

Health & Safety

Working with young people

TRAINING COURSES
AND QUALIFICATIONS





What is the Skills Bank?

The Skills Bank is a £17 million fund to upskill workers in the Sheffield City Region. The funding comes from two streams: the European Social Fund and Growth Funding. If candidates are eligible they can be funded under both streams.

The Sheffield City Region comprises nine local authority areas: Barnsley, Bassetlaw, Bolsover, Chesterfield, Derbyshire Dales, Doncaster, North East Derbyshire, Rotherham and Sheffield.

Your CQM Account Manager will help you select the courses you need and then guide you through the registration process to claim your funding.

How much you can claim is dependent on the size of your organisation and the sector you work in. However, you could receive up to 70% funding. This is assessed on a case by case basis.

All of our courses require a minimum of six people to run. If you do not have six people for the course at your organisation please contact us to enquire about open courses or a bespoke quote for fewer learners.

All prices listed are exclusive of VAT.

To claim Skills Bank funding, you will have to register on their website:

sheffieldcityregionskillsbank.co.uk

CQM Learning can help to guide you through registration, identifying the best training to develop your staff and creating a Skills Deal to secure your funding.



Negotiating a Skills Deal

The courses in this brochure are suitable for Skills Bank funding as they will up-skill your staff to be responsible for the health, safety and welfare of their colleagues, customers and other stakeholders.

Recognising staff development requirements and addressing them through effective, relevant training will:

- Improve the image of the company e.g. through improved EHO Food Safety scores
- Reduce health and safety incidents
- Reduce time spent by management on dealing with issues and incidents
- Reduce employee absence due to work related injuries or accidents
- Reduce business costs – which you can then invest in other training areas
- Show your staff a level of commitment to them which should result in their loyalty to your organisation, thus reducing staff turnover

Call us and we'll help you

to get the best deal!

0114 281 5754



Who are CQM Learning?

Based in Sheffield, we are an independent training provider, delivering to a wide range of businesses across the region. We have trained over 25,000 people in the last seven years.

We create bespoke packages of vocational training to equip people with the skills and awareness they need to operate within the law and best practice guidance.

Our comprehensive training portfolio includes trainer-led workshops, distance learning and e-learning. We can manage everything from training needs analysis and recruitment to post training evaluation and reporting.

Accredited Training Centre

We have Ascentis, Pearson, and HABC accreditation and receive extremely positive feedback during our EQA visits. We only employ vocationally experienced occupational Assessors and Verifiers who share our passion for learning.

“The tutor was both very knowledgeable and supportive with an excellent range of delivery methods to aid in the learning process.”

- Managing Food Safety in Catering Level 4, NOMS Candidate

“Good student interaction, ensuring we were all catered for in terms of knowledge and experience. Very well presented.”

- HACCP Level 3, NOMS Candidate

For further information please contact Stephanie Lowe on **0114 281 5754** or **stephanie.lowe@cqmlearning.co.uk**



Ministry of Justice

A few of our happy customers



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Emergency First Aid at Work Level 2 Award

Price per person	1-10	11-20	21+
Standard	£75.00	£72.50	£70.00
70% funding	£22.50	£21.75	£21.00
60% funding	£30.00	£29.00	£28.00
50% funding	£37.50	£36.25	£35.00

The course will familiarise you with the roles and responsibilities of the Emergency First Aider, including assessing an incident, recognising signs and symptoms of injury and illness, and assisting a casualty who is suffering from injury and illness. You will learn and be assessed on your practical ability to deal with casualties who have stopped breathing, are unconscious, are bleeding and suffering from shock.

Course content

- Understand the role and responsibilities of a first aider
- Know how to assess an incident
- Manage an unresponsive casualty who is breathing normally
- Manage an unresponsive casualty who is not breathing normally
- Recognise and assist a casualty who is choking
- Manage a casualty who is wounded and bleeding
- Manage a casualty who is in shock
- Understand how to manage a casualty with a minor injury

Assessment: Practical demonstration, assignment and oral questioning.

Target Audience

Those already working or preparing to work in industry that is identified within the company's risk assessment of First Aid as being lower risk.

