

Make Learning Better with

GMB Learning Academy

By choosing **GMB** for learning, you're not just investing in your skills—you're investing in your future, your career, and your role as part of a supportive, powerful community!

Here is the list of online courses FREE to you as a valued GMB Member

Accounting & Finance courses

Budgeting Basics Certification

Budgeting Like a Boss Certification

Cash Flow Statements and Logistics Certification

Finance for Non-Finance Managers Certification

Financial Documents 101 Certification

Fraud Detection Certification

Fraud Management & Anti-Money Laundering Awareness Certification Level 2
Fundamental Concepts of Fraud Certification
How to Run an Efficient Payroll Certification

Identity Theft Awareness Certification
Introduction to Accounting Certification
Introduction to Tax Accounting Certification

Investing in Gold and Silver Certification

Payroll - How to Calculate Net and Gross Pay Certification

Payroll Systems - The Basics Certification

Payroll Systems and Management Certification Level 2
Personal Finance Certification
Property Development Certification
Retail Banking Certification
The Cash Flow Statement Certification

The Financial Services and Markets Act Certification
The Proceeds of Crime and Terrorism Acts Certification
Understanding Mortgages and Personal Finance Certification
Understanding the National Insurance Contributions System Certification
Understanding the PAYE System Certification

What is Money Laundering? Certification

When Employees Pay Less than the NIC Certification

Wills and Probate Certification

Xero UK Certification

How to Manage Your Money Certificate
Cryptocurrency Certification

Administration & HR

Absence Management Certification Admin, PA and Secretarial Certification Becoming an Executive PA Certification **Business Administration Certification** Costs and Causes of Employee Turnover Certification Dealing with HMRC in Relation to New Employees Certification **Defining HR Certification** Dental Practice Administration Certification Developing a Compensation & Benefits Package Certification Discipline and Grievance Certification **Ensuring Adequate Staff Levels Certification** Equality, Diversity & Discrimination Awareness Certification **Executive Admin and PA Certification Level 3** Extremism and Terrorism Awareness Certification Hiring Employees Certification Hiring for a Diverse Workforce Certification HR: Creating an Employee Handbook Certification **HR: Protecting Confidentiality Certification** HR: Working with Vendors Certification **Human Capital Management Certification** Human Resources Certification Level 2 Introduction to Contracts Of Employment Certification Introduction to Employment Law Certification Legal Secretary Certification Level 3 Maintaining Employee Records Certification Medical Receptionist Administration Certification **Medical Secretary Certification Minute Taking Certification** Modern Slavery Awareness Certification Office and Reception Management Certification **Onboarding Best Practices Certification Onboarding Tools Certification** Organisational Skills for Administrators Certification PA Telephone Skills Certification **Parental Rights Certification Reception Skills Certification**

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Recruitment Strategies Certification

Administration & HR

Safer Recruitment Certification
Sick Leave Certification
Termination of Employment Certification
The Effective Secretary Certification
Thomas-Kilmann Conflict Mode Instrument Certification
Touch Typing and Shorthand Certification
Whistleblowing Training for Employees Certification
Whistleblowing Training for Employers Certification
Recruitment Diploma

Advertising & Marketing

Advertising and Marketing Certification Level 2 **Content Creation Certification** Creating a Marketing Plan Certification Digital Marketing Certification Level 2 Evaluating a Marketing Plan Certification **Facebook Advertising Certification How Retargeting Works Certification Instagram Marketing Certification** Introduction to Google Ads Certification Introduction to Link Building for SEO Certification Introduction to Reddit Marketing Certification Introduction to Social Media Careers Certification Key Mistakes to Avoid When Marketing Certification **Link Building for SEO Certification** LinkedIn for Business Certification **Marketing Certification Level 2 Reddit Marketing Certification** SEO for Business Certification Social Media for Business Social Media Marketing Certification The Four Ps of Marketing Certification The Purpose of Advertising Certification Twitter (X) for Business Certification YouTube Channel Marketing Certification YouTube Masterclass Certification

