# CONTENT LIBRARY

Fuel employee development with best practice compliance courses and soft skills content.

**ELMO**

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# COURSE LIBRARY

## Ethics and Conduct

### General

- Aboriginal and Torres Strait Islander Cultural Awareness (AU)
- Animal Research Ethics (AU)
- Building an Inclusive Workplace
- Business Continuity Management
- Business Ethics
- Business Travel Arrangements
- Child Protection (NZ)
- Code of Conduct
- Competition and Consumer Act Awareness (AU)
- Competition and Consumer Law Awareness (NZ)

- Conflict of Interest
- Copyright (AU, NZ)
- Corporate Governance (AU, NZ)
- Cross-Cultural Communication (AU, NZ)
- Cultural Awareness (AU, NZ)
- Domestic Violence Awareness (AU, NZ)
- Domestic Violence Awareness for Managers (AU, NZ)
- Effective Practices When Working from Home
- Ethical AI Use in Business Writing (AU, NZ)
- Fraud and Corruption Awareness
- Gender Pay Equity Awareness for Managers (AU, NZ)
- Global Anti-Bribery and Corruption (AU, NZ)

- Human Research Ethics (AU)
- Human Rights Act (ACT, QLD)
- Information Privacy Awareness (ACT, NT, QLD)
- Intellectual Property (AU, NZ)
- Modern Slavery Act (AU)
- Modern Slavery Awareness (AU, NZ)
- Modern Slavery Awareness for Managers (AU, NZ)
- National Principles for Child Safe Organisations (AU)
- Personal Information Protection (TAS, NSW)
- Privacy and Data Protection Awareness (VIC)
- Privacy and Personal Information Protection (NSW)
- Privacy Awareness (AU, NZ)

- Protected Disclosures for the Private Sector (NZ)
- Recordkeeping Awareness (WA)
- Records Management
- Remuneration and Rewards (AU, NZ)
- Risk Management
- Spam Act Awareness (AU)
- The Do Not Call Register (AU)
- The European Union General Data Protection Regulation
- Understanding and Working with the Board (AU, NZ)
- Understanding Employee Rights (NZ)
- Understanding Workplace Rights
- Victorian Charter of Human Rights and Responsibilities
- Working from Home

### Education and Universities

- Disability Standards for Education (AU)
- ESOS Framework Awareness (AU)
- Child Safe Organisations (VIC)
- Mandatory Reporting in Child Protection (ACT, NSW, NT, QLD, SA, TAS, VIC WA)
- Reportable Conduct and Child Safe Organisations (VIC)
- Research Integrity (AU)
- Sexual Assault and Sexual Harassment at Universities
- Student Code of Conduct

### Government Sector

- Access to Official Information (NZ)
- Closing the Gap (AU)
- Delegation of Authority (QLD)
- Freedom of Information (ACT, Cth, NT, SA, VIC, WA)
- Health Information Privacy (QLD)

- Health Records Act Awareness (VIC)
- Health Records and Information Privacy (NSW)
- Health Records Privacy (ACT)
- Information Disclosures for Corporate Whistleblowers (AU)
- Protected Communications (NT)
- Protected Disclosures for the Public Sector (NZ)
- Public Access to Government Information (NSW)
- Public Interest Disclosures (Cth, ACT, NSW, QLD, SA, TAS, VIC,WA)
- Public Sector Ethics (WA)
- Right to Information (QLD, TAS)

## Equal Employment Opportunity (EEO)

- Disability Awareness (AU, NZ)
- Discrimination and EEO (AU, NZ)
- Discrimination and EEO for Managers (AU, NZ)
- Diversity in the Workplace (AU, NZ)
- Managing Unconscious Bias
- Mental Health Awareness (AU, NZ)
- Mental Health Disclosure (AU, NZ)
- Sexual and Sex-Based Harassment Awareness (AU)
- Sexual and Sex-Based Harassment Awareness for Managers (AU)
- Sexual Harassment Awareness (NZ)
- Sexual Harassment Awareness for Managers (NZ)
- Supporting Colleagues with Anxiety
- Supporting Colleagues with Depression
- Workplace Bullying and Occupational Violence