Awarding Body



Max. people **12**

Course length **1 day**



To enquire about this course, call Stephanie at CQM Learning
0114 281 5754 or stephanie.lowe@cqmlearning.co.uk

First Aid at Work

Level 3 Award

Price per person	1-10	11-20	21+
Standard	£165.00	£165.00	£165.00
70% funding	£49.50	£49.50	£49.50
60% funding	£66.00	£66.00	£66.00
50% funding	£82.50	£82.50	£82.50

This is for people who wish to become a First Aider in the workplace for the purposes of the Health and Safety (First Aid) Regulations 1981.

Course content

Emergency First Aid in the workplace (covers Level 2 outcomes)

Recognition and management of illness and injury in the workplace:

- Conduct a secondary survey
- Provide first aid to a casualty with suspected major illness
- Administer first aid to a casualty with:
 - injuries to bones, muscles and joints
 - suspected head and spinal injuries
 - suspected chest injuries
 - burns and scalds
 - eye injury
 - sudden poisoning
 - anaphylaxis

Assessment: Practical demonstration, assignment and oral questioning.

Target Audience

Those already working or preparing to work in industry that is identified within the Company's risk assessment of First Aid as being higher risk.

Awarding Body



Max. people

12

Course length

3 days

First Aid at Work Requalifier

Price per person	1-10	11-20	21+
Standard	£125.00	£125.00	£125.00
70% funding	£37.50	£37.50	£37.50
60% funding	£50.00	£50.00	£50.00
50% funding	£62.50	£62.50	£62.50

This course allows for re-certification of First Aid at Work qualified staff.

Course content

- Emergency First Aid in the workplace
- Recognition and management of illness and injury in the workplace

Assessment: Practical demonstration, assignment and oral questioning.

Target Audience

First Aid at Work certificates are valid for 3 years only. All candidates must complete a requalification course including the same theory and practical assessments as the 3 day First Aid at Work course.

Awarding Body



Max. people

12

Course length

2 days



Emergency Paediatric First Aid Level 3 Award

Price per person	1-10	11-20	21+
Standard	£135.00	£130.00	£130.00
70% funding	£40.50	£39.00	£39.00
60% funding	£54.00	£52.00	£52.00
50% funding	£67.50	£65.00	£65.00

Topics within this qualification meet the requirements for Paediatric first aid outlined in the Early Years Foundation Stage 2014 as being important to maintaining safe and effective practice when providing treatment of injuries and ill health of infants and children who are under the care of trained personnel.

Course content

Emergency Paediatric First Aid (covers Level 2 outcomes)

- Administer first aid for minor injuries and injuries to bones, joints and muscles
- Administer first aid for head and spinal injuries
- Administer first aid for conditions affecting the eyes, ears and nose
- Emergency first aid for chronic medical condition or sudden illness
- Administer first aid for the effects of extreme heat or cold
- Administer first aid for bites, stings, electric shocks, burns or scalds
- Administer first aid to an infant and a child who has been poisoned
- Complete records relating to illnesses, injuries and emergencies

Assessment: Practical assessment of competence along with open response knowledge assessment.

Target Audience

People wanting to become a paediatric first aider in the workplace with a responsibility for the welfare of infants and children.

Awarding Body



Max. people

12

Course length

2 days



To enquire about this course, call Stephanie at CQM Learning
0114 281 5754 or stephanie.lowe@cqmlearning.co.uk

Fire Safety

Level 2 Award

Price per person	1-10	11-20	21+
Standard	£75.00	£72.50	£70.00
70% funding	£22.50	£21.75	£21.00
60% funding	£30.00	£29.00	£28.00
50% funding	£37.50	£36.25	£35.00

This course is aimed at anyone involved in the management of fire safety in the workplace.

Course content

- The hazards and risks associated with fire in the workplace
- How fire risk is controlled in the workplace
- The principles and practice of fire safety management at work
- The role of the nominated fire warden

Assessment: 30 question multiple-choice examination.

Target Audience

This is an introduction to fire safety activities for those starting work, returning to work or who need specific training in fire safety, as well as being a suitable course for refresher training.

Awarding Body



Max. people

20

Course length

1 day

Control of Substances Hazardous to Health Level 2 Award

Price per person	1-10	11-20	21+
Standard	£70.00	£68.00	£66.00
70% funding	£21.00	£20.40	£19.80
60% funding	£28.00	£27.20	£26.40
50% funding	£35.00	£34.00	£33.00

This course gives people the knowledge and skills to recognise the risks associated with hazardous substances and how to control them.

