



Eljay Risk Management Ltd Training Brochure

*We now provide
Environmental
Awareness
Training! Please
call or email us for
more information!*

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Overview of course provision

Introduction

We take great pride in providing high quality training. We take the time to find out exactly what our clients need from their training then produce the training course around those requirements. During the training itself we use a range of techniques to help ensure delegates get the best from their learning experience.

Course presentation

All training is prepared and presented by qualified safety professionals who have both industry and training experience. Our training is enhanced by:

- ◆ Digital, power-point based presentations
- ◆ Media clips and videos
- ◆ Group work and practical exercises
- ◆ Comprehensive course notes
- ◆ Question and answer sessions

Certificates

Each delegate that completes a course receives a certificate. Where an accredited course is held, presentation of a certificate will be subject to successful completion of any exams or assessment.

Training records

We provide employers with a written training record for each course. They should be kept safely on file.

Data protection

All data obtained from delegates is respected and is not passed to any third party.

Types of courses offered

Corporate courses

These are courses provided for a number of delegates from the same company. They are normally held at the company premises, or at a venue organised by the client.

Public courses

Public courses are held less frequently than corporate courses and delegates will normally be from a number of different companies. Sometimes they can be organised on a 'hold and run' basis, in other words, we do not issue course dates, but rather wait until we have the required number of delegates and then we choose the dates, book a venue, then go ahead with the course. However, we do have a number of public courses scheduled, details of which can be found on our website, www.eljay.co.uk.

Types of training offered

Accredited training

Accredited courses are courses provided by nationally recognised bodies such as the Institution of Occupational Safety and Health and the Chartered Institute of Environmental Health. Attendees who successfully meet the course requirements (normally an exam and/or a project) are awarded a nationally recognised certificate. The disadvantage with accredited courses is that we have to follow a set syllabus, but there is normally some scope to "personalise" the courses.

Certificated training

These courses are devised by us, to suit a client's specific requirements and a certificate is provided to all delegates who complete the course. Not nationally accredited but the main advantage is that the syllabus can be specially tailored to meet clients' requirements whilst still being delivered by fully qualified industry experienced professionals.

Course fees, cancellation and changes

We aim to give maximum flexibility to organisations that book our courses. Accordingly, we have the following cancellation and changes policy:

Booking forms

Booking forms can be requested by calling us on 07896 016380 or emailing fiona@eljay.co.uk.

Provisional Bookings

Places will be held for 10 working days, to allow time for completion of the booking form. After this, places may be released to other parties.

Confirmation of Bookings

We will provide confirmation of your booking within five working days of receipt of your completed booking form. Full joining instructions will be issued 14 days before the start date of the course.

Substitutions

If the original delegate cannot attend a course, he or she may be substituted at any time up to the start date of the course at no additional cost.

Payments

Although payment can be made before the start of the course, invoices for fees are issued upon completion.

Cancellation

We aim to ensure that all of our courses run, but we reserve the right to cancel any course. Under these circumstances, a full refund of any course fees paid, where applicable, will be immediately given. We will not be liable for any consequential loss or costs associated with the cancellation of any course.

If you have to cancel a place on the course, please let us know by email, letter or fax as soon as possible. The following cancellation policy will apply:

- Notice greater than 14 days – Full course fee refund
- Notice between 7 and 14 days inclusive – 50% refund
- Notice less than 7 days – No refund

If you need a course that is not featured in this brochure, let us know and we'll produce one to your exact requirements

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First Aid Courses – details provided upon request

(We don't provide first aid course overviews in this brochure, as we have found that the syllabuses change fairly regularly. We will provide you with the latest one, on request though)

- Emergency Response Course (0.5 days)
- Emergency First Aid at Work (1 day)
- Emergency First Aid at Work (Paediatric) (1 day)
- Emergency First Aid at Work (Paediatric – OFSTED approved) (2 days)
- First Aid at Work (3 days)
- First Aid at Work Update/Requalification (2 days)
- Defibrillation
- Level 2 Award for Emergency First Aid at Work (1 day)
- Level 2 Award for Activity First Aid
- Level 2 Award for Paediatric First Aid

IOSH Managing Safely Course - 4 days

Introduction

Managing Safely is a course for managers and supervisors in any sector and any organisation. It's designed to give managers all they need to know to help them handle health and safety in their teams.

