
- International Nail Technician Diploma Award
- Makeup Artist Diploma

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Contact: : vincent.board@gmb.org.uk or zena.chandler-burnell@gmb.org.uk

Beauty (continued)

- Nail Technician Diploma Award
- Skincare Certificate
- Specialist Massage Diploma
- Spray Tanning Certificate
- The Complete Beauty Diploma
- Upper Body Massage Course
- Waxing Diploma
- Wages and Benefits Certification
- Working with Aggressive People Certification
- Workplace Monitoring and Data Protection Certification

Business

- Absence Management Certificate
- Admin, PA and Secretarial Certification
- Agenda Setting Certification
- Assertiveness Skills Certificate
- Basic English Certification
- Budgeting Basics Certificate
- Budgeting Like a Boss Certificate
- Business Administration Certification
- Business Administration Diploma
- Business Basics Diploma
- Business Communication Key Skills Bundle Certificate
- Business Letter Writing Certificate
- Business Report Writing Certificate
- Buying and Selling Online Certificate
- Career Planning Certificate
- Caring for Your Customers' Needs Certificate
- Cash Flow Statements and Logistics Certificate
- Coaching and Mentoring Clients Certification
- Coaching and Mentoring Skills Certification
- Communication Barriers in the Workplace Certification
- Communication Basics Certification
- Communication Skills Certification
- Communication Techniques for Managers Certification
- Complaints Handling Certificate
- Conducting Employee Appraisals Certificate
- Conducting Interviews Certificate
- Conducting Rewarding Meetings Certificate
- Conflict in the Workplace Certification
- Connecting with Customers Certificate
- Consequences of Careless Social Media Use in the Workplace Certificate

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Contact : vincent.board@gmb.org.uk or zena.chandler-burnell@gmb.org.uk

Business (continued)

- Construction Design and Management Certification
- Construction Management Certification Level 1-3
- Constructive Feedback Certification
- Consumer Rights Awareness Certificate
- Corporate Sustainability Certification
- Costs and Causes of Employee Turnover Certificate
- Costs, Volumes and Profits Certificate
- Create an Online Business Certificate
- Creating and Maintaining a Successful Organisation Certificate
- Creating Lively and Effective Meetings Certificate
- Data Analysis Certificate
- Data Protection in the Workplace Certificate
- Dealing with Customer Complaints Certificate
- Dealing with Difficult People and Situations Certification
- Dealing with HMRC in Relation to New Employees Certificate
- Dealing with Stress, Anxiety and Depression in the Workplace Certificate
- Dealing with Workplace Violence Certificate
- Decoding Direct and Indirect Messages Certificate
- Delegation of Authority Certificate
- Delivering Useful Feedback in a Corporate Setting Certificate
- Dental Care Certification
- Designing Effective Teams Certification
- Developing a Career Strategy Certificate
- Developing a Compensation and Benefits Package Certificate
- Developing and Implementing New Admin Systems Certificate
- Developing Employees Certification
- Discipline and Grievance Certificate
- Document Presentation Certificate
- Effective Decision Making Certificate
- Electrical Safety in the Workplace Certificate
- Electronic Customer Service Certificate
- Email Etiquette Certificate
- Email Management and Ethics Certificate
- Emergency First Aid in The Workplace Certificate
- Emergency Procedures in the Workplace Certificate
- Ensuring Adequate Staff Levels Certificate
- Environmental, Social and Governance Certificate
- Essential Skills for First-Time Managers Certification
- Extrinsic and Intrinsic Rewards Certificate
- Facilities Management Diploma
- Freedom of Information Act Certificate

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Contact : vincent.board@gmb.org.uk or zena.chandler-burnell@gmb.org.uk

Business (continued)

- Gaining Customer Testimonials Certificate
- GDPR Certificate
- GDPR in The Workplace Certificate
- Global Anti-bribery and Corruption Certificate
- Handling Conflict in High-Value Relationships Certificate
- Handling Conflict in Low-Value Relationships Certificate
- Handling Objections and Overcoming Barriers to Sales Certificate
- Helpdesk Support Analyst Certificate
- Hiring Employees Certificate
- Hiring for a Diverse Workforce Certificate
- Hotel Management Certification Level 3
- How to Effectively Motivate your Employees Certificate
- How to Handle Criticism at Work Certificate
- How to Manage Virtual Teams Certificate
- How to Write Better Emails Certificate
- Human Capital Management Certificate
- Importance of Good Housekeeping at Work Certification
- Improve Your Assertiveness Certificate
- Improve Your Social Skills Certificate
- Improving Personal Effectiveness Certificate
- Inspirational Leadership Certification
- Interviewing Skills Certification
- Introduction to Contracts Of Employment Certificate
- Introduction to Educational Psychology Certification
- Introduction to Employment Law Certificate
- Key Account Management Certificate
- Key Skills for Productive Meetings Bundle Certificate
- Key Tools and Knowledge for Team Leading Certification
- Leadership (Lightning Skills Bundle) Certificate
- Leadership Essentials (Lightning Skills Bundle) Certificate
- Leadership Key Skills Bundle Certificate
- Leading Effective 1-1 Meetings Certificate
- Leading Team Meetings Certificate
- Learning Strategies Certificate
- Level 1-3 Construction Management Diploma
- Making Meetings Matter Certificate
- Management and Leadership (Lightning Skills Bundle) Certificate
- Managing a Sales Team Certificate
- Managing and Improving Customer Service Process Certification
- Managing Emotions at Work Certificate
- Managing People Certification