Course content

- Understand the law relating to hazardous substances in the workplace
- Understand how risk assessments contribute to the safe use of hazardous substances in the workplace
- Understand the precautions and procedures necessary to ensure the risks associated with hazardous substances are properly controlled

Assessment: 15 question multiple choice examination.

Target Audience

Workers in environments where coming into contact with hazardous substances is likely. Including manufacturing, cleaning, healthcare, transport, utilities and offices.

Awarding Body



Max. people

20

Course length

5 hours

Food Safety

Level 2 Award

Price per person	1-10	11-20	21+
Standard	£60.00	£55.00	£50.00
70% funding	£18.00	£16.50	£15.00
60% funding	£24.00	£22.00	£20.00
50% funding	£30.00	£27.50	£25.00

The qualification is designed principally for those who are, or intend to be, food handlers working in catering, retail or manufacturing.

Course content

- How individuals can take personal responsibility for food safety
- The importance of keeping yourself clean and hygienic
- The importance of keeping the work areas clean and hygienic
- The importance of keeping food safe

Assessment: 30 question multiple choice examination.

Target Audience

The Food Safety training course at Level 2 is designed for anyone working in a catering, manufacturing, care or retail setting where food is prepared, cooked and handled.

Awarding Body



Max. people

20

Course length

1 day

Supervising Food Safety Level 3 Award

Price per person	1-10	11-20	21+
Standard	£170.00	£165.00	£160.00
70% funding	£51.00	£49.50	£48.00
60% funding	£68.00	£66.00	£64.00
50% funding	£85.00	£82.50	£80.00

The qualification is aimed at supervisors, team leaders and line managers working in the catering, retail and manufacturing industries.

People gaining this qualification will know and be able to apply the knowledge relating to the supervisor's role at all stages of food production. They will understand the role of the supervisor in food preparation and be able to provide examples of effective supervisory management relating to food production.

Course content

- Role of the supervisor in ensuring compliance with food safety legislation
- Application and monitoring of good hygiene practice
- How to implement food safety management procedures
- Role of the supervisor in staff training

Assessment: 60 question multiple choice examination.

Target Audience

Anyone working in a catering, manufacturing, care or retail setting where food is prepared, cooked and handled.

Awarding Body



Max. people

20

Course length

3 days

Managing Food Safety Level 4 Award

Price per person	1-10	11-20	21+
Standard	£345.00	£340.00	£355.00
70% funding	£103.50	£102.00	£100.50
60% funding	£138.00	£136.00	£134.00
50% funding	£172.50	£170.00	£167.50

This qualification is aimed at managers working in a food or drink catering or manufacturing environment and whose job requires them to have some responsibility for food safety.

People are likely to have management responsibilities for an operational team. This qualification studies food hygiene at a suitable depth to give a thorough knowledge of hazards and controls; its focus is on the importance of developing, implementing and monitoring food safety procedures.

Course content

- How food business operators can ensure compliance with food safety legislation
- Operational requirements needed to ensure food safety
- How to establish food safety management procedures
- Controls required for food safety
- How to maintain food safety management procedures

Assessment: Part 1 - 30 question multiple choice examination.
Part 2 - written examination of 4 questions.

Target Audience

Managers, supervisors and senior hygiene personnel in a food or drink catering or manufacturing environment.

Awarding Body



Max. people

20

Course length

5 days



HACCP

Level 2 Award

Price per person	1-10	11-20	21+
Standard	£60.00	£55.00	£50.00
70% funding	£18.00	£16.50	£15.00
60% funding	£24.00	£22.00	£20.00
50% funding	£30.00	£27.50	£25.00

Ideal for food handlers who have a foundation knowledge of food hygiene and require a basic understanding of HACCP.

Course content

- Principles of HACCP
- Food Safety Management
- Implementation of HACCP
- Hazards and controls
- Critical control points, critical limits and target levels
- Monitoring
- Corrective actions
- Verification
- HACCP documentation

Assessment: 30 question multiple choice examination.

Target Audience

Caterers and other food handlers. The course will be especially useful for those involved in maintaining HACCP in a food business, and for those who are or will be part of a HACCP team.

