Workplace Hero

TRAINING DIRECTORY 2026/27

Everything we can deliver for your organisation.

Trainer-led workshops, regulated qualifications, CPD masterclasses and compliance e-learning, all recorded in one place with Passport for Teams.

01

CPD workshops

Trainer-led, in-house or virtual

02

Qualifications

Regulated, Ofqual-recognised

03

E-learning

Compliance and workplace skills

04

Diagnostics

360 insight and team tracking

40
Workshops

6
Qualifications

10
CPD masterclasses

62
E-learning courses

INSIDE

One partner for every stage of learning at work.



01

Trainer-led workshops

Six themes, delivered in-house or live online



02

Qualifications and masterclasses

Ofqual-regulated through our approved centre



03

Compliance e-learning

Self-paced, instant certificates, tracked



04

Passport for Teams

Diagnostics, compliance matrix and reviews

How it works

1

Tell us your priorities

Compliance gaps, new managers, culture or growth.

2

We shape a programme

Workshops, qualifications and e-learning in one proposal.

3

Track everything

Every completion lands in each person's Passport and your dashboard.

01 · WORKSHOPS

Trainer-led workshops

Half-day, full-day and programme formats, tailored to your sector. Quoted and invoiced per organisation.

Leadership and management

For new, aspiring and experienced managers who want to lead people well.

First-time manager essentials
Moving from colleague to manager: expectations, delegation and early habits.

Leading high-performing teams
Setting direction, building trust and keeping performance on track.

Coaching skills for managers
Practical coaching conversations using GROW and solution-focused questions.

Managing performance and capability
Fair, documented conversations from early concerns to formal process.

Delegation and prioritisation
Freeing up time by giving ownership, not just tasks.

Leading through change
Helping teams understand, adapt to and own organisational change.

Strategic thinking for managers
Linking day-to-day decisions to the bigger organisational picture.

Running effective appraisals and 1:1s
Preparation, honest feedback and objectives people actually own.

Communication and influence

Clearer conversations, stronger relationships and better outcomes.

Difficult conversations
Planning and holding conversations people tend to avoid.

Negotiation skills
Preparing positions, finding shared interests and reaching durable agreements.

Influencing without authority
Building credibility and persuading across teams and stakeholders.

Giving and receiving feedback
Specific, timely feedback that changes behaviour without damaging trust.

Presentation and public speaking
Structuring messages and presenting with confidence, in person or online.

Assertiveness at work
Saying no, setting boundaries and stating needs respectfully.

Customer service excellence
Handling expectations, complaints and challenging customers well.

Writing for work
Plain-English emails, reports and briefings people read and act on.

Team effectiveness and culture

Healthier teams, fewer conflicts and a culture people want to stay in.

Conflict resolution and mediation skills

Spotting conflict early and helping people reach a workable resolution.

Building psychological safety

Creating teams where people speak up, admit mistakes and share ideas.

Team away day facilitation

Facilitated sessions on purpose, priorities and ways of working.

Personality and working styles

Understanding different preferences to work together more effectively.

Inclusive leadership

Practical habits that make inclusion part of everyday management.

Unconscious bias awareness

How bias shows up in decisions, and simple ways to reduce it.

Hybrid and remote team working

Communication, trust and fairness across locations.

Wellbeing and resilience

Supporting people to stay well, focused and productive.

Mental health awareness for managers

Recognising signs, starting conversations and signposting support.

Personal resilience

Managing pressure, recovery and sustainable ways of working.

Stress risk assessment for managers

Using the HSE Management Standards to reduce work-related stress.

Time and workload management

Planning, focus and saying no to the right things.

Menopause awareness at work

Understanding impact and making supportive, practical adjustments.

Neurodiversity in the workplace

Understanding neurodivergent colleagues and reasonable adjustments.

People practice and HR skills

For managers and HR teams handling the people side of the business.

Recruitment and interviewing skills
Fair, structured interviews and better hiring decisions.

Managing absence and attendance
Return-to-work conversations, triggers and supportive management.

Disciplinary and grievance handling
Following a fair process aligned with the Acas Code of Practice.

Onboarding and induction design
Designing inductions that get new starters productive faster.

Preventing sexual harassment at work
Meeting the preventative duty through culture, policy and action.

Train the trainer
Designing and delivering engaging training sessions in-house.

Digital, AI and productivity

Confident, responsible use of technology at work.

AI at work: practical and responsible use
Using AI tools safely, with data protection and judgement in mind.

Cyber security awareness
Phishing, passwords and everyday habits that protect the organisation.

Data protection for managers
UK GDPR in practice: requests, breaches and handling personal data.

Project management fundamentals
Scoping, planning, risk and stakeholder updates for non-specialists.

Budgeting for non-finance managers
Reading budgets and P&L, forecasting and controlling spend.

Regulated qualifications and CPD masterclasses



WorkplaceHero is an approved Focus Awards centre. Qualifications combine live sessions with an online learning library.

