



## Learning Toolkit

Check with the provider regarding service provision due to coronavirus

Topic Area	Method	Organisation	Objective	Contact
Accessibility	On-line training and guides	Visit Scotland	While aimed towards tourism business these free guides are a super learning resource for any business to make use of.	<a href="https://www.visitscotland.org/supporting-your-business/marketing-toolkits/accessible-inclusive-tourism">https://www.visitscotland.org/supporting-your-business/marketing-toolkits/accessible-inclusive-tourism</a> <a href="https://www.visitscotland.org/supporting-your-business/marketing-toolkits/accessible-inclusive-tourism">https://www.visitscotland.org/supporting-your-business/marketing-toolkits/accessible-inclusive-tourism</a> <a href="https://www.visitscotland.org/supporting-your-business/marketing-toolkits/accessible-inclusive-tourism">https://www.visitscotland.org/supporting-your-business/marketing-toolkits/accessible-inclusive-tourism</a>
Accessibility	App	Neatebox – Visitors Welcome App	This free app allows you to request visits to participating venues, indicating the areas you need customer service to have awareness of and the specific assistance you require.	<a href="https://www.neatebox.com/welcome">https://www.neatebox.com/welcome</a> Please note this is a new service and can only be used with venues that have registered. Venues are notified of the visit request and receive an overview of your condition and top tips to aid their interaction with you.
Autism	Face-to-face	Autism Initiatives	Outreach support and help with funding. Highland service includes clubs and support, but future of branch uncertain.	<a href="https://www.autisminitiatives.org/ossme">https://www.autisminitiatives.org/ossme</a> The Highland one Stop Shop <a href="https://highlandoss.org.uk/">https://highlandoss.org.uk/</a>

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Customer Care	Training courses	Welcome Host	Customer service training in the tourism, leisure and hospitality, retail, transport and many other sectors.	<a href="https://www.welcometoexcellence.co.uk/">https://www.welcometoexcellence.co.uk/</a>
Care Experienced Young People, and People Affected by Dementia	Web site	Life Changes Trust	Information on the challenges faced by people in each of these groups, and how support and funding can be accessed.	<a href="https://www.lifechangestrust.org.uk/">https://www.lifechangestrust.org.uk/</a>
Dementia	On-line - free	Dementia Friends, Alzheimer Scotland, Action on Dementia	With the right support and understanding, people can live well with dementia and contribute to their local community. By taking part in Dementia Friends Scotland, you can learn a little about what it's like to live with dementia and turn that understanding into action.	<a href="https://www.alzscot.org/our-work/dementia-friendly-communities/dementia-friends-scotland">https://www.alzscot.org/our-work/dementia-friendly-communities/dementia-friends-scotland</a>
Diversity and Health	Face-to-face	Waverly Care	support and training/events provision for HIV/Aids/Hep C and Diversity	<a href="https://www.waverleycare.org/">https://www.waverleycare.org/</a>
Disability	On-line video	Disability Confident	This video covers a comprehensive range of disability-related topics. It is aimed at employees of all levels including staff, managers, diversity specialists, trainers and advisers.	<a href="http://www.training-resources.co.uk/disability-confident-video">http://www.training-resources.co.uk/disability-confident-video</a>
Disability	On-line resources (free)	Disability Matters.org	challenge and positively change our own and others fears, ideas and attitudes towards disability and disabled children and young people.	<a href="https://www.disabilitymatters.org.uk/">https://www.disabilitymatters.org.uk/</a>
Disability	On-line	Disability Scotland	Links to a range of resources, including Accessibility Guides and holiday guides, to support individuals and for businesses to consider how they could improve their offer.	<a href="http://www.disabilityscot.org.uk/info-guides/">http://www.disabilityscot.org.uk/info-guides/</a> <a href="http://www.disabilityscot.org.uk/info-guides/3948-2/?doing_wp_cron=1563959366.5225579738616943359375">http://www.disabilityscot.org.uk/info-guides/3948-2/?doing_wp_cron=1563959366.5225579738616943359375</a>