Awarding Body



Max. people

20

Course length

1 day



To enquire about this course, call Stephanie at CQM Learning
0114 281 5754 or stephanie.lowe@cqmlearning.co.uk

Supervising HACCP

Level 3 Award

Price per person	1-10	11-20	21+
Standard	£130.00	£125.00	£120.00
70% funding	£39.00	£37.50	£36.00
60% funding	£52.00	£50.00	£48.00
50% funding	£65.00	£62.50	£60.00

Ideal for staff who may be involved with all, or part, of the HACCP process within a food business. Whichever aspect of the process they are responsible for, all staff need to be aware of the importance of their work activities in relation to the food safety of the final product.

Once employees are aware of the importance of their contributions to the HACCP system, they will feel more involved with the business and this in turn will improve productivity.

Course content

- How to identify, control and monitor significant hazards at points which are critical to food safety
- The appropriate corrective action to take when critical limits are breached
- The type of documentation and records required
- An understanding of the need to review the HACCP system at appropriate times

Assessment: 60 question multiple choice examination.

Target Audience

Those who assist in the development and maintenance of HACCP systems.

Owners and managers of smaller food businesses.

Awarding Body



Max. people

20

Course length

2 day



Health and Safety in the Workplace Level 2 Award

Price per person	1-10	11-20	21+
Standard	£60.00	£55.00	£50.00
70% funding	£18.00	£16.50	£15.00
60% funding	£24.00	£20.90	£20.00
50% funding	£30.00	£27.50	£25.00

People gaining this qualification will understand that health and safety is the responsibility of everyone within a business, its contractors, visitors and suppliers.

Course content

- Roles and responsibilities for health, safety and welfare in the workplace
- How risk assessments contribute to health and safety
- How to identify and control the risks from common workplace hazards
- Procedures for responding to accidents and incidents in the workplace

Assessment: 30 question multiple choice examination.

Target Audience

All employees and those preparing to start or return to work. Also for young people to raise their ability to identify and understand hazards when preparing for work experience and into employment.

Awarding Body



Max. people

20

Course length

1 day



To enquire about this course, call Stephanie at CQM Learning
0114 281 5754 or stephanie.lowe@cqmlearning.co.uk



Health and Safety in the Workplace Level 3 Award

Price per person	1-10	11-20	21+
Standard	£180.00	£175.00	£170.00
70% funding	£54.00	£52.50	£51.00
60% funding	£72.00	£70.00	£68.00
50% funding	£90.00	£87.50	£85.00

People gaining this qualification will understand that supervisors, managers and team leaders have legal and moral obligations to ensure health and safety within a business, and that this includes obligations to employees, contractors, visitors and suppliers.

Course content

- Requirements for health, safety and welfare in the workplace
- Benefits of using a safety management system
- Principles of risk assessment
- Risks and control methods for common workplace hazards

Assessment: 60 question multiple choice examination.

Target Audience

Supervisors, managers and team leaders as well as individuals wishing to advance their health and safety knowledge.

Awarding Body



Max. people

20

Course length

3 days



To enquire about this course, call Stephanie at CQM Learning
0114 281 5754 or stephanie.lowe@cqmlearning.co.uk



Health and Safety in the Workplace Level 4 Award

Price per person	1-10	11-20	21+
Standard	£335.00	£330.00	£330.00
70% funding	£100.50	£99.00	£99.00
60% funding	£134.00	£132.00	£132.00
50% funding	£167.50	£165.00	£165.00

Supervisors, managers and team leaders have legal and moral obligations to ensure health and safety within a business, and that this includes obligations to employees, contractors, visitors and suppliers.

Course content

- Duties and responsibilities in relation to health and safety at work
- Process by which health and safety is managed in an organisation
- Procedures for developing and implementing risk assessment
- Procedures for developing and implementing safe systems of work
- How to review health and safety across an organisation

Assessment:

Part 1 - assessment:

- Undertake a risk assessment
- Construct a safe system of work

Part 2 - examination:

- 30 question multiple choice examination
- 4 longer written questions

Target Audience

Supervisors and managers with a direct responsibility for health and safety management.