Animal Care

Animal Physiotherapy Certification Animal Reiki Certificate Canine Communication Diploma **Cattery Business Certification Dog Grooming Diploma** Dog Training: Train Your Dog to Walk on a Treadmill Certification Horse Care and Stable Management Certification Introduction to Animal Care Certification Introduction to Being a Dog Trainer Certificate Introduction to Cat Behaviour Certification Introduction to Cat Grooming and Health Certification Introduction to Feline Care Certification Introduction to Kennel and Cattery Management Certification Introduction to Reptile Care Certification Learn to Communicate with Animals and Nature Certificate **Pet First Aid Certification** Pet Nutrition Diploma Pet Psychology Diploma Pet Sitting and Dog Walking Diploma **Rabbit Care Certification** Rat/Mouse/Hamster Care Certification Stray and Feral Welfare Management Certification **Veterinary Support Assistant Certification**

Beauty

Contour and Highlighting Certificate Facial Treatments Certificate Hair Diploma and Salon Management Certification **Bridal Hair Certificate Hair for Parents Certificate Bridal Makeup Certificate Makeup Artist Diploma Full Body Massage Certification** International Massage Diploma **Specialist Massage Certification Upper Body Massage Certification Eyebrow Definition Certificate Eyelash Lift and Tint Certificate Eyelash Tinting Certificate** Nail Technician Diploma Award **Skincare Certificate Waxing Certification**

Business

Affiliate Marketing Certification
Agenda Setting Certification
Business Letter Writing Certification
Business Plan Writing Certification
Business Report Writing Certification
Call Centre Skills Certification

Carbon Reduction Measures and Becoming Green Certification
Challenge 25

Cleaning Certification

Communication Barriers in the Workplace Certification

Communication Techniques for Managers Certification

Complaints Handling Certification

Conducting Employee Appraisals Certification

Conducting Interviews Certification

Conducting Rewarding Meetings Certification

Conflict in the Workplace Certification

Consequences of Careless Social Media Use in the Workplace Certification

Construction Management Certification Level 1-3

Constructive Feedback Certification

Consumer Rights Awareness Certification

Corporate Sustainability Certification

Costs, Volumes and Profits Certification

Create an Online Business Certification

Creating and Maintaining a Successful Organisation Certification

Creating Lively and Effective Meetings Certification

Data Analysis Certification

Data Protection in the Workplace Certification

Dealing with Difficult People and Situations Certification

Dealing with Stress, Anxiety, Depression and Violence in the Workplace Certification

Delegation of Authority Certification

Delivering Useful Feedback in a Corporate Setting Certification

Designing Effective Teams Certification

Developing and Implementing New Admin Systems Certification

Developing Employees Certification

Disability Awareness Certification

Document Presentation Certification

Domestic and Commercial Cleaning Certification

Email Etiquette Certification

Email Management and Ethics Certification

Business

Employee Motivation Certification Environmental, Social and Governance Certification Essential Skills for First-Time Managers Certification Extrinsic and Intrinsic Rewards Certification Facilities Management Certification Level 2 Fashion Design Diploma Foundation in Business Skills Certification From Business Ideas to Success Certification Front Desk Safety and Security Certification Gaining Customer Testimonials Certification **GDPR Certification** GDPR in The Workplace Certification Global Anti-bribery and Corruption Certification How to Effectively Motivate your Employees Certification How to Handle Social Media Criticism Certification How to Manage Virtual Teams Certification Importance of Good Housekeeping at Work Certification Information Governance Certification Inspirational Leadership Certification Key Tools and Knowledge for Team Leading Certification Leading Effective 1-1 Meetings Certification **Leading Team Meetings Certification Making Meetings Matter Certification** Managing Emotions at Work Certification **Managing People Certification Managing Teams Certification Managing Your Workload Certification** Master Planning Certification Method Statements Certification Motivating Colleagues to Perform Certification Office Etiquette Certification Online Reputation Management Certification Operations Management Certification Level 2 Organising and Chairing Meetings Certification Oven Cleaning Certification **PCI DSS Certification** PR Certification **Preventing Workplace Discrimination Certification Product Liability Certification** Professional Retail Management Certification