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Contact : vincent.board@gmb.org.uk or zena.chandler-burnell@gmb.org.uk

Business (continued)

- Managing Teams Certification
- Managing Your Workload Certificate
- Master Planning Certification
- Method Statements Certificate
- Mobile and Portable Device Security Certification
- Modern Slavery Awareness Certificate
- Motivating Colleagues to Perform Certificate
- Motivation Skills Certificate
- Myers–Briggs Theory and Test Certificate
- Office Etiquette Certificate
- Onboarding Tools Certificate
- Online Business Essentials (Lightning Skills Bundle) Certificate
- Organising and Chairing Meetings Certificate
- PCI DSS Certificate
- Personal and Professional Development 100 Course Bundle
- Practical Leadership Skills Certification
- Prioritisation Certification
- Product Liability Certification
- Project Management Foundation: Small Projects Certification
- Project Preparation Certificate
- Promoting Positive Behaviour Certification
- Recruitment Consultant Certification
- Start Your Own Business - Essentials Bundle Certificate
- Stress Management in the Workplace Certificate
- Sustainable Business Certification
- Tackling Sensitive Workplace Conversations Certificate
- The Complete Business Management Diploma
- The Complete Level 2 Communication Diploma
- The General Data Protection Regulation Certificate
- The HMT Sanctions List Certificate
- The Importance of Ethics Certificate
- Time and Priority Management at Work Certificate
- UK Employment Law Certification
- UK Employment Law Diploma
- Win-Win Negotiations for Conflict Resolution Certificate
- Working in Teams Certification
- Workplace Monitoring and Data Protection Certification
- Writing a Business Plan Certification
- Zoom Certification

INTERESTED IN ANY COURSE?

Contact: : vincent.board@gmb.org.uk or zena.chandler-burnell@gmb.org.uk

Education & Teaching

- ADHD Awareness Diploma
- Advanced English Spelling Certificate
- Adverse Childhood Experiences Certificate
- Anti-Bullying and Bullying Prevention Certification
- Anti-Bullying and Bullying Prevention Diploma
- Basic English Certificate
- Basic Maths Certificate
- Become an Online Tutor Certificate
- Becoming a Higher Level Teaching Assistant Certificate
- British Values Certification
- Child Attachment Certification
- Child Attachment Diploma
- Child Internet Safety Certificate
- Child Minding Certificate
- Child Neglect Awareness Certification
- Child Protection Certification
- Child Protection in Sport Certificate
- Child Sexual Exploitation Awareness Certificate
- Combined EYFS and Child Internet Safety Diploma
- Complete SEND Diploma
- Duty of Care Certification
- Dyslexia Diploma
- EYFS Teaching Certification Level 3
- EYFS Teaching Diploma
- Home Education Certificate
- Improving School Attendance Certificate
- Introduction to Child Counselling Certificate
- Introduction to Childcare Certificate
- Introduction to Educational Psychology Certificate
- Introduction to Maths Certificate
- Introduction to Teaching Phonics Certificate
- Learning Disabilities Awareness Certificate
- Lesson Planning for Teachers Certificate
- Level 2 Teaching Assistant Diploma
- Level 3 Child Psychology Diploma
- Managing Classroom Behaviour Certification
- Mindfulness for Children Training Programme Certificate
- Nursery Assistant Certification
- Parental Rights Certificate
- Play Therapy Certification
- Positive Handling in Schools Certificate
- Prevent Duty Certification

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Contact : vincent.board@gmb.org.uk or zena.chandler-burnell@gmb.org.uk

Education & Teaching (continued)