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Disability	Web information and guides	Inclusion Scotland	Guides and information for disabled people, employers, human rights toolkit, and accessible social media	<a href="https://inclusionscotland.org/">https://inclusionscotland.org/</a>
Disability	On-line hub	Disability Equality Scotland - Communication	The concept of Inclusive Information is simple: make everything easy to access, simple to understand and your message will go further. This Hub provides tools and guidance on how to make your information accessible.	<a href="https://inclusivecommunication.scot/">https://inclusivecommunication.scot/</a>
Disability	On-line hub	Disability Equality Scotland – Design	This Hub aims to improve awareness and encourage the take-up of inclusive design in Scotland. An inclusive approach to design ensures that the built environment is accessible to as many people as possible.	<a href="https://inclusedesign.scot/">https://inclusedesign.scot/</a>
Disability	On-line hub	Disability Equality Scotland – Accessible Travel	This Hub provides articles and information on accessible transport in Scotland; including the rules and responsibilities of transport providers.	<a href="https://accessibletravel.scot/">https://accessibletravel.scot/</a>
Sensory Impairment – Sight and Hearing	Face-to-Face support and training	See Hear Highland Education and Learning	Part of NHS, SHELS are here to help and advise people with sight and hearing difficulties. Training can also be offered to individuals and organisations.	<a href="http://www.shhels.net/">http://www.shhels.net/</a>
Sensory Impairment – Hearing	Face-to-face and on-line	Scottish Council on Deafness	Deaf Awareness training will encourage you to think about your customers or service users who may be deaf and how you can make sure they have equal access, and identify barriers faced on a daily basis.  Register to access on-line courses (£15 - £28 )	<a href="http://www.scod.org.uk/information/position-statements/deaf-awareness-training/">http://www.scod.org.uk/information/position-statements/deaf-awareness-training/</a>  <a href="http://www.scod.org.uk/scod-training/awarenessbites/">http://www.scod.org.uk/scod-training/awarenessbites/</a>

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Sensory Impairment - Sight	On-line resources and visits.	Royal Blind Learning Hub	Educational resources, training, advice, and workshops for teachers / professionals working with vision impaired children and young people.	<a href="https://learninghub.royalblind.org/mod/page/view.php?id=19">https://learninghub.royalblind.org/mod/page/view.php?id=19</a>
Sensory Impairment - Sight	Face-to-face	Sight Action, Highland	Visit to identify need and implement training programs to help you adapt existing and / or adopt new skills, such as orientation and mobility, independent living, and help those around you understanding your visual impairment and how it impacts your life.	<a href="https://www.sightaction.org.uk/what-we-do.html">https://www.sightaction.org.uk/what-we-do.html</a>
Wellbeing	Face-to-Face sessions	N4H	Using the outdoors to improve health, fitness, wellbeing, and mental health. Attend a timetabled session (walks, foraging, bush craft and more) or arrange private sessions for your group including schools, elderly and supported groups.	<a href="https://www.n4h.co.uk/">https://www.n4h.co.uk/</a>
Wellbeing and Learning	Face-to-face	Abriachan Forest Trust	Using the woodlands, 40km of path network, meeting rooms and gardens to increase confidence, skills, and resilience.	<a href="http://www.abriachan.org.uk/learning/">http://www.abriachan.org.uk/learning/</a>
Wellness & Accessibility Tourism	Webinars and on-line resources	Highlands and Islands Enterprise	Series of recorded webinars on best practice for accessible tourism that benefits all customers and business objectives	<a href="https://www.hie.co.uk/support/browse-all-support-services/tinto/">https://www.hie.co.uk/support/browse-all-support-services/tinto/</a>
Wellbeing - Mental Health	App	MyArkebo	Aimed primarily at 25- to 40-year-old professionals.	<a href="https://www.myarkeo.com/">https://www.myarkeo.com/</a>  The questions are only answered once a day to avoid additional anxiety or excessive screen time. It is a tracking-performance tool to help people enhance their lives and their mental fitness. A bit like an app for tracking your physical fitness, this mental fitness app highlights patterns and trends in your behaviour and tracks challenges. Then you can see how your everyday lifestyle choices are impacting your score