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Project Design Certification

Business

Project Development and Testing Certification Project Management Foundation: Small Projects Certification **Project Preparation Certification Proofreading Basics Certification** Remote Worker & Business Travel Security Certification **Researching Certification Retaining Your Best People Certification** Sexual Harassment Awareness Certification **Skype for Business Certification** Staff Retention Techniques Certification Starting an Ecommerce Business Certification Strategic Planning / Mission Statement Certification Stress Management (Employees) Certification Stress Management In the Workplace Certification Sustainable Business Certification Tackling Sensitive Workplace Conversations Certification **Telephone Etiquette Certification** The Freedom of Information Act Certification The General Data Protection Regulation Certification The HMT Sanctions List Certification The Human Element of Fraud Certification The National Minimum Wage Certification The Office Layout Certification The Reception Workstation Certification Time and Priority Management Certification Training Delivery and Evaluation Certification **Transport Management Certification Level 2 UK Employment Law Certification Unconscious Bias Certification Wages and Benefits Certification** Warehouse and Transport Management Certification Warehouse Management Certification Level 2 **Working in Teams Certification Working With Aggressive People Certification Workplace Monitoring and Data Protection Certification Connecting with Customers Certification** Interior Design Diploma **Visual Merchandising Certification Key Account Management Certification**

Education & Teaching

Adverse Childhood Experiences Certification

Anti-Bullying and Bullying Prevention Certification

Basic English Certification

Basic Maths Certification

Becoming a Higher Level Teaching Assistant Certification
British Sign Language Certification

British Values Certification

Bullying in Schools Awareness and Prevention Certification

Child Attachment Certification

Child Minding Certification

Child Psychology Certification Level 3

English Grammar – Improve Your English Certification

Exam Invigilator Training

EYFS Teaching Certification Level 3

Female Genital Mutilation,

Honour-based Abuse and Forced Marriage Awareness Certification

Home Education Certification

How to Become a Supply Teacher Certificate

Improving School Attendance Certification

Introduction to Child Counselling Certification

Introduction to Educational Psychology Certification

Introduction to Maths Certification

Learning Disabilities Awareness Certification

Lesson Planning for Teachers Certification

Managing Classroom Behaviour Certification

Mental Health Training for Teachers Certification

Mindfulness for Children Training Programme Certification

Nursery Assistant Certification

Play Therapy Certification

Positive Handling in Schools Certification

Prevent Duty Certification

Racism Awareness Certification

Safeguarding Children Including Internet Safety Certification

Safeguarding Children on the Internet Certification

Safeguarding for Students Certification

Safeguarding for Teachers Certification

Selective Mutism Awareness Certification

SEND Certification

Education & Teaching

Speech Therapist Introduction Certification
Staying Safe Online Certification
Tackling Hate Crime Certification
Tackling Obesity Certification
Teaching Adults to Read Certification
Teaching Assistant Certification Level 2
Teaching English to Speakers of Other Languages (TESOL) Certification
Teaching Phonics Certification
Teaching Phonics Level 2 Certification
The Key Stages of the National Curriculum Certification
What Can You Trust Certification
Understanding Autism Certification
ADHD Awareness Certification
Dyslexia Awareness Certification
Become an Online Tutor Certification