- Safeguarding Children Certification
- Safeguarding Children L4 Including Internet Safety Certification
- Safeguarding for Students Certification
- Safeguarding for Teachers Certificate
- Safeguarding Vulnerable Adults Certification
- Staying Safe Online Certification
- Supply Teaching Certificate
- Teaching Adults to Read Certificate
- Teaching and Training (Lightning Skills Bundle) Certificate
- Teaching Assistant Certification Level 2
- Teaching Diploma
- Teaching English to Speakers of Other Languages (TESOL) Certificate
- Teaching Phonics Level 2 Certification
- The Complete Child Protection and Safeguarding Diploma
- The Complete Children's Entertainment Diploma
- The Complete Teaching Assistant Diploma
- The Key Stages of the National Curriculum Certificate
- Understanding Autism Certification
- Working with Babies Certification

Food Safety

- Food Allergen Awareness Certification
- Food Allergies and Intolerances Certificate
- Food Psychology for Mind and Body Certificate
- Food Safety Cross Contamination Certification
- Food Safety Level 1 Certification
- Food Safety Level 2 Certification
- Food Safety Level 3 Certification
- Food Safety Level 4 Certification
- Foundations in Food Safety
- The Complete Food Safety Certificate

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Contact: : vincent.board@gmb.org.uk or zena.chandler-burnell@gmb.org.uk

Health & Fitness

- Advanced Cognitive Behavioural Therapy (CBT) Certification
- Advanced Resistance Training Certification
- Art Therapy Certification
- Build Physical and Mental Resilience (Lightning Skills Bundle) Certificate
- Cognitive Behavioural Therapy (CBT) Certification
- Combined Fitness Diploma and Nutrition Diploma
- Combined Level 3 Fitness Diploma and Nutrition Diploma
- Easy and Achievable Weight Loss Certificate
- Eat to Gain Certificate
- Exercise for Fat Loss Certificate
- Exercising at Home or Outdoors Certificate
- Finding Motivation to Get Fit and Stay Fit Certificate
- Fitness Centre Management Certification
- Fitness Taster Certificate
- Hatha Yoga Foundation Level Certificate
- Health and Fitness Career Course
- Health and Wellbeing Certification
- Healthy Eating at Work Certificate
- How to Improve Your Physical Health Certification
- How to Improve Your Sleep Certificate
- How to Stop Smoking Certificate
- Indoor Cycling Certification
- Introduction to CrossFit Certificate
- Introduction to Sports Nutrition Certificate
- Introduction to Teaching Yoga Certificate
- Level 2 Gym Instructing
- Level 3 Certificate in Personal Training
- Level 3 Fitness Diploma (Personal Trainer / Fitness Instructor) Meal Planning Certificate
- Nutrition and Hydration Certification
- Nutrition and Weight Management Certificate
- Nutrition for Diabetes Certificate
- Nutrition for Older Adults Certificate
- Pilates Foundation Level Certificate
- Plant-Based Nutrition Certificate
- Pre and Postnatal Exercise for Fitness Instructors Certification
- Professional Body Healing Coach Certificate
- Professional Yoga Teacher Training Certification
- Reducing Stress (Techniques to Relax) Certification
- Sports Nutrition Certification
- Sports Psychology Certificate
- Sports Science and Therapy Certificate

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Health & Fitness (continued)

- Tackling Obesity Certificate
- The Benefits of Tai Chi Certificate
- The Science of Happiness Certification
- Training for Sport Certificate
- Understanding Nutrition Certificate
- Vegan Health, Nutrition and Lifestyle Certificate
- Yoga - Sun Salutations Certificate

Health and Safety

- Alcohol at Work Awareness Certificate
- Asbestos Awareness Certificate
- Basic Fire Safety Awareness Certification
- Cable and Wire Management Awareness Certification
- Carbon Monoxide Awareness Certificate
- Concussion Awareness Certificate
- Control of Substances Hazardous to Health (COSHH) Certificate
- COSHH Awareness Certification
- Crowd Management Certificate
- Dangers of Sleep Deprivation Certification
- Dangers of Working at Night Certificate
- Display Screen Equipment Awareness Certification
- Driver Safety Awareness Certificate
- Drug and Alcohol Awareness Diploma
- Electrical Safety in the Workplace Certificate
- Emergency First Aid in the Workplace Certification
- Emergency Procedures in the Workplace Certificate
- Ergonomics - Steps to Reduce Workplace Related Injuries Certificate
- Essential Health and Safety in the Workplace (UK) Certification
- Eye Safety in the Workplace Certificate
- Fire Marshal Training Certificate
- Fire Marshall Certification
- Fires and Explosions in the Workplace Certification
- First Aid Appointed Person Certification
- First Aid for Mental Health Certificate
- HACCP Certification
- Hazard Identification and Risk Control Certification
- Head Protection Awareness Diploma
- Health and Safety Basics and Essentials Certification
- Health and Safety for Events Certificate
- Health and Safety for Homeworkers Certification