Who Should Attend?

Managers, supervisors, safety representatives, any persons who need to be able to manage health and safety, or anyone who needs to have an understanding of health and safety management.

Course syllabus

- Module 1 -- Introducing Managing Safely
- Module 2 -- Assessing risks
- Module 3 -- Controlling risks
- Module 4 -- Understanding your responsibilities
- Module 5 -- Identifying hazards
- Module 6 -- Investigating accidents and incidents
- Module 7 -- Measuring performance
- Module 8 -- Protecting our environment

Assessment and Certification

The course assessment consists of a written examination and a practical project. Successful delegates will be awarded the IOSH Managing Safety Certificate.

IOSH Working Safely Certificate - 1 day

Introduction

The aims of this one day course are to improve the general health & safety awareness of delegates and give them an understanding of why they should work safely.

Who Should Attend?

Individual employees, managers, supervisors, safety representatives and anyone who requires an introduction to health and safety.

Course syllabus

- Module 1 - Introducing working safely
- Module 2 - Defining hazard and risk
- Module 3 - Identifying common hazards
- Module 4 - Improving safety performance
- Module 5 - Protecting our environment

Certification

All successful delegates will be issued with the IOSH Working Safely certificate.

CIEH Level 4 Award in Health & Safety in the Workplace - 5 days

Introduction

This qualification provides those in managerial and supervisory positions with appropriate knowledge and understanding of the issues involved. It is also suitable for those wishing to deliver CIEH health and safety qualifications as part of their training provision.

Who Should Attend?

It is essential for all those who monitor and audit health and safety management systems, including:

- Business owners
- Managers
- Production managers
- Supervisors

Learning outcomes

- Manage health and safety in most businesses
- Develop auditing and monitoring programmes
- Design safe practices and procedures
- Liaise with enforcement officers
- Interpret legal requirements
- Train staff and establish risk assessment projects (with additional training where necessary)

Assessment is by means of a controlled assignment and an examination paper which are both completed under examination conditions.

CIEH Level 3 Award in Health and Safety in the Workplace – 3 days

Introduction

This qualification provides a thorough understanding of health and safety, emphasizing the importance of monitoring staff and controls. It also details the need for a structured management approach to health and safety and the key factors in implementing health and safety policy.

Who Should Attend?

Everyone working in a supervisory position.

Learning outcomes

- Demonstrate an understanding of the main concepts of health and safety
- Show awareness of the benefits of health and safety culture
- Explain the roles and responsibilities of individuals, supervisors and management in health and safety
- Demonstrate an understanding of health and safety control and improvement strategies available to supervisors

Assessment is by way of a 60 question multiple choice examination. To pass each delegate must achieve 60% of the possible marks.

CIEH Level 2 Award in Health and Safety in the Workplace – 1 day

Introduction

Designed to ensure that all employees are aware of their own safety and the safety of customers, contractors and the public. This qualification can be tailored to business and individual needs to make the learning experience relevant and fit for purpose.

Who Should Attend?

Anyone in a work environment.

Learning outcomes

- Understanding the principles of health and safety and accident prevention
- Ability to contribute to any health and safety management system
- Understand the importance of risk assessment as a technique for accident and ill health prevention
- Understand the responsibilities placed on employers and employees
- Understand the hazard, risk and main causes of harm to workers (manual handling, hazardous substances, exposure to noise and vibration)
- Understand the importance of following systems, procedures and rules
- Understand how individual action can reduce risks to health and safety
- Appreciate how workplace equipment and task design affect health and safety

Assessment is via a 30 question multiple choice exam paper

CIEH Level 1 Award in Health and Safety in the Workplace – ½ day

Introduction

Designed to make candidates aware of the key health and safety issues and the part that they should play in keeping themselves and others free from harm in the workplace.

Who should attend?

Everyone entering the workplace for the first time – either as part of a work experience programme or at the start of employment – and those starting a new job as part of their induction programme.

Learning outcomes

- Understand the importance of health and safety in the workplace
- Identify the hazards and risks related to the workplace
- Understand workplace health and safety procedures

Assessment is via a 15 question multiple choice exam paper

CIEH Certificate in Stress Awareness – 1 day

Introduction

This qualification complements the CIEH Level 2 Award in Health and Safety in the Workplace. It seeks to advise and guide those interested in protecting themselves and their workplace from the damaging effects of stress.

