Course Collection — Q2 2019

BRAND NEW
AML & Counter Terrorist Financing

NOW RELEASED
Mortgage & Home Finance Suite

COURSE UPDATES FOR
Claims Management Companies
Welcome to our course collection

At Unicorn we believe in providing learning solutions that appeal to all learning modalities.

Some may think that Walter Burke Barbe’s ‘Learning Modalities Model’ (VAK) is a bit of a myth, but there certainly are people that have preferences when it comes to learning something new. Age, technology, social media; choices made for us by the education sector and our places of work have now shaped how we prefer to learn.

Think about how you would approach learning a new task. Let’s say you have a job interview and your prospective employer wants you to deliver a short presentation on yourself using PowerPoint. You’ve got it on your laptop, but you have never really used it. So, how would you learn how to use it? Would you just open it and see what you could do on your own? Would you head to the library or to Amazon and get a copy of PowerPoint for Dummies? How about using that gateway to all knowledge, Google to see if there are any blogs that will help? Or how about YouTube for some videos? Or maybe phone a friend or colleague to help? Believe it or not, each of those relate to a learning modality and most of you will have a preference. However, would you pick the right one for you?

Most will pick multiple methods, so, just like with our eLearning content, it would be a blended approach. Unicorn and our carefully selected content partners all believe in this methodology, designing and creating content which is rich in audio, video, text and tests. Some, however, pick a style and make it their own, like our latest content partner Bookboon – the Netflix of eBooks.

So, no matter what your preferred modality, at Unicorn we’ve got it covered in this collection.
**Fundamentals**

The Unicorn Fundamentals suite provides users with a base level of knowledge to assist with compliance when working in the financial services sector.

It introduces the financial services regulators – providing an understanding of who they are, what they do and why they are there. It takes a high-level view of what is required of firms to comply with the regulations and, the consequences of non-compliance.

It also looks at the key legislation around data protection and the security of information, including the wide-reaching implications of GDPR.

<table>
<thead>
<tr>
<th>FUNDAMENTALS</th>
<th>Target Audience</th>
<th>Recommended CPD</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Data Protection</td>
<td>All</td>
<td>1 hr</td>
</tr>
<tr>
<td>Information Security</td>
<td>All</td>
<td>1 hr 10 mins</td>
</tr>
<tr>
<td>Introduction to the Financial Conduct Authority (FCA)</td>
<td>Financial services</td>
<td>1 hr 10 mins</td>
</tr>
<tr>
<td>Introduction to the Prudential Regulation Authority (PRA)</td>
<td>Financial services</td>
<td>1 hr</td>
</tr>
<tr>
<td>Risk Management</td>
<td>All</td>
<td>1 hr</td>
</tr>
<tr>
<td>Risk and Resilience</td>
<td>All</td>
<td>TBC</td>
</tr>
<tr>
<td>Three Lines of Defence</td>
<td>All</td>
<td>1 hr</td>
</tr>
</tbody>
</table>

**Conduct**

The Unicorn Conduct suite is aligned to the core principles and objectives of the Financial Conduct Authority (FCA).

Conduct rules apply to staff at all levels of financial services firms. This eLearning suite focuses on ensuring all users operate with the appropriate duty of care and due diligence and is aimed at helping to build the right organisational culture.

The suite covers consumer protection, systems, controls and governance. It also offers insight on how to spot and act on wrongdoing such as insider trading or miss-selling – protecting the firm and its customers and ultimately protecting the market and the economy.