Health & Fitness

Diets Explained — Facts, Trends and Myths Certification **Exercising at Home or Outdoors Certification** Finding Motivation to Get Fit and Stay Fit Certification **Healthy Eating at Work Certification** How to Improve Your Physical Health Certification How to Improve Your Sleep Certification **How to Stop Smoking Certification Marketing Your Fitness Business Certification Meal Planning Certification Nutrition Diploma** Nutrition for Diabetes Certification Nutrition for Older Adults Certification Plant-Based Nutrition Certification Sports Science and Therapy Certification **Training for Sport Certification Advanced Resistance Training Certificate Exercise for Fat Loss Certificate** Fitness Diploma (Personal Trainer / Fitness Instructor) Hatha Yoga Foundation Level Certificate Introduction to Teaching Yoga Certificate Pilates Foundation Level Certificate The Benefits of Tai Chi Certification Yoga - Sun Salutations Certificate Easy and Achievable Weight Loss Certificate Eat to Gain Certificate Food Psychology for Mind and Body Certification **Introduction to Sports Nutrition Certification Nutrition and Hydration Certification Nutrition and Weight Management Certificate Professional Body Healing Coach Certificate Sports Psychology Certification** Vegan Health, Nutrition and Lifestyle Certification

Health & Safety

Abrasive Wheels Certification Alcohol at Work Awareness Certification Basic Fire Safety Awareness Certification Cable and Wire Management Awareness Certification **Carbon Monoxide Awareness Certification** Construction Design and Management Certification COSHH Awareness Certification **Crowd Management Certification** Dangers of Sleep Deprivation Certification Dangers of Working at Night Certification Dealing with Workplace Violence Certification Display Screen Equipment Awareness Certification **Electrical Safety in the Workplace Certification** Emergency First Aid in the Workplace Certification Ergonomics - Steps to Reduce Workplace Related Injuries Certification Essential Health and Safety in the Workplace (UK) Certification Eye Safety in the Workplace Certification Fire Marshal Certification

Fire Marshal Certification

Fires and Explosions in the Workplace Certification

First Aid Appointed Person Certification

Food Allergen Awareness Certification

Food Allergies and Intolerances Certificate

Food Safety Cross Contamination Certification

Food Safety Level 1 Certification

Food Safety Level 1 Certification
Food Safety Level 2 Certification
Food Safety Level 3 Certification
Food Safety Level 4 Certification
HACCP Certification

Hazard Identification and Risk Control Certification

Head Protection Awareness Certification

Health and Safety – We Are All Responsible Certification

Health and Safety Basics and Essentials Certification

Health and Safety for Events Certification

Health and Safety for Homeworkers Certification

Health and Safety in the Workplace (UK) Certification

Introduction to Asbestos Certification

Introduction to Driver Safety Certification

Introduction to Emergency Procedures in the Workplace Certification

Introduction to RIDDOR Certification

Health & Safety

Lockdown Training Certification Lone Working Awareness Certification Manual Handling Certification Manual Handling Interactive Certification Mental Health In Construction Certification Mobile Phones and Driving Certification Noise and Hearing Protection Certification Noise and Vibration Awareness Certification Personal Safety Certification Preventing Slips and Trips in the Workplace Certification Risk Assessment in the Workplace Certification Safeguarding at Events and Preventing Drink Spiking Slips, Trips and Falls Certification Speeding on Site Awareness Certification Step Ladder Safety Awareness Certification The Dangers of Construction Dust Certification The Dangers of Texting While Walking Certification **Understanding Fire Extinguishers Certification Working at Height Awareness Certification Working in Confined Spaces Certification Working with Forklift Trucks Certification**

Hobbies & Lifestyle

Balloon Modelling Academy Certification Face Painting Certification Fitting Room Advice Certification How To Use Garden Herbs Certification Introduction to Photography Certification Kids' Party Planner Certification **Organic Gardening Certification** Painting and Decorating Certification Selling Your Arts and Crafts Certification **Tarot Card Reading Certification 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 **British Cleaning Certificate Award** DIY Home Improvement and Maintenance Diploma Introduction to Feng Shui Certification Becoming a Personal Stylist Certification Floristry Academy Diploma Garden Design and Maintenance Diploma **Urban Gardening Certification Zen Gardening Certification Christmas Course** Introduction to Criminal Psychology Certification Palmistry Complete Guide to Palm Reading Certificate **Photography Certificate** Soap Making Business Certificate Start Your Own Ironing Business Diploma How to Become a Social Media Influencer Certification Introduction to Podcasting Certificate Selfie Masterclass: How to Take Perfect Selfies Certification

