



# e-Learning

- Developed by professional training consultants
- Stop and start the training whenever you like
- Available 24 hours a day, 365 days a year
- Complete in any location with access to a computer and internet
- Learn at your own pace
- No special IT skills necessary
- For bulk purchases a comprehensive yet simple Management System allows the organisation to add or delete learners and to monitor their progress
- No limit to the number of learners who can be logged onto the system
- No tutor costs
- No travelling costs
- No additional staff costs

Benefits over other learning methods include:

- Lower costs
- Faster delivery
- Lower environmental impact



**0114 281 5761**

# Level 1 Food Safety

## e-learning



This e-learning course is suitable for those learners taking a Level 1 food safety qualification in catering, manufacturing or retail. The course is also ideal for those staff members undergoing induction and awareness training. This course is available online through the Highfield Learning Management System and gives the ability to monitor, manage and record training activity.

### What does it cover?

The training modules included in this course cover the key syllabus of Level 1 Food Safety qualifications. These modules include:

- Introduction to food safety
- Microbiological hazards
- Food poisoning and its control
- Contamination hazards and controls
- Safe handling and storage of food
- Personal hygiene
- Food pests and pest control
- Cleaning and disinfection

### What will learners achieve?

Those taking this e-learning course will engage in approximately three guided learning hours of training. Their knowledge will also be tested by a series of multiple-choice questions upon the completion of each of the modules. On completion of the course, the system produces a personalised HABC-commended certificate.

### How much will it cost?

1-4 Trainees: £30.00+VAT  
5-9 Trainees: £20.00+VAT

10-19 Trainees: £15.00+VAT  
20-99 Trainees: £12.50+VAT

100+ Trainees: £10.00+VAT



### What next?

Contact Claire Eley at CQM  
on 0114 281 5761  
or [claire.eley@cqmlearning.co.uk](mailto:claire.eley@cqmlearning.co.uk)



# Level 2 Food Safety

## e-learning



Highfield has drawn upon ten years of experience to develop the most interactive food safety e-learning training course available. This e-learning course is suitable for those learners taking a Level 2 food safety qualification in catering, manufacturing or retail. It is also ideal for employees involved with handling food. This course is available online through the Highfield Learning Management System and gives the ability to monitor, manage and record training activity.

### What does it cover?

The training modules included in this course cover the key syllabus of Level 2 Food Safety qualifications. These modules include:

- 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



### What will learners achieve?

Those taking this e-learning course will engage in approximately 6-9 guided learning hours of training. Their knowledge will also be tested by 50 multiple-choice questions, spread across the ten modules. On completion of the course, the system produces a personalised HABC-commended certificate.

### How much will it cost?

1- 4 Trainees: £40.00+VAT  
5-9 Trainees: £25.00+VAT  
10-19 Trainees: £20.00+VAT

20-99 Trainees: £17.50+VAT  
100+ Trainees: £15.00+VAT

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# Level 2

# Food Safety for Manufacturing

## e-learning



Highfield has drawn upon years of experience to develop the most interactive food safety e-learning training course available. This e-learning course is suitable for those learners taking a Level 2 food safety qualification in manufacturing. It is also ideal for employees involved with food manufacturing. This course is available online through the Highfield Learning Management System and gives the ability to monitor, manage and record training activity.

### What does it cover?

The training modules included in this course cover the key syllabus of Level 2 Food Safety qualifications. These modules include:

- **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 pest control**
- **Cleaning and disinfection**
- **Food safety enforcement**

### What will learners achieve?

Those taking this e-learning course will engage in approximately 6-9 guided learning hours of training. Their knowledge will also be tested by 50 multiple-choice questions, spread across the 10 modules. On completion of the course, the system produces a personalised HABC commended certificate.

### How much will it cost?

- 1- 4 Trainees: £40.00+VAT
- 5-9 Trainees: £25.00+VAT
- 10-19 Trainees: £20.00+VAT
- 20-99 Trainees: £17.50+VAT
- 100+ Trainees: £15.00+VAT

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# Level 3 Food Safety

## e-learning



Highfield has drawn upon ten years of experience to develop the most interactive food safety e-learning training course available. This course is available online through the Highfield Learning Management System and gives the ability to monitor, manage and record training activity.

### Who should take this course?

This course is ideal for those individuals who operate in a supervisory role in the workplace, including managers and chefs. It is also suitable for those learners who are taking a Level 3 Food Safety qualification (relevant for catering, manufacturing or retail).

### What does it cover?

The training modules included in this course cover the key syllabus of Level 3 Food Safety qualifications, placed in three categories. These categories/modules include:

- 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



### What will learners achieve?

This e-learning course is for use as a self-study training package for all managers and supervisors in your business. Satisfying Level 3 and refresher training requirements without the need to attend a three-day, classroom training course, this course is available online through the Highfield Learning Management System and enables you to monitor, manage and record training activity.

Content suitable for Level 3 Food Safety qualifications awarded by HABC, REHIS, CIEH and RSPH.