- Workplace Bullying and Occupational Violence for Managers

## Health and Safety

### General

- Advanced WHS for Employees (AU)
- Advanced Health and Safety (NZ)
- Alcohol and Other Drugs in the Workplace
- Armed Robbery Survival Skills
- COVID-19 Awareness (AU, NZ)
- Emergency Procedures (AU, NZ)
- Fatigue Management
- Fire Safety
- First Aid Refresher
- Hand Hazard Awareness
- Hazard Identification
- Health and Safety Awareness (NZ)
- Health and Safety Committees
- Health and Safety for the Retail Industry (NZ)
- Health and Safety Representatives (AU, NZ)
- Health and Safety Risk Management (NZ)
- Hearing Conservation
- Incident Investigation
- Infection Control in the Workplace
- Injury Management (AU, NZ)
- Laser Safety
- Manual Tasks (AU, NZ)
- Manual Tasks for Farming (NZ)
- Mental Health and Safety for Managers (AU, NZ)
- Natural Disaster Emergency Procedures (NZ)
- Office Ergonomics
- Office Safety
- OHS Awareness (VIC)

- OHS for Managers (VIC)
- Personal Protective Equipment
- Return to Work Programs (NSW)
- Sharps Safety (NZ)
- Sharps Safety for the Healthcare Industry (AU)
- Stress Management
- Stress Management for Managers
- Warden Instruction
- WHS Awareness for Employees (AU)
- WHS for Managers (AU)
- WHS for Schedule 26 Appointed Persons (WA)
- WHS Risk Management (AU)
- Work / Life Balance (AU, NZ)
- Working Alone Safely (AU)
- Working at Height (NZ)
- Working near Services (NZ)
- Working Outdoors (AU, NZ)
- Workplace Health and Safety Management Systems
- Workplace Inspections (AU, NZ)
- Writing for Health and Safety (NZ)

## Mining and Resources Industry

- Mining Health and Safety Awareness (AU)

## Retail and Food Industries

- Food Handling Procedures (AU, NZ)
- Health and Safety for Managers (NZ)
- Managing Food Allergies and Intolerances
- WHS for the Retail Industry (AU)

## Chemical and Laboratory Safety

- Asbestos Awareness (AU, NZ)
- Hazardous Chemicals (AU)
- Hazardous Substances (NZ)
- Labels and Safety Data Sheets (AU, NZ)

- Laboratory Safety - Biological Hazards
- Laboratory Safety - Chemical Hazards (AU, NZ)
- Radiation Safety (AU)
- Spill Prevention and Control

## High Risk / Construction Industry

- Confined Space Entry
- Construction Safety Orientation (AU, NZ)
- Contractor Management
- Driver Safety (AU)
- Electrical Safety (AU, NZ)
- Forklift Safety
- Heavy Vehicle Driver Safety
- Hot Work
- Load Restraint (CoR) (AU)
- Lock Out / Tag Out
- Manual Tasks for Construction Workers (AU, NZ)
- Plant Safety
- Safe Work Planning (SWMSs and JSAs) (AU)
- Solvents
- Working at Heights (AU)
- Working near Services (AU)
- Working with Silica Dust

## Chain of Responsibility

- Chain of Responsibility Code of Practice (AU)
- Dimensions and Indivisible Loads (CoR) (AU)
- Fatigue Management Duties of Off-Road Parties (CoR) (AU)
- Heavy Vehicle Driver Fatigue (CoR) (AU)
- Introduction to Chain of Responsibility (CoR) (AU)
- Transporting Dangerous Goods (CoR) (AU)
- Weight of Loads (CoR) (AU)

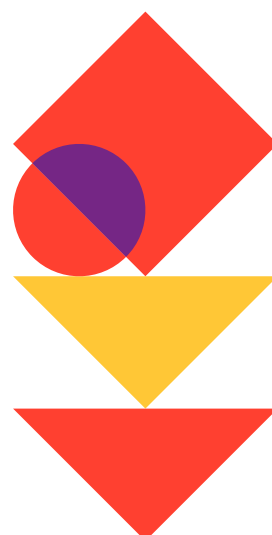## Retail and Food Industries

- Food Allergy and Intolerance Awareness

- Food Handling and Hygiene Procedures
- Food Safety Standards
- Managing Food Allergies and Intolerances
- WHS for the Retail Industry

## Chemical and Laboratory Safety

- Asbestos Awareness
- Hazardous Chemicals
- Labels and Safety Data Sheets
- Laboratory Safety - Biological Hazards
- Laboratory Safety - Chemical Hazards
- Radiation Safety
- Spill Prevention and Control