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Health and Safety (continued)

- Health and Safety in the Workplace (UK) Certification
- Health and Safety – We Are All Responsible Certification
- Introduction to Asbestos Certification
- Introduction to Emergency Procedures in the Workplace Certification
- Introduction to RIDDOR Certification
- Lockdown Training Certificate
- Lone Working Certificate
- Manual Handling Certification
- Manual Handling Interactive Certification
- Mobile Phones and Driving Certificate
- Noise and Hearing Protection Certificate
- Noise and Vibration Awareness Certificate
- PPE Awareness Certification
- Preventing Slips and Trips in the Workplace Certification
- Remote Worker and Business Travel Security Certificate
- RIDDOR Certificate
- Risk Assessment in the Workplace Certification
- Safeguarding at Events and Preventing Drink Spiking
- Sharps Injuries Awareness Certificate
- Slips, Trips and Falls Certification
- Speeding on Site Awareness Certificate
- Step Ladder Safety Awareness Certification
- The Complete Fires and Hazards (Health & Safety) Diploma
- The Complete Hazards in the Workplace Diploma
- The Complete Reducing Workplace Injuries Diploma
- The Complete Substances and Hazard (Health & Safety) Diploma
- The Dangers of Construction Dust Certificate
- Transport Management Diploma
- Understanding Fire Extinguishers Certification
- Warehouse Management Diploma
- Working at Height Awareness Certification
- Working in Confined Spaces Certification
- Working with Lift Trucks Certificate
- Workplace Hygiene Certificate

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Health and Social Care

- ADHD Awareness Certification
- ADHD Awareness Diploma
- Anaphylaxis Awareness Certification
- Anger Management Certificate
- Anxiety and Depression Awareness Diploma
- Anxiety Awareness Certification
- Assessing Mental Capacity Certification
- Bipolar Awareness Certification
- Blood-borne Pathogens and Exposure Control Plan Certificate
- Borderline Personality Disorder Awareness Certificate
- Caring for the Elderly Certification
- Cerebral Palsy Awareness Certificate
- Child Sexual Exploitation Awareness Certification
- Complete SEND Diploma
- Continence Management and Care Certification
- Coronavirus Awareness Certificate
- Dealing with Stress, Anxiety, Depression and Violence in the Workplace Certification
- Dementia Awareness Certification
- Depression Awareness Certification
- Deprivation of Liberty Safeguards Certification
- Diabetes Awareness Certification
- Diabetes Awareness Diploma
- Disability Awareness Certification
- Domiciliary Care Certificate
- Duty of Care Certificate
- Dyslexia Awareness Certification
- Dyslexia Diploma
- Eating Disorder Awareness Certificate
- End of Life Care Certification
- Epilepsy Awareness Certification
- Female Genital Mutilation, Honour-based Abuse and Forced Marriage Awareness Certificate
- Fluids and Nutrition in Care Certification
- Grief and Bereavement Counselling Certificate
- Health and Social Care Certificate
- Infection Control Certification
- Introduction to Independent Living Certificate
- Introduction to Safe Handling of Medicines
- Learning Disabilities Awareness Certification
- Legionnaires' Disease Awareness Certification
- Lower Back Pain Certificate
- Medical Awareness (Lightning Skills Bundle) Certificate

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Health and Social Care

- Medical Care (Lightning Skills Bundle) Certificate
- Medical Receptionist Administration Certificate
- Medical Secretary Certificate
- Mental Health Awareness Certification
- Mental Wellbeing in Children and Young People Certification
- Nursing Assistant Diploma
- Nutrition and Hydration Certification
- Nutrition for Diabetes Certificate
- Nutrition for Older Adults Certificate
- Paediatric First Aid Certificate
- Pain Management Certificate
- People Handling Certificate
- Pharmacy Assistant Diploma
- Preventing Falls in Older People Certification
- Privacy and Dignity Certification
- Privacy and Dignity in Care Certification
- Professional Addiction Counselling Certificate
- Professional Post-Traumatic Stress Disorder Counselling Certificate
- Recordkeeping and Documentation in Care Settings Certification
- Recruiting Staff in the Healthcare Sector Certification
- Safeguarding Adults Certification
- Safeguarding Children Certificate
- Safeguarding Children on the Internet Certification
- Safeguarding Vulnerable Adults Certificate
- Selective Mutism Awareness Certification
- Self-harm Awareness Certificate
- Sepsis Awareness Certificate
- Speech Therapist Introduction Certification
- Stroke Awareness Certificate
- Suicide Prevention Certificate
- Supporting People with Physical Disabilities Certificate
- Tackling Obesity Certification
- The Care Certificate
- The Complete Menopause Toolkit Certificate
- Trauma Awareness Certification
- Understanding Autism Certification
- UTI Sepsis Certificate