### How much will it cost?

1-4 Trainees: £195.00+VAT  
5-9 Trainees: £175.00+VAT

10-19 Trainees: £155.00+VAT  
20-99 Trainees: £135.00+VAT

100+ Trainees: £115.00+VAT

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# Level 1 Health and Safety

## e-learning



This e-learning course is suitable for those learners taking a Level 1 health and safety qualification. The course is also ideal for those staff undergoing induction and awareness training. This course is available online through the Highfield Learning Management System and gives the ability to monitor, manage and record training activity.

### What does it cover?

The eight self-contained training modules included in this course cover the key syllabus of Level 1 Health and Safety qualifications.

These modules include:

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



### What will learners achieve?

Those taking this e-learning course will engage in approximately three guided learning hours of training. Their knowledge will also be tested by 24 multiple-choice questions, spread across the eight modules. In addition to this, learners 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.

### How much will it cost?

1-4 Trainees: £30.00+VAT  
5-9 Trainees: £20.00+VAT

10-19 Trainees: £15.00+VAT  
20-99 Trainees: £12.50+VAT

100+ Trainees: £10.00+VAT

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# Level 2 Health and Safety

## e-learning



Highfield has drawn upon the knowledge and expertise of its health and safety subject matter experts to create an e-learning course that is ideal for those learners taking a Level 2 health and safety qualification. This course is available online through the Highfield Learning Management System and gives the ability to monitor, manage and record training activity.

### What does it cover?

The nine easy-to-manage training modules included in this course cover the key syllabus of Level 2 Health and Safety qualifications. These modules include:

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

### What will learners achieve?

Those 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, learners 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.

### How much will it cost?

- 1-4 Trainees: £40.00+VAT
- 5-9 Trainees: £25.00+VAT
- 10-19 Trainees: £20.00+VAT
- 20-99 Trainees: £17.50+VAT
- 100+ Trainees: £15.00+VAT

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# Level 3 Health & Safety

## e-learning



Highfield has drawn upon the knowledge and expertise of its health and safety subject matter experts to create this e-learning course. This course is available online through the Highfield Learning Management System and gives the ability to monitor, manage and record training activity. Learners are expected to take approximately 30 hours to complete this course.

### Who should take this course?

This e-learning course is intended principally for those who work in a supervisory or managerial role and is also ideal for anyone looking to achieve a Level 3 Health and Safety qualification.

### What does it cover?

The 11 easy-to-manage training modules included in this course cover the key syllabus of Level 3 Health and Safety qualifications. Each module has a total of 5 multiple-choice questions at the end to test learner knowledge. These modules include:

- 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



### What will learners achieve?

Learners taking this course will gain 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 learners 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, which is an invaluable resource for those looking to achieve the Level 3 qualification.

Content suitable for Level 3 Health and Safety qualifications awarded by HABC, CIEH and RSPH.

### How much will it cost?

1-4 Trainees: £195.00+VAT  
5-9 Trainees: £175.00+VAT

10-19 Trainees: £155.00+VAT  
20-99 Trainees: £135.00+VAT

100+ Trainees: £115.00+VAT

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# Level 2 Fire Safety

## e-learning



Highfield has drawn upon the knowledge and expertise of its health and safety subject matter experts to create this fire safety e-learning course. This course is available online through the Highfield Learning Management System, which gives the ability to monitor, manage and record training activity.

### Who should take this course?

This course is suitable for all those involved with fire safety in the workplace. This includes managers, supervisors, team leaders, fire wardens (marshals) and staff working in any area where there is a potential risk of fire. It is also ideal for anyone taking a Level 2 fire safety qualification.

### What does it cover?

There are a total of four training modules included in this course that cover the key syllabus of Level 2 fire safety qualifications. Each module has a total of five multiple-choice questions at the end to test learner knowledge. These modules include:

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

### What will learners achieve?

Learners taking this course will recognise that fire safety is the responsibility of everyone in the workplace and will recognise the consequences of a fire in any premises. On completion of this course, the system produces a personalised HABC commended certificate for the learner.

Content suitable for Level 2 Fire Safety qualifications.

### How much will it cost?

- 1-4 Trainees: £40.00+VAT
- 5-9 Trainees: £25.00+VAT
- 10-19 Trainees: £20.00+VAT
- 20-99 Trainees: £17.50+VAT
- 100+ Trainees: £15.00+VAT

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# Level 2 Award in Customer Service

## e-learning



Highfield e-learning has worked closely with some of the leading subject matter experts in the field of customer service to provide an e-learning course that covers the full knowledge elements of the Level 2 Award in Customer Service.

### Who is it for?

This course is suitable for learners working in all workplaces including both commercial and not-for-profit organisations. It is particularly beneficial for those learners wanting to take a customer service qualification.

### What does it cover?

The customer service course is a total of 4 modules written specifically to cover the entire knowledge element of the level 2 award. These modules are as follows:

1. Customer service principles
2. Customers' needs and expectations
3. Behaviour and interpersonal skills
4. Responding to problems and complaints

### What will learners achieve?

Learners will receive a Highfield certificate upon completion of this course. They will also be able to go on to achieve the Level 2 Award in Customer Service.