<table>
<thead>
<tr>
<th>CONDUCT</th>
<th>Target Audience</th>
<th>Job Role</th>
<th>Recommended CPD</th>
</tr>
</thead>
<tbody>
<tr>
<td>COBS Appropriateness</td>
<td>Investment banking &amp; insurance</td>
<td>All</td>
<td>1 hr 15 mins</td>
</tr>
<tr>
<td>COBS Best Execution</td>
<td>Investment banking &amp; insurance</td>
<td>All</td>
<td>1 hr 25 mins</td>
</tr>
<tr>
<td>COBS Client Categorisation</td>
<td>Investment banking &amp; insurance</td>
<td>All</td>
<td>1 hr 30 mins</td>
</tr>
<tr>
<td>COBS Dealing and Managing</td>
<td>Investment banking &amp; insurance</td>
<td>All</td>
<td>1 hr 30 mins</td>
</tr>
<tr>
<td>COBS Essentials</td>
<td>Investment banking &amp; insurance</td>
<td>All</td>
<td>1 hr 10 mins</td>
</tr>
<tr>
<td>COBS Suitability</td>
<td>Investment banking &amp; insurance</td>
<td>All</td>
<td>1 hr</td>
</tr>
<tr>
<td>Claims Management Companies</td>
<td>Claims Management Companies</td>
<td>All</td>
<td>TBC</td>
</tr>
<tr>
<td>Complaint Handling and Regulated Firms</td>
<td>All financial services</td>
<td>All staff with customer interaction</td>
<td>1 hr</td>
</tr>
<tr>
<td>Conduct Risk and Treating Customers Fairly</td>
<td>All financial services</td>
<td>All staff with customer interaction</td>
<td>1 hr 25 mins</td>
</tr>
<tr>
<td>Consumer Credit - Handling Arrears</td>
<td>Firms that offer consumer credit</td>
<td>Credit control &amp; arrears handlers</td>
<td>1 hr 25 mins</td>
</tr>
<tr>
<td>Culture and Ethics</td>
<td>All financial services</td>
<td>Management</td>
<td>1 hr 20 mins</td>
</tr>
<tr>
<td>Enhancing the Experience for Vulnerable Customers</td>
<td>All financial services</td>
<td>All staff with customer interaction</td>
<td>1 hr 25 mins</td>
</tr>
<tr>
<td>Financial Promotions</td>
<td>All financial services</td>
<td>Marketing &amp; product development</td>
<td>1 hr</td>
</tr>
<tr>
<td>Introduction to BCOBS and the PSRs (Banking)</td>
<td>Retail banking</td>
<td>All</td>
<td>2 hrs</td>
</tr>
<tr>
<td>Introduction to BCOBS and the PSR (Building societies)</td>
<td>Building societies</td>
<td>All</td>
<td>2 hrs</td>
</tr>
<tr>
<td>Managing Conflicts of Interest</td>
<td>All financial services</td>
<td>All</td>
<td>1 hr 10 mins</td>
</tr>
<tr>
<td>The Conduct Rules</td>
<td>Dual-regulated firms, insurers &amp; reinsurers</td>
<td>All</td>
<td>1 hr</td>
</tr>
<tr>
<td>Whistleblowing with Confidence</td>
<td>All financial services</td>
<td>All</td>
<td>1 hr 30 mins</td>
</tr>
</tbody>
</table>
## Financial Crime

The Unicorn Financial Crime suite is essential eLearning for all financial services firms – and indeed all organisations that handle money.

It shows how to protect your firm from exposure to financial crime. Ultimately it helps ensure that your firm is not being used as a tool by criminals, which in turn will protect consumers and the wider economy.

Covering off the key legislative frameworks, including Anti-Money Laundering (AML) IV – and the regulations that firms are required to satisfy under the legislation, it also ensures compliance alongside assisting with prevention.

<table>
<thead>
<tr>
<th>FINANCIAL CRIME</th>
<th>Target Audience</th>
<th>Job Role</th>
<th>Recommended CPD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Combating Market Abuse</td>
<td>All financial services</td>
<td>All</td>
<td>1 hr</td>
</tr>
<tr>
<td>Compliance with the Criminal Finances Act 2017</td>
<td>All financial services</td>
<td>All</td>
<td>1 hr</td>
</tr>
<tr>
<td>Complying with Sanctions</td>
<td>Financial services with offshore operations</td>
<td>All</td>
<td>1 hr</td>
</tr>
<tr>
<td>Countering Bribery and Corruption</td>
<td>All</td>
<td>All</td>
<td>1 hr 25 mins</td>
</tr>
<tr>
<td>Customer Due Diligence</td>
<td>All financial services</td>
<td>All staff with customer interaction</td>
<td>1 hr 25 mins</td>
</tr>
<tr>
<td>Cybercrime</td>
<td>All</td>
<td>All</td>
<td>1 hr</td>
</tr>
<tr>
<td>Fighting Fraud</td>
<td>All</td>
<td>All</td>
<td>1 hr 30 mins</td>
</tr>
<tr>
<td>Financial Crime: The Basics</td>
<td>All</td>
<td>All</td>
<td>1 hr</td>
</tr>
<tr>
<td>MLRO The Role of the Money Laundering Reporting Officer</td>
<td>All financial services</td>
<td>MLRO &amp; deputy</td>
<td>1 hr 45 mins</td>
</tr>
<tr>
<td>Anti-Money Laundering and Countering Terrorist Financing</td>
<td>All, including the overseas jurisdictions of Jersey, Guernsey, Gibraltar, UAE, Hong Kong &amp; Singapore.</td>
<td>All</td>
<td>60 mins</td>
</tr>
</tbody>
</table>
Senior Managers & Certification Regime

The Financial Conduct Authority (FCA) believes that holding individuals to account is a key component of effective regulation. This is shown through the Senior Managers and Certification Regime (SM&CR) which currently applies to dual-regulated firms, insurers and reinsurers - and is being extended to solo-regulated firms from 9 December 2019.

Unicorn’s suite covers the training requirements for all staff under the new regimes. From the Introduction to the Regulatory Framework, training for Senior Management Functions (SMF) and Certificated Individuals through to case studies on Conduct Rules split out by sector, function and job role – it has all the key topics covered.

