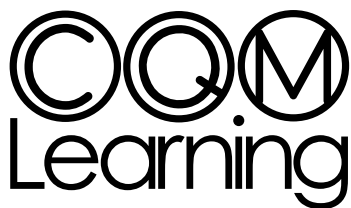


# Health & Safety

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:

[sheffieldcityregionsskillsbank.co.uk](https://sheffieldcityregionsskillsbank.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](mailto:stephanie.lowe@cqmlearning.co.uk)**



Ministry of Justice

A few of our happy customers



## Workshops

Emergency First Aid at Work Level 2 Award	7
First Aid at Work Level 3 Award	8
First Aid at Work Requalifier	9
Fire Safety Level 2 Award	10
Control of Substances Hazardous to Health Level 2 Award	11
Infection Control Level 2 Award	12
Food Safety Level 2 Award	13
Supervising Food Safety Level 3 Award	14
Managing Food Safety Level 4 Award	15
Hazard Analysis Critical Control Points Level 2 Award	16
Supervising Hazard Analysis Critical Control Points Level 3 Award	17
Health and Safety in the Workplace Level 2 Award	18
Health and Safety in the Workplace Level 3 Award	19
Health and Safety in the Workplace Level 4 Award	20

## eLearning

Health and Safety Level 2	21
Health and Safety Level 3	22
IOSH Working Safely	23
IOSH Managing Safely	24
Fire Safety Level 2	25
Food Safety Level 2	26
Food Safety for Manufacturing Level 2	27
Food Safety Level 3	28
Personal Licence Holders (APLH) Level 2	29
Understanding Stewarding Level 2	30
Spectator Safety Level 2	31
Customer Service Level 2	32
Warehousing and Storage Level 2	33
Manual Handling	34



# 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](mailto: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

# 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

# Infection Control

## 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

This course aims to give an increased understanding of the causes of infections, the conditions in which they thrive and the ways that they can be spread.

It also covers suitable methods of cleaning and waste disposal that help prevent the spread of infection, along with the personal protective equipment they can use for their own safety.

### Course content

- Common diseases and the chain of infection
- Standard infection control procedures
- How to apply standard infection control procedures
- The correct management of spills
- How to manage waste correctly
- Roles and responsibilities in preventing infection

**Assessment:** 30 question multiple choice examination.

#### Target Audience

Anyone needing to develop the underpinning knowledge of how to control the spread of infection in their workplace or home environment.

#### Awarding Body



Max. people

20

Course length

1 day

# 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](mailto: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](mailto: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](mailto: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](mailto:stephanie.lowe@cqmlearning.co.uk)

# Health and 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

People taking this e-learning course will engage in approximately six guided learning hours of training. Their knowledge will also be tested by 45 multiple-choice questions, spread across the nine modules. In addition to this, they will also receive a health and safety encyclopaedia, help pages, and a comprehensive health and safety glossary. On completion of the course, the system produces a personalised HABC-commended certificate.

### 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)

#### Target Audience

Health and safety is the responsibility of all staff.



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	£195.00	£175.00	£155.00
70% funding	£58.50	£52.50	£46.50
60% funding	£78.00	£70.00	£62.00
50% funding	£97.50	£87.50	£77.50

This course gives a wide range of knowledge of health and safety law, the hazards present in a workplace and how to implement effective and necessary controls. It will equip people with the skills necessary for the effective supervision of staff. It also focuses on the importance of the health and safety culture of a business.

### 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

#### Target Audience

Those who work in a supervisory or managerial role.



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 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

### 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

#### Target Audience

Any employees who handle food.



Max. people

n/a

Course length

9 hours

# Food Safety for Manufacturing 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

## 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

### Target Audience

Any employees who are involved in food manufacturing.