Awarding Body



Max. people

10

Course length

5 days



To enquire about this course, call Stephanie at CQM Learning
0114 281 5754 or stephanie.lowe@cqmlearning.co.uk

Conflict Management

Price per person	1-10	11-20	21+
Standard	£49.50	£47.50	£45
70% funding	£14.85	£14.25	£13.50
60% funding	£19.80	£19	£18
50% funding	£24.75	£23.75	£22.50

This course is designed to provide staff with the training and knowledge to deal with potential and actual violence and aggression in the workplace.

Course content

- Recognise the triggers of aggressive behaviour
- Strategies to help them prevent the behaviour escalating
- Be more aware of the impact that their attitude and communication style can have on a difficult situation
- Feel more confident to be able to deal with escalating situations
- Physical interventions and breakaway techniques

Target Audience

All staff who have been identified as being at risk from violent or aggressive situations in the workplace.

Max. people

n/a

Course length

1 day

Data Protection and Record Keeping

Price per person	1-10	11-20	21+
Standard	£49.50	£47.50	£45
70% funding	£14.85	£14.25	£13.50
60% funding	£19.80	£19	£18
50% funding	£24.75	£23.75	£22.50

Effective written communication is essential to demonstrate the standards and types of care being delivered. If documentation is not up to scratch or if aspects are omitted, then employees/employers can be held accountable both legally and professionally. Poor care planning and record keeping means that organisations are unable to defend themselves in cases of litigation, as it is this documentation that is examined in court.

Failure to comply with the Data Protection Act can result in criminal proceedings, large fines, seizure of personal data and civil action.

Course content

- Identify records kept within the care setting and their purpose
- The importance of accurately maintaining such records
- Barriers to good record keeping
- Factors that will ensure effective record keeping
- Legal requirements for record keeping and data protection
- Measures to ensure the safety and security of care records
- Demonstrate your skills in record keeping

Target Audience

All health and social care professionals.

Max. people

n/a

Course length

1 day

Professional Boundaries

Price per person	1-10	11-20	21+
Standard	£32.50	£31.50	£29.50
70% funding	£9.75	£9.45	£8.85
60% funding	£13.00	£12.60	£11.80
50% funding	£16.25	£15.75	£14.75

The course is designed to give an awareness of the importance of maintaining professional boundaries within care establishments.

The Professional Boundaries course promotes understanding of what is acceptable and unacceptable for a professional to do, both at work and outside it, and also the boundaries of a professional's practice.

Course content

- What is a boundary?
- The importance of observing professional boundaries
- How confidentiality plays a key role
- Applying professional boundaries to a number of scenarios

Target Audience

All education professionals who, in their job roles, build relationships with colleagues, children and their parents/carers.

Max. people **n/a**

Course length **1/2 day**

Safeguarding Children

Price per person	1-10	11-20	21+
Standard	£150.00	£125.00	£125.00
70% funding	£45.00	£37.50	£37.50
60% funding	£60.00	£50.00	£50.00
50% funding	£75.00	£62.50	£62.50

This course is suitable for all staff who come into contact with children and young people.

Course content

- Consider the legal and historical context of safeguarding children
- Identify categories of child abuse
- Outline definitions of child abuse
- Think about possible signs and indicators of abuse
- Considering normal child development
- Explore parenting capacity
- Consider when abuse may be occurring
- Consider personal and professional attitudes
- Discuss Professional Boundaries issues

Target Audience

Children and Young People's care workers, nursery staff, teachers and ancillary staff, volunteers, sports staff.

Max. people

16

Course length

1 day



Designated Children Safeguarding Officer

Price per person	1-10	11-20	21+
Standard	£200.00	£175.00	£175.00
70% funding	£60.00	£52.50	£52.50
60% funding	£80.00	£70.00	£70.00
50% funding	£100.00	£87.50	£87.50

Suitable for all staff who have a role liaising with other agencies involved in child protection. In your role, you will have responsibility to co-ordinate the response to safeguarding concerns within your organisation.

Course content

- Role and responsibilities of the designated safeguarding children officer
- Values regarding child abuse and impact of these on professional practice
- Key legislation and guidance
- Decide what steps to take to look after the safety and welfare of the children and young people your org. comes into contact with
- Identify the barriers that prevent children from reporting abuse
- Know how to respond effectively to a child who does report abuse
- Understand the barriers that prevent staff from reporting concerns, and how to overcome them
- What steps to take when concerns about a child have been raised
- Know what's likely to happen following a referral to children's social care
- Issues connected to recording and sharing information, inc. confidentiality
- Awareness of the emotional impact of safeguarding children and identify a network for personal support

Target Audience

Children and Young People's care workers, nursery staff, teachers and ancillary staff, volunteers, sports staff.