Specialist tools are available on the Unicorn LMS to address the additional demands of the Senior Managers & Certification Regime.

SMR

The powerful Unicorn SMR tool helps with the easy planning, building and maintaining of Responsibilities Maps and Individual Statements of Responsibilities with full auditing capability.

CR

The Unicorn CR tool enables the identification and management of CR roles, including the definition of criteria that must be met to achieve certification.

Specialist

A range of specialist eLearning courses are available for particular financial services firms.

These highlight essential rules that apply to distinct sectors such as investment banking and consumer credit.

Each course is designed to provide a clear overview of the specific regulation or requirement and includes relevant role-related case studies bringing the content to life and covering training called for by the regulation.

<table>
<thead>
<tr>
<th>SENIOR MANAGERS &amp; CERTIFICATION REGIME</th>
<th>Target Audience</th>
<th>Sector</th>
<th>Job Role</th>
<th>Recommended CPD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approved Persons</td>
<td>Target Audience</td>
<td>Sector</td>
<td>Job Role</td>
<td>Recommended CPD</td>
</tr>
<tr>
<td>Certification Regime</td>
<td></td>
<td>Dual-regulated firms, insurers &amp; reinsurers*</td>
<td>Certificated individuals</td>
<td>1 hr</td>
</tr>
<tr>
<td>Senior Management Arrangements, Systems and Controls</td>
<td>All financial services</td>
<td>Senior Managers</td>
<td>1 hr 20 mins</td>
<td></td>
</tr>
<tr>
<td>Senior Managers Regime</td>
<td>Dual-regulated firms, insurers &amp; reinsurers*</td>
<td>Senior Managers</td>
<td>1 hr 25 mins</td>
<td></td>
</tr>
<tr>
<td>The Regulatory Framework in Financial Services</td>
<td>Dual-regulated firms, insurers &amp; reinsurers*</td>
<td>All</td>
<td>1 hr 15 mins</td>
<td></td>
</tr>
</tbody>
</table>

*Will also apply to solo-regulated firms from December 2019

<table>
<thead>
<tr>
<th>SPECIALIST</th>
<th>Target Audience</th>
<th>Sector</th>
<th>Job Role</th>
<th>Recommended CPD</th>
</tr>
</thead>
<tbody>
<tr>
<td>An Introduction to MiFID II</td>
<td>Investment banking</td>
<td>All</td>
<td>1 hr 15 mins</td>
<td></td>
</tr>
<tr>
<td>Consumer Credit Regulations (Motor Finance)</td>
<td>Consumer credit for motor finance</td>
<td>All</td>
<td>1 hr 10 mins</td>
<td></td>
</tr>
<tr>
<td>Consumer Credit Regulations (Personal Loans and Credit Cards)</td>
<td>Consumer credit for personal loans and credit cards</td>
<td>All</td>
<td>1 hr</td>
<td></td>
</tr>
<tr>
<td>FATCA</td>
<td>Financial services with operations in the USA</td>
<td>All</td>
<td>1 hr</td>
<td></td>
</tr>
<tr>
<td>The Basics of CASS</td>
<td>Asset management firms</td>
<td>All</td>
<td>1 hr 25 mins</td>
<td></td>
</tr>
<tr>
<td>Transaction Reporting</td>
<td>Investment banking</td>
<td>Compliance managers</td>
<td>1 hr</td>
<td></td>
</tr>
</tbody>
</table>

*Will apply to solo-regulated firms from December 2019.
Mortgage & Home Finance

Upskill and satisfy MCD requirements for knowledge and competence

The aim of the EU Mortgage Credit Directive (MCD) was to create an EU-wide mortgage credit market with a high level of consumer protection applying to both secured credit and home loans. The UK, as a member state, had to transpose its provisions into national law by March 2016.

The existing regulatory framework in the UK meant that the impact of the MCD was less than in some other EU member states. However, there were a number of changes - one of them being that all those involved in mortgages should have the ‘appropriate’ level of knowledge and competence. It extended the remit from those giving advice on mortgages to those involved in the manufacture of mortgages and the offering or granting of mortgages.

The MCD identified 9 knowledge and competence requirements which the Council of Mortgage Lenders (CML) - now part of UK Finance - mapped to the appropriate roles within mortgage lenders and intermediaries.

We have used that mapping to inform our MHF suite. So, whether you work in administration, product design or underwriting, our comprehensive pathways satisfy that MCD requirement as well as upskill your workforce.