## Communication and Personal Development

- Business Etiquette
- Business Storytelling
- Business Writing Skills
- Conducting Effective Employee Surveys
- Conflict Resolution For Employees
- Coping with Change in the Workplace
- Creating eLearning Modules
- Designing and Delivering Presentations
- Developing Resilience
- How to Communicate Effectively
- Improving Your Listening Skills
- Improving Your Productivity
- Influencing and Negotiating with Others
- Problem Solving
- Running Effective Face-to-Face Training
- Setting and Achieving Goals
- Time and Priority Management
- Teamwork and Collaboration
- Understanding Body Language
- Understanding Different Behavioural Styles
- Writing Effective Emails
- Writing Minutes Effectively

## Finance

- Anti-Money Laundering and Counter-Terrorism Financing (AU)
- Cash Handling
- Conduct and Disclosure Obligations for Financial Advisers (AU)
- Credit Assessment Fundamentals (AU, NZ)
- Credit Contracts and Consumer Finance Act Awareness (NZ)
- Credit Risk Management
- Design and Distribution Obligations for Financial Products (AU)
- Finance for Non-financial Professionals
- Financial Product Advice and Dealing Guide (AU)
- General Insurance Code of Practice (AU)
- Insider Trading Awareness (AU, NZ)
- Insurance Brokers Code of Practice (AU)
- Knowledge Requirements for Financial Product Advisers (AU)
- Managing Budgets
- Money Laundering and Terrorism Financing Awareness (NZ)
- National Consumer Credit Protection Act Awareness (AU)
- National Credit Code Awareness (AU)
- Procurement Guidelines for ACT Government (AU)
- Procurement Guidelines for Australian Federal Government (AU)
- Procurement Guidelines for New South Wales Government (AU)
- Procurement Guidelines for Queensland Government (AU)
- Procurement Guidelines for Victorian Government (AU)
- Procurement Guidelines for Western Australian Government (AU)
- Procurement Guidelines for New Zealand Government (NZ)
- Professional Standards for Financial Advisers (AU)
- Securing Payment Card Data
- Supporting Vulnerable Customers in the Finance Industry (AU)
- Responsible Lending Code (NZ)
- The Debt Collection Guideline: For Collectors and Creditors (AU)
- Understanding Bank Fraud (AU)

## Customer Service

- Customer Service
- Developing Client Relationships
- Handling Angry and Upset Customers
- Managing Complaints
- Professional Telephone Etiquette
- Theft Prevention for Retail Workers

## Talent Management

- Coaching
- Developing an Employee Recognition Program
- Interviewing Skills and Techniques
- Managing Probation
- Mentoring Others
- Offboarding
- Onboarding
- Performance Management for Employees
- Performance Management for Managers
- Recruitment and Selection
- Strategic Talent Management
- Writing Position Descriptions and Job Advertisements

## Induction

- Contractor Induction (High Risk) (AU, NZ)
- Contractor Induction (Low Risk) (AU, NZ)
- Directors' Induction
- Employee Induction
- Health Services Induction
- Laboratory Induction
- Manager Induction
- Site Induction

## Leadership and Management

- Building and Managing Teams
- Change Management
- Emotional Intelligence in Leadership
- Engaging and Motivating Employees
- Leadership
- Leading Virtual Teams
- Making Decisions
- Managing Difficult Situations
- Managing the Discipline Process
- Managing Workplace Conflict
- Running Effective Meetings
- Running Effective Virtual Meetings

## Health Care / Clinical

- Incontinence
- Infection Control for Health Care Workers
- Abuse and Neglect
- Chronic Disease Awareness
- Client Risk Management
- Dealing with Difficult and Aggressive Patients
- Death Procedures
- Decision Making and Consent
- Dementia
- Hand Hygiene for Healthcare
- Incontinence
- Invasive Procedures
- Infection Control for Health Care Workers
- Manual Tasks for Health Care Workers (AU, NZ)
- Medication Management (AU, NZ)
- Nutrition and Swallowing (AU, NZ)
- Positive Behaviour Support

- Preceptorship
- Safe Patient Handling

## Sustainability / Environment

- Air Emissions Management
- Corporate Social Responsibility
- Environmental Awareness
- Environmental, Social and Governance Disclosure Reporting (NZ)
- Resource Efficiency
- Sustainability Awareness
- Sustainable Energy Practices
- Waste Management (AU, NZ)
- Water Conservation