### How much will it cost?

- 1-4 Trainees: £40.00+VAT
- 5-9 Trainees: £25.00+VAT
- 10-19 Trainees: £20.00+VAT
- 20-99 Trainees: £17.50+VAT
- 100+ Trainees £15.00+VAT

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# Level 2 Award for Personal Licence Holders (APLH)

## e-learning



Following on from the success of its e-learning packages for food safety and health and safety, Highfield has now launched its new APLH e-learning package. This course is available online through the Highfield Learning Management System and gives the ability to monitor, manage and record training activity.

### What does it cover?

This e-learning package covers all aspects of the Level 2 award syllabus and is divided into seven easy-to-manage modules, which include:

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

### What will learners achieve?

Those 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.

### How much will it cost?

- 1-4 Trainees: £40.00+VAT
- 5-9 Trainees: £25.00+VAT
- 10-19 Trainees: £20.00+VAT
- 20-99 Trainees: £17.50+VAT
- 100+ Trainees: £15.00+VAT

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Highfield e-learning has worked closely with some of the leading subject matter experts in the stewarding sector to provide an exceptional e-learning course that is an exceptional training resource for those looking to embark on a career in this sector.

### Who is it for?

This course is suitable for learners currently working, or wishing to work, as a safety steward at live spectator events, including a variety of sporting or musical events. It is also ideal for those wishing to eventually progress their careers by moving into roles such as stage pit operative, event safety officer, incident response team member or crowd safety manager.

### What does it cover?

This 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. These units are as follows:

Prepare for spectator events

1. Control the entry, exit and movement of people at spectator events
2. Monitor spectators and deal with crowd problems
3. Deal with accidents and emergencies
- 4.



### What will learners achieve?

Learners will receive a Highfield commended certificate upon completion of this course. They will also be able to go on to achieve the level 2 qualification.

### How much will it cost?

£95.00+VAT per learner

Contact Claire Eley at CQM  
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# Level 2 Spectator Safety

## e-learning



Highfield e-learning has worked closely with some of the leading subject matter experts in the stewarding sector to provide an exceptional e-learning course that is an exceptional training resource for those looking to embark on a career in this sector.

### Who is it for?

This course is suitable for learners currently working, or wishing to work, as a safety steward at live spectator events, including a variety of sporting or musical events. It is also ideal for those wishing to eventually progress their careers by moving into roles such as stage pit operative, event safety officer, incident response team member or crowd safety manager.

### What does it cover?

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.

1. Prepare for spectator events
2. Control the entry, exit and movement of people at spectator events
3. Monitor spectators and deal with crowd problems
4. Deal with accidents and emergencies
5. Manage conflict
6. Support the work of the team and organisation



### What will learners achieve?

Learners will receive a Highfield commended certificate upon completion of this course. They will also be able to go on to achieve the Level 2 Award in Understanding Stewarding at Spectator Events and the Level 2 Certificate in Spectator Safety.

### How much will it cost?

£115.00+VAT per learner

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Level 2

# Certificate in Warehousing and Storage

## e-learning



Highfield e-learning has worked closely with some of the leading subject matter experts in the logistics sector to provide an innovative, multi-device e-learning course. This course has been endorsed by Highfield Awarding Body for Compliance – the UK's leading awarding organisation for compliance, work-based learning and apprenticeship qualifications.



### Who is it for?

This course is suitable for learners looking to work in the logistics sector, in particular within a warehousing environment.

### What does it cover?

This course covers the underpinning knowledge of the two mandatory units and one optional unit of the Level 2 Certificate in Warehousing and Storage. The units covered include:

- Health, Safety and Security at Work
- Develop Effective Working Relationships with Colleagues in Logistics Operations
- Keep Work Areas Clean in Logistics Operations

### What will learners achieve?

The course allows learners to meet the required knowledge-based assessment criteria for each of the three units included. Additional units and a competence assessment are required to achieve the qualification. Learners will also receive a Highfield Awarding Body endorsed certificate upon completion of this course.

### How much will it cost?

Package 1 includes 3 units of e-Learning covering knowledge elements of the qualifications:

£80.00+VAT per learner registration

Package 2 includes 3 units of e-Learning and 6 eKit units covering knowledge elements of the qualifications:

£97.00+VAT per learner registration



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# Manual Handling

## e-learning



This e-learning course is ideal for those learners taking a manual handling qualification or those workers that will be involved with manual handling as part of their job role. This course is available online through the Highfield Learning Management System and gives the ability to monitor, manage and record training activity.

### What does it cover?

There are six training modules that make up this course, which cover the key syllabus. These modules include:

- 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

### What will learners achieve?

Those 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.

### How much will it cost?

- 1-4 Trainees: £30.00+VAT
- 5-9 Trainees: £20.00+VAT
- 10-19 Trainees: £15.00+VAT
- 20-99 Trainees: £12.50+VAT
- 100+ Trainees: £10.00+VAT

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