Six interactive learning pathways

Pathway 1: An overview of the parties and methods involved in buying, selling and financing property

The parties involved:
- Buyers & sellers
- Mortgage advisers
- Mortgage lenders
- Estate agents
- Surveyors
- Conveyancers

Common property selling methods in the UK:
- Private treaty
- Public auction
- Private bargain (Scotland)

Government schemes:
- Shared ownership
- Right to Buy
- Help to Buy
- The Starter Home Initiative
- Help to Buy ISAs and USAs

CPD time: 1 hr 5 mins

Pathway 2: Mortgage and home finance regulation and the various types of mortgages

Mortgage and home finance-related standards:
- High level standards (MCOB)
- T&C
- Mortgage effectiveness review
- Mortgage market review
- Responsible lending

Advising on regulated mortgage contracts:
- Advised vs execution-only sales

The various types of mortgages:
- First and second charge mortgages
- Fixed and variable interest rates

CPD time: 1 hr 5 mins

Pathway 3: Mortgage advice and the criteria to fulfil

The mortgage application process:
- The steps in the process
- Where a European Standardised Information Sheet (ESIS) fits in the process

Lender’s borrowing criteria:
- Borrower suitability
- Property suitability

Meeting mortgage lending criteria:
- Assessing affordability, including:
  - Committed expenditure
  - Basic essential expenditure
  - Basic quality of living costs

After sales care:
- Advice after a sale
- When an affordability assessment is required

CPD time: 40 mins

Pathway 4: Selecting suitable insurance to combine with a mortgage

Property-related insurance:
- Building
- Contents

Borrower-related insurance:
- Life Cover
- Level Term Assurance
- Decreasing Term Assurance
- Critical Illness Cover

- Income Protection Insurance
- Payment Protection Insurance
- Higher Lending Charge

CPD time: 45 mins

Pathway 5: Equity release, home purchase plans, sale and rent back and commercial mortgages

What constitutes other home arrangements and how they work:
- Equity release
- Home reversion plans
- Lifetime mortgages
- Home purchase plans
- Sale and rent back

Commercial mortgages and how they work:
- Commercial mortgages
- Investor buy-to-let mortgages
- Consumer buy-to-let mortgages
- Bridging loans

Equity release and treating customers with integrity:
- Six good practice steps for advisers

CPD time: 1 hr 10 mins

Pathway 6: Arrears and possessions

Handling arrears and payment shortfalls:
- The MCOB rules that apply
- Arrears management toolkit

Handling pre-Litigation:
- Letters before action
- The pre-action protocol

Handling litigation and possession:
- Steps prior to a court hearing
- Court hearings
- Repossessions

CPD time: 1 hr 25 mins
Make your people your most effective defence against cyber-attacks

RESILIA® Frontline helps your people to become your greatest information security asset.

Ensuring your most valuable and precious information remains secure from a cyber-attack or data breach is a critical business risk. But your resilience to these growing threats can only be as good as the vigilance and behaviours of your people, especially when 90% of cyber-attacks succeed because of human error.

That’s where RESILIA Frontline can help.

RESILIA Frontline provides your people with GCHQ-approved courseware for cyber security and data protection awareness training.

Written and designed by cyber security experts and learning specialists, the modules help your people embed and sustain cyber resilient behaviours across your organisation.

RESILIA Frontline helps us stay ahead of the threats.

CEO, Financial Services
Personal, bite-sized learning to suit your organisation

MicroLearn’s Soft Skills library is made up of 10 suites, covering an increasing range of essential professional skills.

An organisation’s greatest assets are its people, with soft skills development proving invaluable to organisations who strive to be increasingly dynamic, interconnected and flexible, attracting and retaining talented employees as well as increasing business with both new and existing clients.

Although soft skills are often harder to develop and less quantifiable than traditional hard skills, they are essential to developing strong interpersonal, communication and personal development skills which contribute immeasurably to the overall success of an organisation.

MicroLearn’s effective and engaging Soft Skills catalogue features over 70 courses, covering a growing range of professional skills and topics as well as the popular Workplace Wellbeing range, developed in collaboration with the learning architect, Liggy Webb.

**CHANGE MANAGEMENT**
- The Need for Strategy
- Challenging the Status Quo
- Making the Change
- Thriving in Change
- Experiencing Change
- Seeing Change Through

**CUSTOMER SERVICE**
- Handling Complaints
- Email Etiquette
- Telephone Manner
- Maintaining Customers
- Approaching New Customers
- Know Your Customer
- Brand & Reputation

**COMMUNICATION & SOCIAL SKILLS**
- How to be Assertive
- Fluent in Body Language
- What’s Not Being Said?
- Effective Writing
- Asking the Right Questions
- Expressing Yourself
- Active Listening
- Presenting with Confidence
- Presenting Data
- Communicating with Emotional Intelligence
- Social Media Awareness

**LITERACY SKILLS**
- The English Sentence
- Spelling & Punctuation
- Planning Your Report
- Writing Your Report

**CAREER DEVELOPMENT**
- Tips for the Interviewee
- Hiring Right First Time
- Appraisal Interviews
- Career Planning
- Inducting a New Team Member
- Networking
- First Impressions