## Business Management

- Introduction to Workplace Data
- Strategic Planning
- Workforce Planning

## ICT

- Acceptable Internet Use
- Cyber Security Awareness (AU, NZ)
- Cyber Security Awareness for Managers (AU, NZ)
- Electronic Communication and Social Media
- Information Security Management
- Password Management
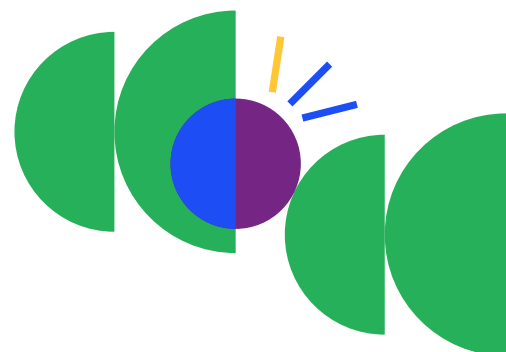- Social Engineering and Phishing Awareness

## Project Management

- Planning and Running Events
- Project Management
- Writing Effective Business Cases

## Quality Assurance and Production

- Contributing to Innovation
- Good Manufacturing Practice (NZ)
- Good Manufacturing Practice Guide: Part I (AU, NZ)
- Good Manufacturing Practice: Part II (AU, NZ)
- Lean Manufacturing
- Quality Management
- Six Sigma

## Sales

- Creating Business Blogs
- Handling Objections
- Introduction to Sales
- Networking Skills
- Sales Prospecting
- Telephone Sales

# VIDEO LIBRARY

## Health and Safety

- Asbestos Awareness
- Atmosphere Testing for Confined Spaces
- Confined Space Safety Essentials
- Driver Fatigue Management
- Drug and Alcohol Awareness
- Effectiveness and Safe Operation of Powered Hand Tools
- Electrical Safety Essentials
- Ergonomic Essentials for the Office
- EWP Safety Essentials
- Forklift Stability
- Fundamentals for Safety in Construction
- GHS Classification for Hazardous Chemicals
- Handling Aggressive Behaviour in Public
- Harmonisation: Key Changes that Affect You (AU)
- Hazardous Substances Safety Essentials
- Health and Safety for Aged Care Workers
- Heat and UV Exposure in Outdoor Work
- Height Safety Essentials
- Hospitality Essentials
- Hygiene for the Office (AU)
- Hygiene at Work (AU)
- Lockout / Tagout
- Maintaining a Harassment Free Office: Employees
- Maintaining a Harassment Free Office: Managers

- Manual Tasks for Industry
- Manual Tasks for Office
- Manual Tasks for Warehouse
- Noise and Hearing Loss Prevention
- Office Ergonomics
- Office Fire Prevention and Response
- Office Induction Safety
- Office Safety for Today's Workplace
- Performance and Wellbeing: For Employees
- Performance and Wellbeing: For Managers
- PPE Essentials
- PPE: Personal Protective Equipment
- Retail Manual Handling
- Returning to Work for Employees (AU)
- Returning to Work for Managers (AU)
- Risk Assessment for the Office (AU)
- Risk Management Safety Essentials
- Safe Approach to Food Preparation
- Safe Driving for Work
- Safe Operation of Forklifts
- Safety Awareness
- Safety in Aged Care Workplaces
- Shiftwork Safety Essentials
- Slips, Trips and Falls
- Social Media, Email & Online Etiquette
- Understanding Eye Safety at Work
- Understanding Safety at Work

- Warehousing and Storage Safety Essentials
- Workplace Mental Health for Employees
- Workplace Fire Prevention and Response
- Workplace Mental Health for Managers

## Induction

- Office Induction HR

## Equal Employment Opportunity (EEO)

- Equality and Diversity
- Sexual Harassment Training for Employees
- Sexual Harassment Training: For Managers

## Communication and Personal Development

- Disruptive People in the Workplace
- Learning From Failure
- Keeping Healthy
- Understanding Body Language

## Customer Service

- Customer Service (AU)

# Ethics and Conduct

⬦ Business Ethics for Employees

⬦ Business Ethics: For Managers

⬦ Business Social Media, Email and Online Etiquette

⬦ Maintaining a Harassment Free Office: Employees

⬦ Maintaining a Harassment Free Office: Managers

⬦ Preventing Harassment in the Office for Employees (AU)

⬦ Preventing Harassment in the Office for Managers (AU)