Max. people **16**

Course length **2 days**



To enquire about this course, call Stephanie at CQM Learning
0114 281 5754 or stephanie.lowe@cqmlearning.co.uk

Health and Safety

Level 2 e-learning course

Price per person	1-10	11-20	21+
Standard	£65.00	£45.00	£42.50
70% funding	£19.50	£13.50	£12.75
60% funding	£26.00	£18.00	£17.00
50% funding	£32.50	£22.50	£21.25

Learners study the course content through an elearning course and then sit an examination to get the course accredited. The exam can either be held at our Sheffield office, or we can come to you, dependent on numbers. Call Claire on 0114 281 5761 for more details. Course includes a health and safety encyclopaedia.

Course content

- Accidents including, slips, trips and falls
- Legal responsibilities
- Risk assessment
- Workplace health, safety and welfare
- Work equipment
- Fire
- First aid
- Manual handling
- Hazardous substances (COSHH)

The e-learning is available with a HABC-commended certificate, instead of accreditation, from £5.25 per person.

Target Audience

Health and safety is the responsibility of all staff.

Awarding Body



Max. people

n/a

Course length

6 hours

Health and Safety

Level 3 e-learning course

Price per person	1-10	11-20	21+
Standard	£240.00	£220.00	£200.00
70% funding	£72.00	£66.00	£60.00
60% funding	£96.00	£88.00	£80.00
50% funding	£120.00	£110.00	£100.00

Learners study the course content through an elearning course and then sit an examination to get the course accredited. The exam can either be held at our Sheffield office, or we can come to you, dependent on numbers. Call Claire on 0114 281 5761 for more details.

Course content

- Introduction to health and safety
- Accidents, injuries and work-related health
- Legal aspects of health and safety
- Risk assessment
- Hazardous substances (COSHH)
- The workplace
- Using equipment safely
- Fire safety
- Ergonomics, manual handling and display screen equipment
- Measuring and monitoring performance
- The role of line managers and supervisors

The e-learning is available without accreditation, from £46.50 per person.

Target Audience

Those who work in a supervisory or managerial role.

Awarding Body



Max. people

n/a

Course length

30 hours

IOSH Working Safely

e-learning course

Price per person	1-10	11-20	21+
Standard	£110.00	£105.00	£100.00
70% funding	£33.00	£31.50	£30.00
60% funding	£44.00	£42.00	£40.00
50% funding	£55.00	£52.50	£50.00

A new approach to basic health and safety training. Complementing this course is a Learner's Task Book containing activities designed to transfer learning to the real life workplace.

Course content

- **Introducing 'Working Safely'** - Principles of why working safely is important
- **Defining hazard and risk** - Understanding what constitutes a 'hazard' and recognising the different types; Principles of risk and risk assessment
- **Identifying common hazards** - Recognising 18 of the most common workplace hazards, how they arise and how to reduce or remove the risk
- **Improving safety performance** - Understanding safe systems of work; A look at how, when and why to use PPE; Recognising safety signs; An overview of emergency procedures and First Aid; Basics of measuring health and safety and reporting incidents
- **Protecting our environment** - How industry affects the environment; What industry and the individual can do to reduce pollution and waste

Target Audience

New starters, and workers from any sector requiring a grounding in health and safety essentials.

Awarding Body



Max. people

n/a

Course length **6-8 hours**

IOSH Managing Safely e-learning course

Price per person	1-10	11-20	21+
Standard	£350.00	£340.00	£330.00
70% funding	£105.00	£102.00	£99.00
60% funding	£140.00	£136.00	£132.00
50% funding	£175.00	£170.00	£165.00

The Managing Safely course is aimed at managers and supervisors in any sector and any organisation. The course content is designed to give managers all they need to know to help them handle health and safety in the area under their responsibility. Managers will gain a broad based knowledge of health and safety and safe systems of work.

The course is delivered and tested online so managers never need to leave their workplace. A project is completed onsite and marked by our IOSH certificated consultant.