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Vloaging Certification

Hospitality & Tourism

Applying for Alcohol Licensing Certification Bartending Certification Cabin Crew Certification **Event Management Logistics and Troubleshooting Certification Events Management Certification Level 2 Events Management UK Certification** Holiday Rep Diploma International **Hotel Management Certification Level 3 Hotel Reception Certification Hotel Receptionist Administration Certification** How to be a Successful Waiter/Waitress Certification Nightclub and Bar Security Certification Restaurant Hospitality Management Certification Level 2 Travel and Tourism Certification Level 2 **Travel Writing Certification** Working in the Service Industry Certification Introduction to Being a Sommelier Certification Introduction to Being a Sommelier Certification

IT & Computing

Adobe Illustrator Certification Level 1 Blog Creation and Management Certification C++ Certification Level 1 **Coding Foundations Certification Computer Maintenance Certification** Computers and Internet for Beginners Certification **CSS Certification Level 1** HTML 5 Certification Level 2 HTML and CSS Certification Level 1 Introduction to AutoCAD Certification Introduction to IoT-Internet of Things Certification Introduction to VoIP Certification IT Certification Level 2 **IT Security Certification** Java Certification Level 1 **jQuery Certification Level 1** Microsoft Mail Merge Certification Microsoft Outlook Certificate Level 1 Microsoft Outlook Certificate Level 2 Microsoft Outlook Certificate Level 3 Microsoft Outlook Certificate Levels 1-3 Microsoft Word Certificate Level 1 Microsoft Word Certificate Level 2 **Microsoft Word Certificate Level 3** Microsoft Word Certificate Levels 1-3 Mobile and Portable Device Security Certification Mobile App Marketing (ASO) Certification **Photoshop CS6 Certification Level 1 PowerPoint Diploma Python Certification Level 1 Software Testing Certification Web Applications Certification**

Website Development Foundations Certification

IT & Computing

Excel Macros Certification

Microsoft Excel for Beginners Certification

Introduction to AWS Certification

Introduction to Cloud Computing Certification

Introduction to Gaining a Cisco Certification

Online Security Certification

Zoom Certification

Digital Art Tools for Photoshop Certification

Introduction to Graphic Design Certification

Microsoft Excel Advanced Certification

Microsoft Excel Intermediate Certification

Microsoft Teams Certification

Medical & Holistic Therapies

Art Therapy Certification Colour Therapy Certification Concussion Awareness Certification Coronavirus Awareness Certification - Covid - CV19 Dementia Awareness Certification **Dental Assistant Certification** Dental Care Certification Diabetes Awareness Certification **Eating Disorder Awareness Certification Epilepsy Awareness Certification** Holistic Health Practitioner Certification Introduction to Holistic Health Certification **Introduction to Midwifery Certification** Legionnaires' Disease Awareness Certification Paediatric First Aid Certification **Pain Management Certification Pharmacy Assistant Certification** Sepsis Awareness Certification **Sound Healing Certification** The Complete Menopause Toolkit Certificate **UTI Sepsis Certification** Chinese Medicine Certification **Crystal Healing Certification** Herbal Health Certification **Medical Acupuncture Certification Naturopathy Certification Professional Aromatherapy Certification Reflexology Certification**