⬦ Social Media, Email & Online Etiquette

⬦ Workplace Bullying and Harassment
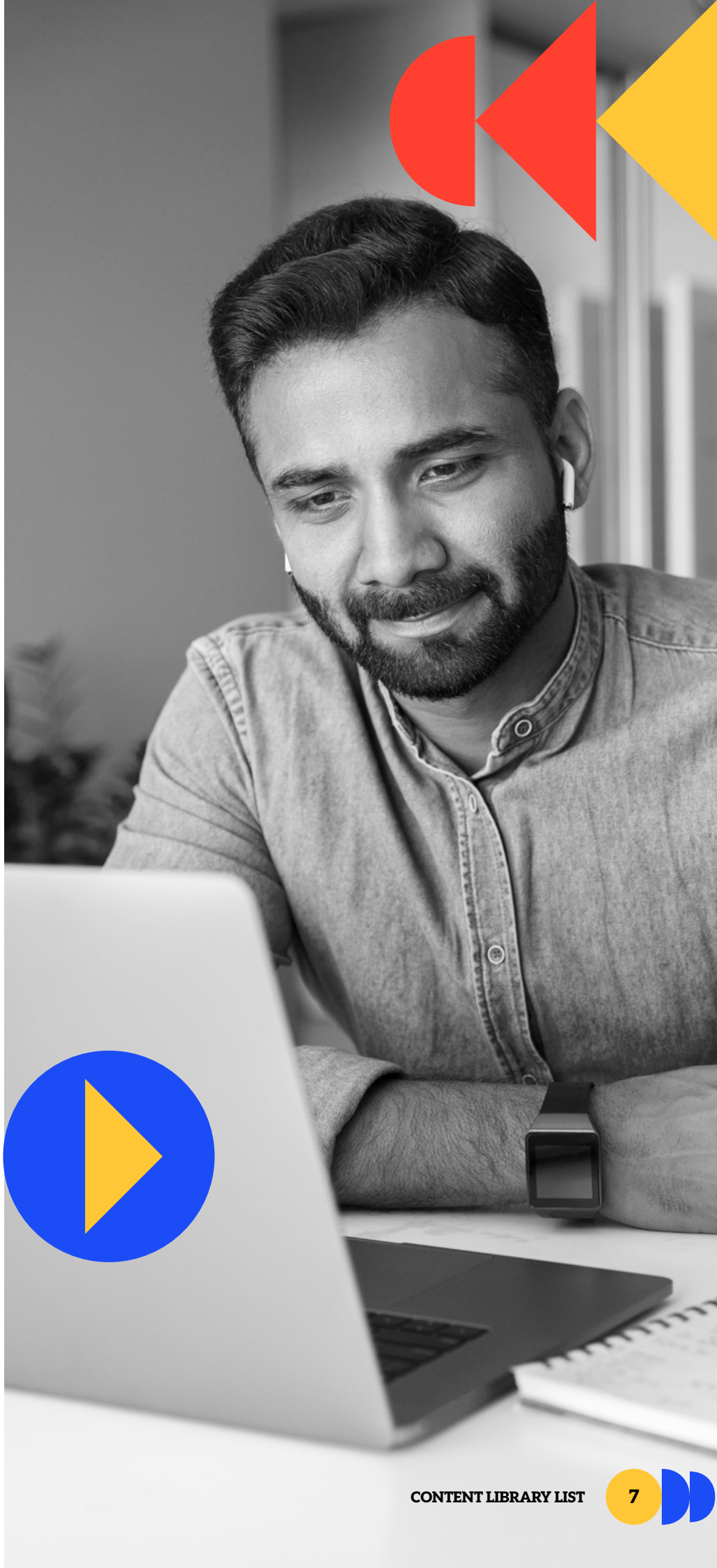
⬦ Working from Home (AU)

# Leadership and Management

⬦ Being Proactive in Safety

⬦ Delegating Work

⬦ How to Run a Successful Meeting

⬦ Making Decisions

⬦ Running a Productive Meeting

# Sustainability / Environment

⬦ Workplace Environmental Awareness

# Talent Management

⬦ Conducting Performance Appraisals

# ABOUT ELMO SOFTWARE

**ELMO**

Founded in 2002, ELMO Software is the trusted provider of HR technology solutions to 3,000+ organisations and two million end users across Australia, New Zealand and the UK.

Through powerful technology, automation, data and analytics, ELMO Software empowers HR professionals to play an integral role in company decision making.

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