Course content

- Introducing 'Managing Safely'
- Assessing risks
- Controlling risks
- Understanding your responsibilities
- Identifying hazards
- Investigating accidents and incidents
- Measuring performance
- Protecting our environment

Target Audience

Managers and supervisors
from any sector.

Awarding Body



Max. people

n/a

Course length

24 hours

Fire Safety

Level 2 e-learning course

Price per person	1-10	11-20	21+
Standard	£40.00	£20.00	£17.50
70% funding	£12.00	£6.00	£5.25
60% funding	£16.00	£8.00	£7.00
50% funding	£20.00	£10.00	£8.75

Fire safety is the responsibility of all employees.

Course content

- Introduction to fire safety
- The characteristics of fire
- Fire safety legislation
- Assessing and managing risk

Target Audience

Managers, supervisors, team leaders, fire wardens (marshals) and staff working in any area where there is a potential risk of fire.



Max. people

n/a

Course length

9 hours

Food Safety

Level 2

Price per person	1-10	11-20	21+
Standard	£60.00	£40.00	£37.50
70% funding	£18.00	£12.00	£11.25
60% funding	£24.00	£16.00	£15.00
50% funding	£30.00	£20.00	£18.75

Learners study the course content through an elearning course and then sit an examination to get the course accredited. The exam can either be held at our Sheffield office, or we can come to you, dependent on numbers. Call Claire on 0114 281 5761 for more details.

Course content

- Introduction to food safety
- Microbiological hazards
- Food poisoning and its control
- Contamination hazards and controls
- HACCP from delivery to service
- Personal hygiene
- Food premises and equipment
- Food pests and control
- Cleaning and disinfection
- Food safety enforcement

The e-learning is available without accreditation, from £5.25 per person.

Target Audience

Any employees who handle food.

Awarding Body



Max. people

n/a

Course length

9 hours

Food Safety

Level 3 e-learning course

Price per person	1-10	11-20	21+
Standard	£235.00	£215.00	£195.00
70% funding	£70.50	£64.50	£58.50
60% funding	£94.00	£86.00	£78.00
50% funding	£117.50	£107.50	£97.50

Learners study the course content through an elearning course and then sit an examination to get the course accredited.

Course content

- Introduction to food safety
- Microbiology
- Contamination hazards and control
- Food poisoning
- Personal hygiene
- Design, construction and use of food premises and equipment
- Cleaning and disinfection
- Pest control
- HACCP and food safety management systems
- Control measures from purchase to service
- Supervisory management
- Food Safety legislation and enforcement

The e-learning is available without accreditation, from £46.50 per person.

Target Audience

Ideal for those individuals who operate in a supervisory role in the workplace, including managers and chefs.

Awarding Body



Max. people

n/a

Course length

10 hours

Customer Service

Level 2 e-learning course

Price per person	1-10	11-20	21+
Standard	£40.00	£20.00	£17.50
70% funding	£12.00	£6.00	£5.25
60% funding	£16.00	£8.00	£7.00
50% funding	£20.00	£10.00	£8.75

Customer service has never been more important to the success of businesses. It has shifted in recent times from dealing with complaints behind the scenes to direct face-to-face interaction. This change means your customer service needs to be first-rate in order to ensure that you stay ahead of your competitors and keep your customers loyal.

Vocational training can develop customer service skills in staff that reflect the core values of your business.

Course content

- Customer service principles
- Customers' needs and expectations
- Behaviour and interpersonal skills
- Responding to problems and complaints

Target Audience

This course is suitable for candidates working in all workplaces including both commercial and not-for-profit organisations.



Max. people

n/a

Course length

3 hours

Manual Handling

e-learning course

Price per person	1-10	11-20	21+
Standard	£30.00	£15.00	£10.00
70% funding	£9.00	£4.50	£3.00
60% funding	£12.00	£6.00	£4.00
50% funding	£15.00	£7.50	£5.00

People taking this e-learning course will engage in approximately 30 minutes of training. Their knowledge will also be tested by five multiple-choice questions.

On completion of the course, the system produces a personalised HABC-commended certificate.

Course content

- The definition of manual handling
- The LITE stairway to safety
- Safe lifting techniques
- Correcting lifting techniques
- Lifting with more than one person
- Examples of manual handling

Target Audience

Workers that will be involved with manual handling as part of their job role.



Max. people

n/a

Course length

1/2 hour