Max. people

n/a

Course length

9 hours

# Food Safety

## Level 3 e-learning course

Price per person	1-10	11-20	21+
Standard	£195.00	£175.00	£155.00
70% funding	£58.50	£52.50	£46.50
60% funding	£78.00	£70.00	£62.00
50% funding	£97.50	£87.50	£77.50

### 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

#### Target Audience

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



Max. people

n/a

Course length

10 hours



# Personal Licence Holders (APLH)

## 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

People taking this e-learning course will engage in approximately six hours of training, which will count towards the recommended 8 guided learning hours they will be required to undertake before taking the Level 2 APLH qualification.

Their knowledge will also be tested by a total of 84 multiple-choice questions across the seven modules, and they will have access to a comprehensive glossary of licensing terminology.

### Course content

- Licensing law
- Personal licences
- Premises licences
- The protection of children
- Powers and enforcement
- Temporary events
- Responsible alcohol retailing

#### Target Audience

Those who work in a supervisory or managerial role.



Max. people

n/a

Course length

6 hours



To enquire about this course, call Stephanie at CQM Learning  
0114 281 5754 or [stephanie.lowe@cqmlearning.co.uk](mailto:stephanie.lowe@cqmlearning.co.uk)



# Understanding Stewarding

## Level 2 e-learning course

Price per person	1-10	11-20	21+
Standard	£95.00	£95.00	£90.00
70% funding	£28.50	£28.50	£27.00
60% funding	£38.00	£38.00	£36.00
50% funding	£47.50	£47.50	£43.20

The spectator safety course covers an impressive amount of content, offering you exceptional value. It includes a total of 12 modules spread across 4 units, written to cover the knowledge content of the Level 2 Award in Understanding Stewarding at Spectator Events.

Media rich content with interactive exercises included in each module, along with multiple-choice questioning. Full assessment on completion of each unit, which will be completed electronically by the learner before being signed off by an assessor appointed to you.

### Course content

- Prepare for spectator events
- Control the entry, exit and movement of people at spectator events
- Monitor spectators and deal with crowd problems
- Deal with accidents and emergencies

#### Target Audience

Safety stewards at live spectator events. It is also ideal for those wishing to progress into roles such as stage pit operative, event safety officer, incident response team member or crowd safety manager.



Max. people

n/a

Course length

6 hours



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# Spectator Safety

## Level 2 e-learning course

Price per person	1-10	11-20	21+
Standard	£115.00	£115.00	£110.00
70% funding	£34.50	£34.50	£33.00
60% funding	£46.00	£46.00	£44.00
50% funding	£57.50	£57.50	£55.00

The spectator safety course covers an impressive amount of content, offering you exceptional value. It includes a total of 18 modules spread across 6 units, written to cover the knowledge content of both level 2 qualifications.

Media rich content with interactive exercises included in each module, along with multiple-choice questioning. Full assessment on completion of each unit, which will be completed electronically by the learner before being signed off by an assessor appointed to you.

### Course content

- Prepare for spectator events
- Control the entry, exit and movement of people at spectator events
- Monitor spectators and deal with crowd problems
- Deal with accidents and emergencies
- Manage conflict
- Support the work of the team and organisation

#### Target Audience

Safety stewards at live spectator events. It is also ideal for those wishing to progress into roles such as stage pit operative, event safety officer, incident response team member or crowd safety manager.



Max. people

n/a

Course length

12 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



# Warehousing and Storage

## Level 2 e-learning course

Price per person	1-10	11-20	21+
Standard	£80.00	£80.00	£75.00
70% funding	£24.00	£24.00	£22.50
60% funding	£32.00	£32.00	£30.00
50% funding	£40.00	£40.00	£37.50

This course covers the underpinning knowledge of the two mandatory units and one optional unit of the Level 2 Certificate in Warehousing and Storage. Additional units and a competence assessment are required to achieve the qualification.

### Course content

- Health, safety and security at work
- Develop effective working relationships with colleagues in logistics operations
- Keep work areas clean in logistics operations

#### Target Audience

Candidates looking to work in the logistics sector, in particular within a warehousing environment.



Max. people

n/a

Course length

5 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