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Hobbies & Lifestyle

- Balloon Modelling Academy Diploma
- Becoming a Personal Stylist Certificate
- Blog Creation Certificate
- Blogging and Vlogging Diploma
- Blogging and WordPress Diploma
- British Cleaning Certificate Award
- British Values Certificate
- Christmas Course
- Combined DIY, Painting and Decorating Certificate Bundle
- Combined Painting, Decorating and Interior Design Diploma
- Combined Urban and Zen Gardening Certificate
- Cupcake Academy Diploma
- Cupcake Academy: Introduction to Baking
- Cupcake Academy: Introduction to Cake Decorating
- Cupcake Academy: Introduction to Running a Baking Business
- Cupcake Academy: Mini Course in Cupcakes and Muffins
- Cupcake Decorating - Animal Pack
- Cupcake Decorating - Birthday Ideas Pack 1
- Cupcake Decorating - Birthday Ideas Pack 2
- Cupcake Decorating - Emoji Pack
- DIY Home Improvement and Maintenance Diploma
- Face Painting Academy Diploma
- Fashion Design Diploma Course
- Feng Shui Foundation Certificate
- Fitting Room Advice Certificate
- Floristry Academy Diploma
- Garden Design and Maintenance Diploma
- Hair for Parents Certificate
- Hands On Bundle Certificate
- Hobbies & Lifestyle 100 Course Bundle
- How to be a Personal Shopper Certificate
- How to Become a Social Media Influencer Certificate
- How To Use Garden Herbs Certificate
- Interior Design Diploma
- International Garden Design and Maintenance Diploma
- Introduction to Being a Sommelier Certificate
- Introduction to Criminal Psychology Certificate
- Introduction to Feng Shui Certificate
- Introduction to Photography Certificate
- Introduction to Podcasting Certificate
- Introduction to REBT: Rational Emotive Behaviour Therapy Certificate

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Contact : vincent.board@gmb.org.uk or zena.chandler-burnell@gmb.org.uk

Hobbies & Lifestyle (continued)

- Investing in Gold and Silver Certificate
- Kids' Party Planner Diploma
- Organic Gardening Certificate
- Oven Cleaning Certificate
- Oven Cleaning Certificate International
- Painting and Decorating Diploma
- Palmistry Complete Guide to Palm Reading Certificate
- Pass Your Driving Test - Theory and Practical Preparation Certificate
- Photography Certificate
- Property Development Certificate
- Selfie Masterclass: How to Take Perfect Selfies Certificate
- Selling Your Arts and Crafts Certificate
- Soap Making Business Certificate
- Start Your Own Ironing Business Diploma
- Tarot Card Reading Certificate
- The Complete Baking Certificate Bundle
- The Complete Cupcake Decorating Pack
- The Complete Gardening Diploma
- Ultimate Supervillain Certificate Test
- Urban Gardening Certificate
- Visual Merchandising Diploma
- Vlogging Diploma
- Zen Gardening Certificate

Hospitality & Tourism

- Applying for Alcohol Licensing Certification
- Bartending Certificate
- Cabin Crew Certificate
- Event Management Logistics and Troubleshooting Certificate
- Events Management Diploma
- Holiday Rep Diploma
- Holiday Rep Diploma International
- Hospitality Diploma
- Hotel Management Diploma
- Hotel Reception Diploma
- Hotel Receptionist Administration Certificate
- How to be a Successful Waiter/Waitress Certificate
- International Cabin Crew Certificate
- International Events Management Diploma
- Nightclub and Bar Security Certificate

INTERESTED IN ANY COURSE?

Contact: : vincent.board@gmb.org.uk or zena.chandler-burnell@gmb.org.uk

Hospitality & Tourism (continued)

- Restaurant Hospitality Management Certification Level 2
- Safeguarding at Events and Preventing Drink Spiking
- The Hotel Industry Diploma
- Travel and Tourism Diploma Level 2
- Travel Safety for Women Certificate
- Travel Writing Certificate
- Working in the Service Industry Certificate