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Various - Health Inequalities, Early Years, Mental Health, Equality	On-line – free	NHS Scotland Virtual Learning Environment (and Healthy Working Lives)	Develop your skills, enhance your practice, and improve the health of others. Courses take between one and two hours and have an optional assessment.	<a href="https://elearning.healthscotland.com/index.php?">https://elearning.healthscotland.com/index.php?</a>
Various including Compliance, IT and workplace development	On-line – annual subscription fee payable	Highland Third Sector Interface	This platform has been created for HTSI members. An enhanced experience that will make training easier, more suitable to our geographic setting, allowing increased flexibility, while saving members money and travel time.	<a href="https://www.highlandtsi.org.uk/onlinetraining">https://www.highlandtsi.org.uk/onlinetraining</a>
Various – including Equality and Diversity and employment law	On-line	ACAS	Free e-learning modules are for employees and employers and cover a wide range of employment issues. The modules are a mix of theory and case studies. You can assess your learning through interactive questions and tests.	<a href="https://www.acas.org.uk/online-training">https://www.acas.org.uk/online-training</a>
Various – for Charities	On-line and face-to-face	SCVO	A variety of learning materials and information sheets to support charities, including managing staff & volunteers and good governance.	<a href="https://scvo.org.uk/support/running-your-organisation">https://scvo.org.uk/support/running-your-organisation</a>
Volunteer Practice	On-line and in-house	Volunteer Scotland	The program has been designed to assist individuals and organisations with the development of volunteer participation and explore their understanding of volunteering, its current trends and best practice.	<a href="https://www.volunteerscotland.net/for-organisations/training-courses/volunteer-practice-training/">https://www.volunteerscotland.net/for-organisations/training-courses/volunteer-practice-training/</a>
Various	PDF documents	Healthy Working Lives	Publications including mental health and health risks.	<a href="https://www.healthyworkinglives.scot/resources/Pages/resources.aspx">https://www.healthyworkinglives.scot/resources/Pages/resources.aspx</a>
Various – IT, Language & Literacy,	Face-to-face	Workers' Educational	High-quality, professional education into the heart of communities. With the support of nearly 3,000	<a href="https://www.weascotland.org.uk/">https://www.weascotland.org.uk/</a>

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Care plans and notes		Association (WEA)	volunteers, 2,000 tutors and over 10,000 members across the UK, we deliver friendly, accessible and enjoyable courses for adults from all walks of life.	
Various – adult learning, fitness	Face-to-face	High Life Highland (HLH)	HLH develops and promotes opportunities in culture, learning, sport, leisure, health and wellbeing across nine services throughout the whole of the Highlands, for both residents and visitors.	<a href="https://www.highlifehighland.com/">https://www.highlifehighland.com/</a>
Various – employment skills for all	Web Hub	Skills Development Scotland	Access to funds for individuals and business to develop skills and understanding, and reduce barriers to employment	<a href="https://www.skillsdevelopmentscotland.co.uk/what-we-do/employability-skills/">https://www.skillsdevelopmentscotland.co.uk/what-we-do/employability-skills/</a>
Various links to support young people	Web Hub	Highland Council Hi-Hope Directory	<p>The directory is sub-divided into six categories containing information about choices, opportunities and services available in Highland and beyond, to support transition for all young people from school into adulthood.</p> <p>An easy read section is included to enable understanding and to promote discussion of the content of the Directory for young people with additional support needs.</p>	<a href="https://hi-hope.org/">https://hi-hope.org/</a>