**PERSONAL DEVELOPMENT**
- Making Objectives Happen
- Problem Solving
- Setting Objectives
- Dealing with Stress
- Time Management
- Planning Your Own Development
- Negotiation Skills
- Decision Making
- Confidence
- Remote Working

**MANAGEMENT & LEADERSHIP**
- Developing Leadership
- Training for Non-trainers
- Project Management
- The Effective Leader
- Coaching & Mentoring
- Giving & Receiving Feedback
- Taking Action
- Planning & Monitoring Team Performance
- Motivation & Effective Feedback
- Managing Virtual Teams

**SAFEGUARDING**
- Safeguarding Children (England & Wales)
- Safeguarding Vulnerable Adults (England & Wales)
- Safeguarding Children (Scotland)
- Safeguarding Vulnerable Adults (Scotland)
- Safeguarding Children (Northern Ireland)
- Safeguarding Vulnerable Adults (Northern Ireland)

**WORKPLACE WELLBEING**
- Great Conversations
- Everyday Conversations
- Mental Health
- Sickness & Absence
- Healthy Living
- Impact & Influence
- Value & Purpose
- Positive Thinking
- Resilience
- Empathy
- Life Balance
- Relationship Building
- Changing Behaviours
- Creativity
- Personal Agility
- Mindset
- Better Judgements

**TEAMWORK**
- Working in Teams
- Dealing with Conflicts
- Effective Delegation
- Effective Meetings
- Performance Troubleshooting
- Collaborative Working

**PERSONAL, BITE-SIZED LEARNING TO SUIT YOUR ORGANISATION**

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- Social Media Awareness

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- Motivation & Effective Feedback
- Managing Virtual Teams

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- Safeguarding Vulnerable Adults (England & Wales)
- Safeguarding Children (Scotland)
- Safeguarding Vulnerable Adults (Scotland)
- Safeguarding Children (Northern Ireland)
- Safeguarding Vulnerable Adults (Northern Ireland)

**WORKPLACE WELLBEING**
- Great Conversations
- Everyday Conversations
- Mental Health
- Sickness & Absence
- Healthy Living
- Impact & Influence
- Value & Purpose
- Positive Thinking
- Resilience
- Empathy
- Life Balance
- Relationship Building
- Changing Behaviours
- Creativity
- Personal Agility
- Mindset
- Better Judgements

**TEAMWORK**
- Working in Teams
- Dealing with Conflicts
- Effective Delegation
- Effective Meetings
- Performance Troubleshooting
- Collaborative Working
Compliance training is a crucial part of creating a safe and respectful working environment. Recognising the importance of ensuring staff understand the laws and regulations which apply at work to help your organisation detect and minimise potential risks.

MicroLearn’s comprehensive Compliance catalogue of over 40 courses, covers a range of topics including Equality & Diversity, Social & Corporate Responsibility, Finance, Health & Safety and Food Safety & Hygiene. By utilising accessible and effective compliance training, your organisation will ensure that a productive and informed environment is established, where the welfare of your team is protected.

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**DATA PROTECTION**
- GDPR Module
- An Introduction to GDPR
- Lawful Basis for Processing
- Individual Rights
- Accountability & Governance
- Data Protection Act 2018

**EQUALITY & DIVERSITY**
- Workplace Bullying
- Introduction
- Age
- Race
- Religion or Belief
- Gender Reassignment
- Sex Discrimination
- Sexual Orientation
- Marriage & Civil Partnership
- Pregnancy & Maternity
- Disability
- Unconscious Bias

**FINANCE**
- Finance for Non-Financial
- Insider Trading
- PCI - DSS
- Bribery & Corruption
- Bribery Act 2010
- Budgeting Basics
- Anti-Money Laundering
- Competition Law

**FOOD SAFETY & HYGIENE**
- Introduction
- Food Law
- Food Safety Hazards
- Food Safety Management
- Food Allergy
- Food-borne Illness
- Personal Hygiene
- Hygienic Premises
- Temperature Control

**HEALTH & SAFETY**
- Introduction
- Fire
- First Aid
- Dangerous Substances
- Display Screen Equipment
- Electricity
- Manual Handling
- Slips & Trips

**SOCIAL & CORPORATE RESPONSIBILITY**
- Right to Work
- Whistleblowing
- Sustainability
- Cyber Security
- Modern Day Slavery
- Driving at Work

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Compliance training is a crucial part of creating a safe and respectful working environment.
Video Arts, the home of video learning

Video Arts believes that learning should be fun, easy and accessible. You can change the way people behave at work if you engage them emotionally with entertaining content.

Learning is often designed to fill learners with facts and information. This is great if you want to increase their understanding of a subject, but what if you actually need to change their behaviour? Simply put, video allows complex ideas about human behaviour to be put across in a short space of time. And Video Arts gets the message across in a way that your learners won’t forget.