Lower Back Pain Certificate

Mental Health & Wellness

Advanced Cognitive Behavioural Therapy (CBT) Certification **Anger Management Certification** Borderline Personality Disorder Awareness Certification Cognitive Behavioural Therapy (CBT) Certification **Counselling Certification Dialectical Behaviour Therapy Certification** Grief and Bereavement Counselling Certification **Health and Wellbeing Certification** How to Improve Your Mental Health Certification Introduction to Psychology Certification **Mental Health First Aid Certification** Mental Wellbeing in Children and Young People Certification **Mindful Listening Certification Professional Post-Traumatic Stress Disorder Counselling Certification Professional Relationship Counselling Certification** Reducing Stress (Techniques to Relax) Certification Reducing Stress with Meditation and Visualisation Certification Self-harm Awareness Certification Suicide Prevention Certification **Anxiety Awareness Certification** Depression Awareness Certification Mental Health Awareness Certification **Professional Addiction Counselling Certificate Professional Psychotherapy Certificate** EFT - Emotional Freedom Technique Certification Hypnosis for Childbirth - Advanced Hypnotherapy Techniques Certificate Introduction to Mindful Listening Certification Introduction to Mindfulness for Children Certificate **Journalling for Wellbeing Certificate Master Hypnotherapist Certificate Meditation Certificate Mindfulness Certification Neuro-Linguistic Programming Certification** Professional Neuro Linguistic Programming Certificate **Spirituality Coach Certificate**

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The Self-Care Certification

Mindfulness

7 Days To Better Sleep (8 videos) Boost Your Energy In 7 Days (7 videos) Breathwork to help with feelings of anger Creating a safe place Easing Stress And Anxiety At Work (7 videos) **Embracing uncertainty** General anxiety disorder General mindfulness General mindfulness techniques Health anxiety How to deal with doomscrolling How to switch off from work Identifying your emotional triggers Motivating yourself to chase your dreams Observing your mind exercise **Practising Gratitude** Preventative meditation for anxiety Preventative technique for stress and anxiety Ratio breathing for stress relief Relaxation to relieve physical and mental tension Shift your money mindset Sitting in discomfort Smiling for anxiety relief Stress Less In 8 Days (9 videos) Stress relief exercise Valuing the present moment Visualisation for positive outcomes Visualising 8 Days Of Relaxation **Introduction To Mindfulness**

The Power Of Your Breath

Movement - LES MILLS

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LES MILLS BODYATTACK 122 (30min)
     LES MILLS BODYATTACK 123 (30min)
    LES MILLS BODYBALANCE 103 (45min)
    LES MILLS BODYBALANCE 103 (55min)
LES MILLS BODYBALANCE 103 Flexibility (30min)
LES MILLS BODYBALANCE 103 Strength (30min)
    LES MILLS BODYBALANCE MIX (45min)
    LES MILLS BODYBALANCE MIX (55min)
LES MILLS BODYBALANCE MIX Flexibility (30min)
LES MILLS BODYBALANCE MIX Strength (30min)
     LES MILLS BODYCOMBAT 97 (30min)
     LES MILLS BODYCOMBAT 97 (45min)
     LES MILLS BODYCOMBAT 98 (30min)
     LES MILLS BODYCOMBAT 98 (45min)
     LES MILLS BODYCOMBAT 98 (55min)
     LES MILLS BODYCOMBAT 99 (30min)
     LES MILLS BODYCOMBAT 99 (45min)
     LES MILLS BODYCOMBAT 99 (55min)
      LES MILLS BODYPUMP 128 (30min)
      LES MILLS BODYPUMP 128 (45min)
      LES MILLS BODYPUMP 128 (55min)
      LES MILLS BODYPUMP MIX (30min)
      LES MILLS BODYPUMP MIX (45min)
      LES MILLS BODYPUMP MIX (55min)
         LES MILLS CORE 53 (45min)
     LES MILLS CORE 53 Ab Blast (15min)
         LES MILLS CORE MIX (30min)
     LES MILLS CORE MIX Ab Blast (15min)
        LES MILLS BODYATTACK Step 1
        LES MILLS BODYATTACK Step 2
        LES MILLS BODYATTACK Step 3
       LES MILLS BODYBALANCE Step 1
       LES MILLS BODYBALANCE Step 2
       LES MILLS BODYBALANCE Step 3
       LES MILLS BODYCOMBAT Step 1
       LES MILLS BODYCOMBAT Step 2
       LES MILLS BODYCOMBAT Step 3
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Movement - LES MILLS