Computing & Digital Skills

- C++ Certification Level 1
- Coding for Beginners Certificate
- Combined Beginners Coding and Web Development Certificate
- Computer Maintenance Certification
- Computers and Internet for Beginners Certificate
- Digital Art Tools for Photoshop Certificate
- Excel Macros Certificate
- HTML 5 Certification Level 2
- HTML and CSS Certification Level 1
- Introduction to AutoCAD Certificate
- Introduction to AWS Certificate
- Introduction to Cloud Computing Certification
- Introduction to Gaining a Cisco Certification - Certificate
- Introduction to Graphic Design Certificate
- Introduction to IoT-Internet of Things Certificate
- Introduction to VoIP Certificate
- IT Certification Level 2
- IT Foundations (Lightning Skills Bundle) Certificate IT Level 2 Certificate
- IT Security Certification
- IT Security Diploma
- Java Certification Level 1
- jQuery Certification Level 1
- Level 1 Adobe Illustrator Certificate
- Level 1 C++ Certificate
- Level 1 CSS Certificate
- Level 1 HTML and CSS Certificate
- Level 1 Java Certificate
- Level 1 jQuery Certificate
- Level 1 Photoshop CS6 Certificate
- Level 1 Programming Certificate
- Level 1 Python Certificate
- Level 2 HTML 5 Certificate

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Computing & Digital Skills (continued)

- Microsoft Excel for Beginners Certificate
- Microsoft Excel Intermediate Certificate
- Microsoft Excel Advanced Certificate
- Microsoft Mail Merge Certificate
- Microsoft Outlook Certificate
- Microsoft PowerPoint Certificate
- Microsoft Teams Certification
- Microsoft Word Certificate
- Mobile and Portable Device Security Certificate
- Online Security Certificate
- PowerPoint Diploma
- Project Design Certificate
- Project Development and Testing Certificate
- Python Certification Level 1
- Software Testing Certificate
- Staying Safe Online Certificate
- The Complete HTML and CSS Diploma
- The Complete IT For Beginners Bundle - US version
- The Complete Microsoft Excel Course
- The Complete Programming Diploma
- The Microsoft Office Diploma
- Web Applications for Beginners Certificate
- Website Development for Beginners Certificate
- WordPress Diploma
- Zoom Certificate

Medical & Holistic Therapies

- ADHD Awareness Diploma
- Alternative Medicine (Lightning Skills Bundle) Certificate
- Assessing Mental Capacity Certificate
- Bipolar Awareness Certificate
- Borderline Personality Disorder Awareness Certificate
- Cerebral Palsy Awareness Certificate
- Chinese Medicine Certificate
- Colour Therapy Certificate
- Coronavirus Awareness Certificate
- Dementia Awareness
- Diabetes Awareness Diploma
- Disability Awareness Certificate
- Dyslexia Diploma

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Medical & Holistic Therapies (continued)

- Eating Disorder Awareness Certificate
- Epilepsy Awareness Certificate
- Female Genital Mutilation, Honour-based Abuse and Forced Marriage Awareness Certificate
- Herbal Health Certificate
- Holistic Health Certification
- Infection Control Certificate
- Introduction to Holistic Health Certificate
- Introduction to Midwifery Certificate
- Learning Disabilities Awareness Certificate
- Legionnaires' Disease Awareness Certificate
- Level 3 Child Psychology Diploma
- Lower Back Pain Certificate
- Medical Acupuncture Certificate
- Medical Awareness (Lightning Skills Bundle) Certificate
- Medical Care (Lightning Skills Bundle) Certificate
- Medical Receptionist Administration Certificate
- Medical Secretary Certificate
- Naturopathy Certificate
- Nursing Assistant Diploma
- Paediatric First Aid Certificate
- Pain Management Certificate
- Pharmacy Assistant Diploma
- Professional Aromatherapy Certificate
- Reflexology Diploma
- Respiratory Conditions and Exercise Certification
- Safe Handling of Medicines Foundation Certification
- Selective Mutism Awareness Certificate
- Sepsis Awareness Certificate
- Sound Healing Certificate
- Speech Therapist Introduction Certificate
- Stroke Awareness Certificate
- The Reiki Diploma
- Trauma Awareness Certificate
- UTI Sepsis Certificate