The content shines because of its high production values, TV script-writing and familiar actors. But, it all starts with the learning points; and they come from some of the best subject matter experts in the world.

The Video Arts library of online, interactive courses is designed as a ‘grown-up’ self-study resource to help learners reflect on and apply what they’ve learnt, not just absorb lots of ‘read-next-read-next’ information.

Your learners will be entertained whilst their behaviours are changed over time.

“People learn nothing when they’re asleep and very little when they’re bored.”

John Cleese, Founder, Video Arts

<table>
<thead>
<tr>
<th>COMPLIANCE</th>
<th>Recommended CPD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anti-Bribery &amp; Corruption</td>
<td>30 mins</td>
</tr>
<tr>
<td>Data Protection</td>
<td>30 mins</td>
</tr>
<tr>
<td>Modern Slavery</td>
<td>30 mins</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>COMMUNICATION</th>
<th>Recommended CPD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assert Yourself</td>
<td>1 hr</td>
</tr>
<tr>
<td>Body Language and Assertiveness</td>
<td>30 mins</td>
</tr>
<tr>
<td>Communicating on the Phone</td>
<td>30 mins</td>
</tr>
<tr>
<td>Communicating in Writing</td>
<td>30 mins</td>
</tr>
<tr>
<td>Going to a Meeting, Part 1: Messing Up a Meeting</td>
<td>1 hr</td>
</tr>
<tr>
<td>Going to a Meeting, Part 2: Meeting Menaces</td>
<td>1 hr</td>
</tr>
<tr>
<td>Inside Information</td>
<td>30 mins</td>
</tr>
<tr>
<td>Meetings, Bloody Meetings</td>
<td>1 hr</td>
</tr>
<tr>
<td>Presentation is Everything</td>
<td>1 hr</td>
</tr>
<tr>
<td>Presentation Skills</td>
<td>30 mins</td>
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<table>
<thead>
<tr>
<th>CUSTOMER SERVICE</th>
<th>Recommended CPD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advising the Customer</td>
<td>30 mins</td>
</tr>
<tr>
<td>After Sales</td>
<td>30 mins</td>
</tr>
<tr>
<td>Communicating Effectively</td>
<td>30 mins</td>
</tr>
<tr>
<td>Complaints</td>
<td>1 hr</td>
</tr>
<tr>
<td>Customer Types</td>
<td>30 mins</td>
</tr>
<tr>
<td>Customers on the Phone</td>
<td>30 mins</td>
</tr>
<tr>
<td>First Impressions</td>
<td>30 mins</td>
</tr>
<tr>
<td>If Looks Could Kill</td>
<td>30 mins</td>
</tr>
<tr>
<td>Online Customers</td>
<td>30 mins</td>
</tr>
<tr>
<td>Service for Sales</td>
<td>30 mins</td>
</tr>
<tr>
<td>The Power of Behaviour</td>
<td>30 mins</td>
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<tr>
<td>When Things Go Wrong</td>
<td>30 mins</td>
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<table>
<thead>
<tr>
<th>HEALTH &amp; SAFETY</th>
<th>Recommended CPD</th>
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</thead>
<tbody>
<tr>
<td>Display Screen Equipment</td>
<td>30 mins</td>
</tr>
<tr>
<td>Manual Handling</td>
<td>30 mins</td>
</tr>
<tr>
<td>Working at Height</td>
<td>30 mins</td>
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</table>
Contents

**Learning Management System (LMS)**
- Governance, Risk & Compliance Courses
- Mortgage & Home Finance Courses
- Cyber Awareness Courses
- Workplace Skills Courses
- Other eLearning Courses

**Unicorn Digital Mindreading**
- Influence & Negotiation
  - Recommended CPD
  - Achieving Goals & Commitments: 30 mins
  - Being a ‘People Person’: 30 mins
  - Helping Hands: 30 mins
  - Less is More: 30 mins
  - Making Your Case: 30 mins
  - Negotiating - Tying the Knot: 30 mins
  - Negotiating Tactics: 30 mins
  - Using Similarity: 30 mins

- Leadership
  - Recommended CPD
  - Creativity and Innovation: 30 mins
  - Crisis Management: 30 mins
  - Emotional Intelligence: 30 mins
  - Ethics: 30 mins
  - Everyday Learning: 30 mins
  - First Among Equals: 1 hr
  - Jamie’s Kitchen: Fifteen Lessons on Leadership: 1 hr
  - Jamie’s Kitchen: Fifteen Lessons on Teamwork: 1 hr
  - Leadership Sins: 30 mins
  - Pass It On: 1 hr
  - Practical Leadership: 30 mins
  - Team Decision Making: 30 mins
  - Team Development: 30 mins

- Performance Management
  - Recommended CPD
  - Managing Performance Everyday: 1 hr
  - Performance Review: Code Red: 1 hr
  - Performance Review: Every Appraiser’s Dream: 1 hr
  - Performance Review: Every Manager’s Nightmare: 1 hr
  - Performance Reviews: 30 mins
  - Praise and Criticism: 30 mins

