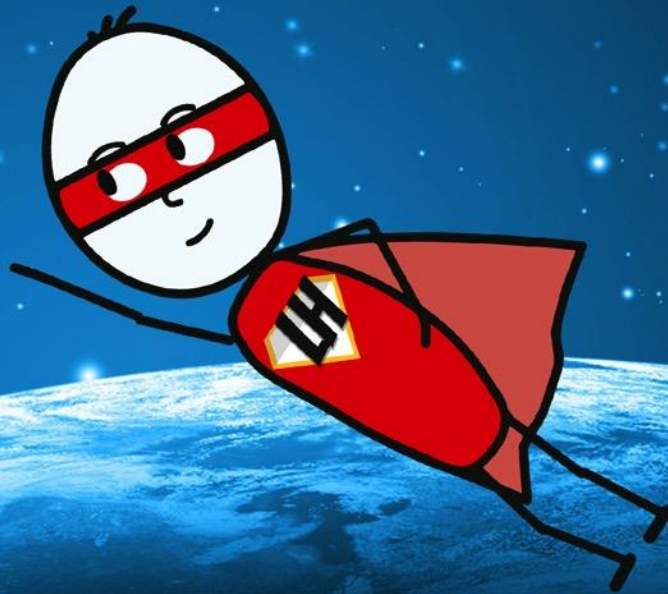


LITMOS HEROES

Saving the world *from* boring learning



Release Notes

12-March-2019

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Human Resources

Code	Title	Duration	Region
LC10070	New York Sexual Harassment Prevention	45 minutes	U.S.
LC10120	SOX Compliance 101 2019 (US)	15 minutes	U.S.
LC10121	PCI-DSS Compliance Standards (2019) (US)	10 minutes	U.S.
LC10122	PCI-DSS Relation to Data Cards and Equipment (2019) (US)	10 minutes	U.S.
LC10123	PCI-DSS and Wireless Use (2019) (US)	10 minutes	U.S.

Description:

The regulations and expectations of Human Resource professionals are always changing and it’s important to stay on top of it in order to stay compliant. That’s why we’re releasing new 2019 versions of the critical courses in the Human Resources collection. Recruitment is one of the most important aspects of your business – because your company is defined by its employees. This course can help you find the right people for the right role.

We are also introducing **New York Sexual Harassment Prevention**. Ultimately, this course is designed to provide you with the knowledge and confidence to effectively prevent and respond to any incidents of sexual harassment in your workplace. This 45 minute course will cover all the requirements expected by the state of New York. Please note: all New York employees **are required** to successfully complete this training by October 9, 2019.

Communication & Social Skills

Code	Title	Duration	Region
LH16003	Interview Skills (2019)	30 minutes	Global

Description:

Be so good that they can't ignore you. This course can help you to improve your interview skills and make you stand out from the crowd. Recently updated to reflect current regulations and expectations, you can rest easy knowing you have the best information available to you. This 30-minute course will give you the skills you need to become more confident and help deliver your best performance at your next interview.

Project Management

Code	Title	Duration	Region
LH12001	Introduction to Project Management (2019)	15 minutes	Global
LH12004	Project Design 2019	5 minutes	Global

Description:

Leading or taking a role in a project team is an excellent learning opportunity and can really help you improve your career profile. Understanding project objectives before developing a solution, will increase your success. We've updated these courses with relevant tools and information that will help you keep your projects on track, on budget and on scope preparing you to be successful in your role now and into the future.

Customer Service

Code	Title	Duration	Region
LH30011	Taking Care of Yourself First	10 minutes	Global
LH30017	Hospitality - Food Service Best Practices	15 minutes	Global
LH30018	Hospitality – Concierge Best Practices	10 minutes	Global

Description:

Customer service roles many vary within industries, however they have one thing in common, taking care of your customers. Excellence in customer service is a valuable entity in any business, whether it be helping our a first time visitor, diffusing an upset customer, offering opportunities to try something new, or welcoming repeat customers – all these scenarios can positively impact your business if handled correctly. Furthermore, it's equally important that employees in this field understand the importance of looking after themselves as well. Great customer service starts with great self-care. We have you covered!

Leadership and Management

Code	Title	Duration	Region
LH13005	Inspirational Leadership (2019)	30 minutes	UK/EU

Description:

Whether at home, in the workplace or in pursuit of our passion, we can all benefit from becoming better leaders. This course can help you to become a more inspirational leader.

Care Certificate

Code	Title	Duration	Region
LH15018	COSHH Essentials - Care Certificate (2019)	30 minutes	UK/EU

Description:

Safeguarding is the action taken to promote the welfare of children and protect them from harm. All businesses that come into contact with children should have specific safeguarding policies and procedures in place. This course forms part of your child protection training and will teach you the fundamentals of safeguarding children. You'll explore what safeguarding children really means and learn skills that will help you to confidently recognise and respond appropriately to abuse.

Policy and Compliance

Code	Title	Duration	Region
LH40022	General Data Protection Regulations (GDPR) (2019)	45 minutes	UK/EU

Description:

Protecting data. You're basically the bodyguard of data. We don't want you – spoiler alert – taking a bullet for data. But you do need to keep it safe. Especially now that GDPR has kicked in. If you've not heard of it, it stands for General Data Protection Regulation, and it's the biggest change to data protection law in over 20 years. And you should care about it. Because if you're not compliant, the penalties are pretty severe. Luckily, this course will give you the details. It was enforced from 25 May 2018 to strengthen EU citizens privacy rights, giving them more control, and helping the law be applied consistently across the EU.



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