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Mental Health & Wellness

- Advanced Cognitive Behavioural Therapy (CBT) Diploma
- Anger Management Certificate
- Anxiety and Depression Awareness Diploma
- Anxiety Awareness Certification
- Art Therapy Certificate
- Cognitive Behavioural Therapy (CBT) Diploma
- Combined Cognitive Behavioural Therapy (CBT) Diploma
- Combined Psychology and CBT Diploma
- Counselling Certificate
- Crystal Healing Certificate
- Depression Awareness Certification
- Dialectical Behaviour Therapy Certificate
- EFT - Emotional Freedom Technique Certificate
- Grief and Bereavement Counselling Certificate
- How to Improve Your Mental Health Certificate
- Hypnosis for Childbirth - Advanced Hypnotherapy Techniques Certificate
- Introduction to Mindful Listening Certificate
- Introduction to Mindfulness for Children Certificate
- Introduction to The Power of the Mind Certificate
- Introduction to The Science of Happiness Certificate
- Introduction to Therapy (Lightning Skills Bundle) Certificate
- Journaling for Wellbeing Certificate
- Master Hypnotherapist Certificate
- Meditation Certificate
- Mental Health Awareness Certificate
- Mental Health In Construction Certificate
- Mental Health Training for Teachers Certificate
- Mental Wellbeing in Children and Young People Certificate
- Mindfulness Diploma
- Mindfulness for Children Training Programme Certificate
- Neuro-Linguistic Programming Certificate
- Professional Addiction Counselling Certificate
- Professional Neuro Linguistic Programming Certificate
- Professional Post-Traumatic Stress Disorder Counselling Certificate
- Professional Psychotherapy Certificate
- Professional Relationship Counselling Certificate
- Psychology Diploma
- Reducing Stress (Techniques to Relax) Certificate
- Reducing Stress with Meditation and Visualisation Certificate
- Self-harm Awareness Certificate
- Spirituality Coach Certificate

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Mental Health & Wellness (continued)

- Suicide Prevention Certificate
- The Complete Mental Health Awareness Certificate Bundle

Personal Development

- 7 Simple Steps to Add Excitement to Your Lifestyle Certificate
- Anger Management Certification
- Assertiveness Skills Certification
- Basic Maths Certification
- Be-a Cleaning Certificate Award
- Body Language Certification
- Boost Your Concentration Certificate
- British Citizenship Diploma
- British Sign Language Certification
- Budgeting Basics Certificate
- Budgeting Like a Boss Certificate
- Building Your Confidence and Self-Esteem Certificate
- Commitment to Consistency Certificate Communication Basics Certificate
- Communication Bundle Diploma
- Confidence On Camera Certification
- Construction Design and Management Certificate
- Core Skills Foundation Bundle Certificate
- Core Training Certification
- Cost of Living Crisis: A Survival Guide
- Create an Online Business Certificate
- Create Your Own Website Certificate
- CV Booster Bundle Certificate
- Discover Your Creativity Certificate
- Effective Decision Making Certificate
- EFT - Emotional Freedom Technique Certification
- Emotional Intelligence Certificate
- English Grammar — Improve Your English Certificate
- Establishing Credibility as a Speaker Certificate
- Estate Agency - Scottish System Certificate
- Estate Agency Diploma (Level 3)
- Finding Your Perfect Career For Success and Enjoyment (CareerRadar) Certificate
- Hourly Planning and Habits Certificate
- How to Build Resilience Certificate
- How to Earn Online Certificate
- How to Handle Criticism at Work Certification

INTERESTED IN ANY COURSE?

Contact : vincent.board@gmb.org.uk or zena.chandler-burnell@gmb.org.uk

- How to Handle Social Media Criticism Certificate
- How to Manage Your Money Certificate
- How to Programme Your Mind for Success Certificate
- How to Stop Procrastinating Certificate
- How to Write Better Emails Certificate
- Improve Your Assertiveness Certification
- Improve Your Social Skills Certificate
- Improving Personal Effectiveness Certificate
- Influencing People Certificate
- Interpersonal Skills Certificate
- Interview Skills and CV Writing Certification
- Interviewing Skills Certificate
- Introduction to Life Hacks Certificate
- Introduction to Success Habits Certificate
- Introduction to The Science of Happiness Certification
- Kickstart Your Career Certificate
- Learn Speed Reading Certificate
- Learning Impressive Telephone Techniques Certificate
- Learning Strategies Certificate
- Learning to Learn Certificate
- LGBTQ Awareness Certificate
- Life Coaching and Mindfulness Diploma
- Life Coaching Certificate
- Listening Skills Certification
- Make a Career Of It Bundle Certificate
- Make an Impression Every Time Certificate
- Managing Emotions at Work Certificate
- Managing the Mind (Lightning Skills Bundle) Certificate
- Managing Your Workload Certification
- Master Planning Certificate
- Master Talking to Anyone Certificate
- Memory Enhancement Certificate
- Mentoring and Coaching Skills Certificate
- Motivation Skills Certification
- Neuroplasticity: Rewire Your Brain for Success Certificate
- Note Taking Certificate
- Personal and Professional Development 100 Course Bundle
- Personal Development and Career Enhancement 14
- Personal Finance Certificate
- Personal Safety Certificate
- Preparing for an Exam Certificate
- Presentation Skills Certificate
- Prioritisation Certificate
- Problem Solving Certificate