QUALIFICATION	LEVEL	CREDITS / GLH
Understanding Safeguarding and Prevent QRN 610/7711/2	Level 2	16 / 120 GLH
Award in Assessing Competence in the Work Environment QRN 601/6089/5	Level 3	9 / 54 GLH
Artificial Intelligence (AI) for Educators QRN 610/5345/4	Level 3	10 / 89 GLH
Certificate in Assessing Vocational Achievement QRN 601/6104/8	Level 3	15 / 84 GLH
Award in Education & Training QRN 601/6099/8	Level 3	12 / 89 GLH
Level 5 Diploma in Education and Training QRN 610/5281/4	Level 5	120 / 400 GLH

CPD masterclasses

- AI Masterclass: The Future of AI in Education
- Helping Learners Learn More Effectively: Metacognition
- Retrieval Practice Made Simple
- AI Masterclass: AI Use Malpractice in Education
- Embedding Careers Education, Information, Advice and Guidance (CEIAG)
- Safeguarding Refresher
- AI Masterclass: Practical Applications of AI in Education
- AI Masterclass: Foundations of AI in Education
- Understanding Cognitive Load
- The Science of Learning

Compliance and workplace e-learning

Self-paced online courses with instant certificates, assigned and tracked from your dashboard. Bought with credits or per place.

Safeguarding and people

11

Safeguarding Awareness	1 hours
Female Genital Mutilation (FGM) Awareness for Further Education & Skills Staff	1 hours
Safer Recruitment	1 hours
Awareness of Modern Slavery	45 mins
Safeguarding Children	1 hours
Safeguarding Adults	1 hours
Mental Health Awareness for Managers	1 hours
Introduction to Neurodiversity Awareness	45 mins
An Awareness of Mental Health and Wellbeing	1 hours
Stress Awareness	45 mins
Awareness of Menopause in the Workplace	45 mins

Health and safety

20

DSE & Hybrid Workstation Ergonomics	1.3 hours
Health and Safety Level 1	1 hours
Health and Safety Level 2	2 hours
Principles of the Role of a Fire Marshal Level 2	2 hours
Health and Safety Level 3	8 hours
First Aid at Work (Theory)	3 hours
Emergency First Aid at Work (Theory)	2 hours
Paediatric First Aid (Theory)	3 hours
Manual Handling	45 mins
Working at Height	45 mins
Fire Safety Awareness	30 mins
Lone Working	30 mins
Asbestos Awareness	1 hours
Health and Safety within a Construction Environment Level 1	1 hours
Health and Safety Management in Health Care Level 3	8 hours
Anaphylaxis and Autoinjectors	45 mins
Awareness of Home Working	30 mins
An Awareness of Spectator Safety	8 hours
An Awareness of Understanding Stewarding at Spectator Events	8 hours
An Awareness of Warehousing and Storage	6 hours

Food safety

8

Food Safety Level 1	1 hours
Food Safety Level 2	2 hours
Food Safety Level 3	8 hours
Allergen Awareness	45 mins
Food Safety for Manufacturing Level 2	2 hours
Introduction to HACCP	1.5 hours
HACCP Level 3 Catering	8 hours
HACCP Level 3 Manufacturing	8 hours

Compliance and business skills

21

Safe, Supported & Ready to Learn	1.3 hours
AI Awareness & Responsible Use at Work	1.5 hours
Equality, Diversity and Inclusion in the Modern Workplace	1.3 hours
Preventing Sexual Harassment at Work	1.5 hours
Practical UK GDPR & Data Privacy for Everyday Staff	45 mins
Forced Marriage & 'Honour'-Based Abuse Awareness	1.3 hours
Anti-money Laundering (AML): Awareness for Accountancy Professionals	1 hours
Information and Data Security	1 hours
Customer Service Level 2	2 hours
Fraud Awareness	45 mins
Anti-Bribery and Corruption	45 mins
Conflict Resolution	45 mins
Environmental Awareness	45 mins
Personal Licence Holders Level 2	4 hours
Scottish Certificate for Personal Licence Holders Level 6	4 hours
Communication	45 mins
Challenge - Responsible Sales in Hospitality and Retail	45 mins
Effective Writing in the Workplace	45 mins
Self-awareness and Personal Development	45 mins
STARS (Scottish Training for Alcohol Retailers and Servers)	45 mins
Team Working	45 mins

Care

2

Care Certificate	15 hours
Infection Prevention and Control	45 mins

Passport for Teams ties it together.



360 and team diagnostics

Anonymous leadership and team diagnostics with clear, theme-led reports.

Compliance matrix

Mandatory training, expiry dates and sign-offs for every person, at a glance.

Appraisals, 1:1s and goals

Reviews, objectives and development plans linked to the training you assign.

Workplace Hero

Build a programme around your people.

Tell us your priorities and we will put together a tailored proposal.

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workplacehero.co.uk/training-directory