

# Sector-savvy learning for Food & Drink Manufacturing

Looking for something industry-tailored? Explore fresh, relevant and clear-cut content on tomorrow’s must-have skills in the world you operate in. Our Sector-specific suites are complete with all the titles you need to equip your entire workforce with the knowledge to grow and evolve.

Stay ahead of the curve in the ever-evolving landscape of manufacturing. From production practices to quality control, our content arms your supply chain with the knowledge needed to excel in production.

**Explore the Sector Suite for Food & Drink Manufacturing**



## Full list of available topics & modules

Alcohol Sales	
<ul style="list-style-type: none"><li>• Alcohol Plus (Scotland)</li><li>• Alcohol Sales Challenge 21 - How to Refuse (England &amp; Wales)</li><li>• Alcohol Sales Challenge 21 - How to Refuse (RoI)</li><li>• Alcohol Sales Challenge 21 - When to Serve (England &amp; Wales)</li></ul>	<ul style="list-style-type: none"><li>• Alcohol Sales Challenge 21 - When to Serve (RoI)</li><li>• Alcohol Sales Challenge 25 (Scotland) - When to Serve</li><li>• Alcohol Sales Challenge 25 [Scotland] - How to Refuse</li><li>• Challenge 21 - Alcohol Sales (Northern Ireland)</li></ul>
Anti-Money Laundering	
<ul style="list-style-type: none"><li>• Anti Money Laundering</li><li>• PEPs</li><li>• Suspicious transactions</li></ul>	<ul style="list-style-type: none"><li>• Anti-Money Laundering key takeaways</li><li>• Anti-Money Laundering assessment questions</li></ul>

## Complaints

- Complaints
- Complaints key takeaways
- Complaints record
- Complaints refresher

## Corporate Governance

- Anti Bribery & Corruption - Dealing & Managing
- Anti Bribery & Corruption - Overview
- Competition law
- Ethical trading
- Helping to prevent fraud
- Money Laundering Breaches
- Sanctions
- UK Criminal Finances Act
- UK Freedom of Information Act
- Verifying a customer
- Whistleblowing

## Customer Excellence

- Achieving customer excellence
- Customer excellence: setting yourself up for success
- Harnessing the power of empathy in customer relationships
- The art of avoiding challenging customer relationships

## Customer Service

- Brand awareness & other interesting elements
- Customer service essentials
- Dealing with complaints
- Dealing with emotions
- Dealing with questions
- Emotional bank account - Food & drink manufacturing
- Handling aggressive customers
- Handling difficult customers
- How to turn customers into advocates
- Politeness in customer service
- Trust in customer service
- What to say to an angry customer

## Cyber & Information Security

- UK GDPR
- GDPR Breaches & consequences
- Reporting a breach
- UK GDPR key takeaways
- The role of the Data Protection Officer
- 2FA
- Cybercrime impacts
- Cyber incident response
- Cyber incident response checklist
- Cyber resilience key takeaways
- Cyber risk management
- Cyber security & resilience module
- Cyber security & resilience quiz
- Data management
- Hospital cyber attack story

## Disability Awareness

- Ableism
- Blindness in the workplace
- Cerebral palsy awareness
- Fibromyalgia awareness
- Inclusive & accessible job interviews
- Inclusive & accessible recruitment
- Inclusive language
- Learning disabilities poster
- Managing people of all abilities
- Serving disabled customers
- What are reasonable adjustments?

## Finance Essentials

- A roadmap for using financial KPIs
- Budgeting for managers
- Financial forecasting
- Financial statements overview
- Increasing a company's bottom line
- Reading a profit & loss (P&L) statement
- Types of financial costs
- Using cost-volume-profit analysis to make impactful decisions

## Food & Drink Safety

- 12 steps of HACCP
- A safe food journey
- Acrylamide
- Catering for allergies
- Cooking & cooling safely
- Food Hazards & Food Poisoning
- Food hazards & food poisoning in manufacturing
- Food manufacturing premises & procedures
- Food safety culture
- Food safety in manufacturing: The law
- Food safety: The Law
- Keeping food areas hygienic
- Keeping food manufacturing areas hygienic
- Labelling
- Managing the risks of Legionella
- Managing the risks of legionella
- Natasha's Law key links
- Natasha's Law key links
- Personal Hygiene
- Personal hygiene in food manufacturing
- Personal hygiene when handling food
- Responding to an allergic reaction
- Safe food temperatures
- Spotting the signs of food pests
- Storing, processing, & preserving food
- The 14 named allergens
- The four Cs of food safety
- The fours C's of Food Safety
- Traceability
- Vacuum packing
- What food contamination looks like
- What is HACCP?
- Why Food Safety matters



## Health & Safety

- A health & safety state of mind
- Asbestos awareness
- Asbestos emergency procedure: Quick guide
- Corporate manslaughter
- COSHH basics
- Fire safety
- Fire warden training
- First aid emergency response
- First aid minor injuries
- Fitness for work
- HAVs awareness
- Lone working
- Manual handling
- Near miss reporting
- Noise
- Personal protection equipment
- Risk assessment awareness
- Safe loading
- Site security awareness - Access cards & ID
- Site security awareness - Authorised access only
- Site security awareness - Know your stuff
- Site security awareness - Lock up
- Site security awareness - Visitor process
- Slips, trips & falls
- Slips, trips, falls & ladders
- Working at height
- Working when seated
- World Day for Safety & Health at Work

## Project Management

- Benefits of prototyping
- Demystifying Lean, Six Sigma & Lean Six Sigma
- Design brief template
- Documentation
- Gaining stakeholder trust
- How to manage stakeholders
- How to scope a project
- Managing difficult stakeholders
- Process improvement
- Project reviews
- Project Status Report Checklist
- Root cause analysis
- SOW template
- Stakeholder communication plan
- Stakeholder template
- The Stakeholder Circus
- The stakeholder matrix
- Time to get agile

## Sales

- A needs driven approach to sales
- Behavioural styles in sales
- Building product value
- Building rapport in sales
- Building product value
- Handling sales objections
- Know your sales questions
- Localisation for sales
- Power of listening in sales
- Trial closing
- Understanding customer needs

## Successful Onboarding

- Benefits of successful onboarding
- Effective inductions
- First impressions
- Roles within a successful induction
- Successful onboarding
- Tips for new hires

## Vulnerable Customers

- Monty's story
- Suki's story
- Vulnerable customers
- Vulnerable customers refresher

## Working Together

- Brainstorming
- Giving & receiving feedback
- Respect at work
- Teamwork
- Working together to achieve more

## Workplace 101

- Active listening
- Corporate jargon buster
- Workplace etiquette