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- Problem Solving Certification
- Promoting Positive Behaviour Certificate
- Public Speaking Certificate
- Punctuation Mastery Certificate
- Questioning and Listening Techniques Certificate
- Rational Decision Making Certificate
- Researching Certificate
- Restaurant Service and Management Diploma
- Retail Analytics Certificate
- Retail Banking Diploma
- Retail Management Diploma
- Success Habits Certificate
- Tackling Procrastination
- The Basics of Critical Thinking Certificate
- The Complete Wedding Planning and Organisation Diploma
- The Dangers of Texting While Walking Certificate
- The Power of the Mind Certificate
- The Science of Happiness Certificate
- The Secrets of Body Language Certificate
- The Self-Care Certificate
- The Self-Care Certification
- Touch Typing and Shorthand Certificate
- Unconscious Bias Certificate
- Wedding Diploma Spanish
- Wedding Planning Diploma
- What Can You Trust Certificate

Sales and Customer Service

- Achieving Sales on the Telephone Certificate
- Body Language as a Sales Tool Certificate
- Buying and Selling Online Certificate
- Call Centre Skills Certification
- Caring for your Customers' Needs Certification
- Closing Techniques Certificate
- Cold Calling Certification
- Combined Sales and Marketing Diploma
- Complaints Handling Certification
- Connecting with Customers Certificate
- Consumer Rights Awareness Certificate
- Converting Leads into Sales Certificate
- Creating a Marketing Plan Certificate
- Customer Care Certification
- Customer Relationship Management Certificate

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Sales and Customer Service (continued)

- Customer Retention Certification
- Customer Service Essentials (Lightning Skills Bundle) Certificate
- Customer Service in Fashion Shops Certificate
- Customer Service within the Fitness Industry Certification
- Customer Services Certification Level 3
- Customer Services Diploma International
- Customer Services Mastery (Lightning Skills Bundle) Certificate
- Dealing with Customer Complaints Certificate
- Dealing with Difficult People and Situations Certification
- Electronic Customer Service Certification
- Email Etiquette Certification
- Face to Face Customer Service Certificate
- Gaining Customer Testimonials Certificate
- Handling Objections and Overcoming Barriers to Sales Certificate
- How to Close More Sales Certificate
- Identifying and Exceeding Customer Expectations Certification
- Is the Customer Always Right Certificate
- Key Account Management Certificate
- Level 2 & 3 Customer Services Diploma
- Making Your Sales Pitch Certificate
- Managing a Sales Team Certificate
- Managing and Improving Customer Service Process Certification
- Master Talking to Anyone Certification
- Meeting and Greeting Customers Certificate
- Negotiating and the Concept of the Three Ps Certificate
- Negotiation Skills Certificate
- Networking for Sales Professionals Certificate
- Presentation Skills Certification
- Rescuing Difficult Customers Certification
- Sales Basics (Lightning Skills Bundle) Certificate
- Sales Diploma
- Sales Funnels for Beginners Certificate
- Sales Improvement (Lightning Skills Bundle) Certificate
- Sales Pitching Certification
- Sales Talk - Understanding the Jargon Certificate
- Sales Tools and Technology Certificate
- Skills to Succeed at Selling Certificate
- Telephone Customer Services Certification
- Telephone Etiquette Certification
- The Art of Persuasion Certificate
- The Complete Customer Service Diploma

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Sales and Customer Service (continued)

- The Complete Level 2 Sales Diploma
- The Complete Sales Skills Diploma
- The Power of Influence and Motivating People to Buy Certificate
- Win-Win Negotiations for Conflict Resolution Certification
- Powered by TCPDF (www.tcpdf.org)
- Writing Sales Proposals Certificate

Writing

- Advanced English Spelling Certificate
- Autobiography Writing Diploma
- Be a Better Writer (Lightning Skills Bundle) Certificate
- Business Report Writing Certificate
- Children's Story Writing Diploma
- Content Creation Certification
- Copywriting Masterclass Certification
- Crime Writing Diploma
- Email Management and Ethics Certification
- Fantasy Writing Diploma
- Minute Taking Certificate
- Proofreading Basics Certificate
- Romantic Writing Diploma
- Script Writing Certificate
- The Complete Writing and Proofreading Diploma
- The Ultimate Writing Course
- Writing a Business Plan Certification
- Writing Skills Certificate

INTERESTED IN ANY OF THESE COURSES?

Contact:

vincent.board@gmb.org.uk or zena.chandler-burnell@gmb.org.uk

REMEMBER: THEY ARE FREE TO GMB MEMBERS

IN THE WALES & SOUTH REGION

INTERESTED IN ANY COURSE?

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