- Management
  - Recommended CPD
  - Absence Minded: 1 hr
  - Behavioural Interviewing: 1 hr
  - Counselling: 30 mins
  - Being a Leader: 30 mins
  - Dealing with Absenteeism: 30 mins
  - Developing Your Team: 30 mins
  - Difficult Conversations: 30 mins
  - Managing Discipline: 30 mins
  - Motivating Your Team: 30 mins
  - One-to-One Training: 30 mins
  - Recruiting: 30 mins

- Projects & Change
  - Recommended CPD
  - Change: 30 mins
  - Jamie’s School Dinners: Living with Change: 1 hr
  - Jamie’s School Dinners: Managing Change: 30 mins
  - Managing Projects and Processes: 30 mins

- Sales
  - Recommended CPD
  - Closing Sales: 30 mins
  - Control and Close: 30 mins
  - Consultant Selling: 30 mins
  - Difficult Sales: 30 mins
  - Needs and Objections: 30 mins
  - The Art of Selling: 1 hr

- Workplace
  - Recommended CPD
  - 30 Ways to Make More Time: 1 hr
  - Dealing with Stress: 30 mins
  - Finance and Budgets: 30 mins
  - Making Time: 1 hr
  - Negotiating: 30 mins
  - The Balance Sheet Barrier Animation: 30 mins
  - Understanding Behaviour: 30 mins

- Wellbeing
  - Recommended CPD
  - Criticism and Failure: 30 mins
  - Emotions Versus Evidence: 30 mins
  - Getting Stuff Done: 30 mins
  - Happiness Habits: 30 mins
  - Inside Your Head: 30 mins
  - Personal Wellbeing for Managers: 30 mins
  - Planning: 30 mins
  - Practical Wellbeing: 30 mins
  - Team Wellbeing for Managers: 30 mins

- Unconscious Bias and Diversity
  - Recommended CPD
  - Inclusive Leadership: TBC
  - Respect and Inclusion at Work: TBC
  - Unconscious Bias: TBC

- Workplace Skills from Video Arts
Add eBooks to your blended learning programs

As part of our ongoing drive to improve and diversify our eLearning content, we have partnered with the world’s largest eBook publisher, Bookboon, to bring all Unicorn LMS users TWENTY FREE bite-sized eBooks. The eBooks can be accessed on our LMS in PDF format and can be opened in a single click, with each download individually tracked.

Prepare your staff for regulatory visits

You wouldn’t put your people in front of the press without training, so why do it for a regulatory meeting?

In our continued commitment to supporting firms when it comes to embedding the right behaviours, we’re delighted to introduce our latest offering, in partnership with Metidian. The learning allows users to participate in a series of virtual interactions with a regulator – simulating both the preparatory, and interview elements of a real visit.

Make virtual decisions and experience outcomes in a risk-free environment
Learn to understand the regulators’ perspective
Acquire skills to respond confidently to questioning
Reduce risk in your business and build better regulatory relationships

Uncovering Mindfulness
Paul A Mudd
Mindfulness is a hot topic. Covering the big and not so big things we’re all wrestling with, this book takes you through the philosophy and practice of mindfulness.

Time of your Life
Benjamin Ball

The Art of Personal Effectiveness
Eric Garner

Creativity in Action
Harold L. Taylor

How to Overcome Procrastination
Paul Newton

Maximising your Potential
Eric Garner

Goal Keeping
Nazish S. Qazi

Control your Stress & Manage your Time!
Georgios P. Piperopoulos

Self-managed and Coach-led Stress Management
Bodil Wilde-Larsson, Garry Larsson

Connecting with People
Philip Gould

Dealing with Difficult People
Ken Pierce

Learn the 21 ‘tried and true’ tools which makes you an expert on Dealing with Difficult People and experience the fearlessness coming from knowing you can deal with anyone anytime.

Staying Relevant in the Workplace
Dr. J. Brassey, Prof. Dr. Nick H.M. van Dam

The 4th Industrial Revolution & the Future of Jobs
Prof. Dr. Nick H.M. van Dam

21st Century Corporate Learning & Development
Prof. Dr. Nick H.M. van Dam

Learning: 70-20-10
Manmohan Joshi

Advanced Communication Skills
MTD Training

High Impact Strategic HR
Susan Quinn

Successful Time Management
MTD Training

Effective Discipline
Eric Garner

HR 2025: The Future of Work – Managing People
Gemma Reucroft, Tim Scott

Access more than 1,500 books on subscription

Bookboon is the “Netflix” of eBooks and has more than 1,500 books in its full catalogue. Users can access the full library on a single annual subscription. Typically, organisations see an uptake of around 40% in proactive voluntary learning in the first 12 months of signing up.
Governance Risk and Compliance training for law firms

The Socrates collection of interactive eLearning is a specialist suite designed to support law firms with governance, risk and compliance training.