LES MILLS BODYPUMP Step 1

LES MILLS BODYPUMP Step 2

LES MILLS BODYPUMP Step 3

LES MILLS CORE Step 1

LES MILLS CORE Step 2

LES MILLS CORE Step 3

LES MILLS TECHNIQUE Bridge

LES MILLS TECHNIQUE Burpee

LES MILLS TECHNIQUE Childs Pose

LES MILLS TECHNIQUE Front Knee, Front Kick, Back Kick Combo

LES MILLS TECHNIQUE Hover

LES MILLS TECHNIQUE Jab, Cross, Hook, Roundhouse

LES MILLS TECHNIQUE Jab, Uppercut, Hook

LES MILLS TECHNIQUE LES MILLS BODYPUMP Foundations

LES MILLS TECHNIQUE Mountain Climber

LES MILLS TECHNIQUE Pushup

LES MILLS TECHNIQUE Squat

BEN MAIN Bodyweight Conditioning

ERIN MAW Bodyweight Conditioning

JACKIE MILLS Stretch & Flex

KELLY MACDONALD Stretch & Flex

KYLIE GATES Vinyasa Flow

MARK NU'U-STEELE Stretch & Flex

RACHAEL NEWSHAM Bodyweight Conditioning

VILI FIFITA Bodyweight Conditioning

Personal Development

Assertiveness Skills Certification Body Language Certification Boost Your Concentration Certification British Citizenship Diploma **Building Your Confidence and Self-Esteem Certification** Commitment to Consistency Certification Communication Basics Certification Communication Skills Certification Create Your Own Website Certification Decoding Direct/Indirect Messages Certification **Discover Your Creativity Certification Effective Decision Making Certification Emotional Intelligence Certification** Handling Conflict in High-Value Relationships Certification Handling Conflict in Low-Value Relationships Certification **Hourly Planning and Habits Certification** How to Build Resilience Certification How to Programme Your Mind for Success Certification **How to Stop Procrastinating Certification Identifying Causes of Conflict Certification** Improve Your Assertiveness Certification **Improve Your Social Skills Certification** Improving Personal Effectiveness Certification **Interpersonal Skills Certification** Introduction to Life Hacks Certification Introduction to Success Habits Certification **Kickstart Your Career Certification** Learn Speed Reading Certification Learning Impressive Telephone Techniques Certification **Learning Strategies Certification Learning to Learn Certification Listening Skills Certification** Master Talking to Anyone Certification **Memory Enhancement Certification Motivation Skills Certification** Myers-Briggs Theory and Test Certification **Neuroplasticity: Rewire Your Brain for Success Certification**

Personal Development

Preparing for an Exam Certification
Problem Solving Certification
Promoting Positive Behaviour Certification
Success Habits Certification
Tackling Procrastination Certification
The Basics of Critical Thinking Certification
The Importance of Ethics Certification
The Power of the Mind Certification
The Science of Happiness Certification
The Secrets of Body Language Certification
Wedding Planning Diploma
Introduction to The Power of the Mind Certification
Introduction to The Science of Happiness Certification
The Art of Persuasion Certification

Professional Development

Career Planning Certification Coaching and Mentoring Skills Certification Confidence On Camera Certification Developing a Career Strategy Certification Essential Employment Skills Certification Establishing Credibility as a Speaker Certification Finding Your Perfect Career For Success and Enjoyment (CareerRadar) Certification How to Earn Online Certification How to Handle Criticism at Work Certification How to Write Better Emails Certification **Influencing People Certification** Interview Skills and CV Writing Certification **Interviewing Skills Certification Note Taking Certification Overcoming Imposter Syndrome** Practical Leadership Skills Certification Presentation Skills Certification **Prioritisation Certification Public Speaking Certification Punctuation Mastery Certification** Questioning and Listening Techniques Certification Rational Decision-Making Certification Win-Win Negotiations for Conflict Resolution Certification

Life Coaching Certification

Sales & Customer Service

Buying and Selling Online Certification

Caring for your Customers' Needs Certification

Cold Calling Certification

Customer Retention Certification

Customer Service in Fashion Shops Certification

Customer Services Certification Level 3

Estate Agency - Scottish System Certification

Estate Agency Certification (Level 3)

Handling Objections & Overcoming Barriers to Sales Certification

Helpdesk Support Analyst Certification

Identifying and Exceeding Customer Expectations Certification

Make an Impression Every Time Certification

Managing a Sales Team Certification

Marketing Plan Writing Certification

Meeting and Greeting Customers Certification

Negotiating and the Concept of the Three P's Certification

Networking for Sales Professionals Certification

Product Pricing and Sales Negotiation Certification

Retail Analytics Certification

Sales Funnels for Beginners Certification

Sales Pitching Certification

Sales Tools and Technology Certification

The Power of Influence & Motivating People to Buy Certification

Writing Sales Proposals Certification

Customer Care Certification

Customer Relationship Management Certification

Dealing with Customer Complaints Certification

Electronic Customer Service Certification

Face to Face Customer Service Certification

Is the Customer Always Right Certification

Managing and Improving Customer Service Process Certification

Rescuing Difficult Customers Certification

Telephone Customer Services Certification

Achieving Sales on the Telephone Certification

Body Language as a Sales Tool Certification

Closing Techniques Certification

Converting Leads into Sales Certification

How to Close More Sales Certification

Making Your Sales Pitch Certification

Negotiation Skills Certification

Sales Diploma

Sales Talk - Understanding the Jargon Certification

Skills to Succeed at Selling Certification wswlearning@gmb.org.uk

Social & Care

Anaphylaxis Awareness Certification Assessing Mental Capacity Certification Blood-borne Pathogens & Exposure Control Plan Certification Caring for the Elderly Certification Catheter Care Certification **Cerebral Palsy Awareness Certification** Challenging Behaviour Awareness Certification Child Neglect Awareness Certification Child Protection Certification Child Protection in Sport Certification **Child Sexual Exploitation Awareness Certification** Continence Management and Care Certification Deprivation of Liberty Safeguards Certification **Domiciliary Care Certification Drug and Alcohol Awareness Certification Duty of Care Certification End of Life Care Certification** Fluids and Nutrition in Care Certification Hand Hygiene in the Care Sector Certification Health and Social Care Certification Level 3 Infection Control Certification Introduction to Childcare Certification Introduction to Independent Living Certification ntroduction to REBT: Rational Emotive Behaviour Therapy Certification **Motor Neurone Disease Awareness Certification Nursing Assistant Certification** Oral Health in Care Certification **People Handling Certification PPE Awareness Certification** Preventing Falls in Older People Certification **Privacy and Dignity Certification** Privacy and Dignity in Care Certification Professional Boundaries in Health and Social Care Certification Recordkeeping and Documentation in Care Settings Certification Recruiting Staff in the Healthcare Sector Certification Safe Handling of Medicines Foundation Certification

Safeguarding Adults at Risk Certification

Social & Care

Safeguarding Adults Certification
Safeguarding Children Certification
Sharps Injuries Awareness Certification
Stoma Care and Management Certification
Stroke Awareness Certification
Supporting People with Physical Disabilities Certification
The Care Certificate
Trauma Awareness Certification
Understanding Dysphagia and Choking Certification
Working with Babies Certification
Workplace Hygiene Certification

Writing

Advanced English Spelling Certification
Autobiography Writing Diploma
Children's Story Writing Diploma
Copywriting Masterclass Certification
Crime Writing Diploma
Fantasy Writing Diploma
Romantic Writing Diploma
Script Writing Certification
Writing Skills Certification



Make Learning Better

All we need from you to access any of the courses is for your to complete a Learner Form - scan the QR code and let us know the course(s) you'd like to do!



OR

For more information support, contact your GMB Learning team:

wswlearning@gmb.org.uk

We're here to help!