Socrates’ specialist courses help law firms meet the standards and requirements set out by the Solicitors Regulation Authority (SRA) and LEXCEL. A wide range of subjects are covered including Anti-Money Laundering, Code of Conduct & CQS.

All courses are written with the assistance of Subject Matter Experts from the legal industry. Socrates’ unique approach combines this informative and authoritative foundation with a lively and engaging style.

Can’t find what you need? We’ll build it for you.

Designed to be the perfect fit, our bespoke eLearning studio helps you create compelling custom content, tailored to the specific requirements of your organisation.

Our expert team is experienced in developing outcome-led custom digital learning to suit businesses of all sizes, and across a huge variety of sectors.

Animations and videos
Short, impactful animation and video in a wide range of styles to ensure the message sticks.

Case studies or branching scenarios
Practical, hands-on eLearning. Learners impact a virtual scenario based on their individual choices.

Quizzes
Check learner understanding through gamified learning experiences.

Exploratory environments
Explore, encounter challenges and immerse your learners.

COURSE LIST Recommended CPD Hours

<table>
<thead>
<tr>
<th>COURSE LIST</th>
<th>Recommended CPD Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anti-Facilitating Tax Evasion</td>
<td>20 mins</td>
</tr>
<tr>
<td>Anti-Money Laundering</td>
<td>1 hr+</td>
</tr>
<tr>
<td>Avoiding Bribery Risks</td>
<td>45 mins</td>
</tr>
<tr>
<td>Brush Up Your Law</td>
<td>1 hr 30 mins</td>
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<tr>
<td>COLP and COFA Precedents and Support Service</td>
<td>N/A</td>
</tr>
<tr>
<td>Conflicts of Interest</td>
<td>50 mins</td>
</tr>
<tr>
<td>CQS</td>
<td>1 hr 15 mins</td>
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<tr>
<td>Data Protection Under the GDPR</td>
<td>40 mins</td>
</tr>
<tr>
<td>Equality and Diversity</td>
<td>45 mins</td>
</tr>
<tr>
<td>Health and Safety</td>
<td>40 mins</td>
</tr>
<tr>
<td>Information Security</td>
<td>30 mins</td>
</tr>
<tr>
<td>Risk Management</td>
<td>20 mins</td>
</tr>
<tr>
<td>SRA Accounts Rules</td>
<td>1 hr</td>
</tr>
<tr>
<td>SRA Code of Conduct</td>
<td>45 mins</td>
</tr>
<tr>
<td>Unconscious Bias</td>
<td>45 mins</td>
</tr>
</tbody>
</table>

Comprehensive, well presented and well judged

Chris Vigrass, Ashurst LLP

Socrates also provides a range of Governance, Risk and Compliance courses for estate agents and accountancy firms. Please contact us for more details.
Unicorn LMS® is a scalable platform that can be tailored to meet your specific business needs. It’s an end-to-end solution on which you can build and evidence a learning culture.

One single instance gives you access to an easy-to-navigate, customisable learning platform delivering a wealth of industry-leading training courses. It enables a culture of continuous learning with content that is accessible from any device, anywhere, at any time.

But, more importantly, it goes well beyond even that. It delivers a host of powerful tools to manage and evidence competency across your organisation.

Deliver a continuous learning culture with our award-winning LMS

Powerful reporting & audit tools
Quickly highlight knowledge gaps or areas of non-compliance by using the integrated report generator to identify how staff are performing against their training requirements, with the ability to drill down to an individual level to see where action is needed.

Continuing Professional Development (CPD) tracking
Use the standard scheme or configure your own. Automatically log CPD time accrued from online learning activities, or manually add offline time. Record qualifications held by individuals and monitor completion status for each.

eCreator authoring tool
Create your own microlearning with eCreator – an authoring tool available with every subscription. Build and tailor your own courses or add custom modules to existing pathways.

On-the-go access
Deliver learning content anytime, anywhere and on any device with the free Learning Path app.

LMS highlights

- Collaborative and social learning
- Intuitive user friendly design
- Reviews, 1:1s and managing competence
- Diagnostics
- Specialist tools
  e.g. Senior Managers & Certification Regime for financial services

Other standard features

- Event management
- Auto-enrolment rules
- Activity ratings
- Job roles and responsibilities
- Question banks and assessments
- Integration tools
- Custom portal branding
- Secure, unlimited hosting
HERE ARE YOUR TOOLS
NOW ACCELERATE YOUR LEARNING

Try our FREE 14-day trial at
guest.unicornlms.com
Alternatively, you can call one of our representatives on
0800 055 6586

Contact us:
 t. 0800 055 6586
e. enquiries@unicorntraining.com
w. unicorntraining.com

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