Who should attend?

Appropriate for all employees, especially those:

- Dealing with the public
- Working to targets or deadlines
- Providing services
- Training
- Supervising or managing

Learning outcomes

- Identify likely sources of work-related stress
- Identify the range of symptoms and effects stress can cause
- Identify the options available for preventing and controlling stress

Course comprises a ½ day of content plus a ½ day of practical activities, including the development of a stress action plan.

CIEH Level 3 Award in Risk Assessment Principles and Practice – 20 hours guided learning (minimum 7 hours contact)

Introduction

This qualification provides a thorough understanding of the main categories of accidents and ill health, their socio-economic costs and the benefits of good health and safety management.

Who should attend?

Designed for anyone with a responsibility to conduct risk assessments, such as team leaders, supervisors, site managers and managers, quality controllers, technicians, engineers, health & safety specialists and personnel contributing to the risk assessment process.

Learning outcomes

- Conduct risk assessments (with the necessary technical knowledge in relation to the activities/environments/issues)
- Organise and implement a risk assessment programme
- Participate in the identification of specific training needs for the activities being assessed
- Assist employers in meeting legal requirements and promote improved standards of health and safety within their organisation

Assessment is via assignment and self evaluation

CIEH Level 2 Award in Principles of Risk Assessment – 1 day

Introduction

This new qualification is designed to help improve the workplace culture for occupational health and safety by enabling learners to understand the basic principles of risk assessment.

Who should attend?

Anyone in a work environment as it raises learners' awareness of the concept of risk assessment.

Learning outcomes

- Ability to contribute to the maintenance of a safe work environment and to the process of formal risk assessment
- Understand the legal requirements for risk assessment
- Understand the principles of risk assessment, including:
 - Hazards, risks and control measures
 - The five steps of risk assessment
 - The hierarchy of control
 - Risk assessment review and record keeping
- Documentation
- Risk assessment in practice

CIEH Level 2 Award in Manual Handling – Principles and Practice – 0.5 days

Introduction

This qualification, aimed at those who carry out manual handling at work, provides essential information about manual handling hazards and their control.

To give you maximum flexibility it can be delivered as a half-day programme for learners who only wish to gain the CIEH Level 2 Award in Principles of Manual Handling. Those who need to learn about practical manual handling techniques should stay on for a further half-day training session and assessment to gain the full CIEH Level 2 Award in Manual Handling – Principles and Practice.

Who should attend?

All employees who have to carry out manual handling activities at work, including both industrial and office workers.

Learning outcomes

- Identify and understand the risks associated with manual handling
- Learn the value of risk assessment and how to apply it
- Make recommendations to manage risk
- Apply the principles of safer handling to a range of everyday manual handling

CIEH Level 2 Award in the Principles of COSHH – ½ day

Introduction

This qualification complements the CIEH Level 2 Award in Health and Safety in the Workplace by introducing candidates to the inherent risks in substances and the controls available.

Who should attend?

Designed for those responsible for the Control of Substances Hazardous to Health (COSHH) at work, as well as employees who use hazardous substances in manufacturing, cleaning, healthcare, transport, utilities and offices.

Learning outcomes

- Identify the hazards associated with those substances
- Identify the risks and controls available to deal with the substances
- Identify what to expect from a COSHH assessment

Assessment is via a 30 question multiple choice exam paper

Risk Assessment – 1 day

Introduction

Regulation 3 of the Management of Health and Safety at Work Regulations places a legal duty on all employers to produce a “suitable and sufficient” risk assessment(s) of their work activities.

Who is the course for?

Managers, supervisors, safety representatives or any persons who will be expected to carry out or have an understanding of risk assessment.

Course syllabus

- Background to the law and statutory duties concerning risk assessment
- Accident statistics and costs
- Theory of risk assessment
- Applying control measures
- Risk assessment reviews and monitoring
- Records and documentation

* This course can be run as a half-day workshop, depending on a client’s requirements. Please give us a call or email to discuss this.

Manual Handling Assessor – 1 day

Introduction

The Manual Handling Operations regulations 1992 place a legal duty on all employers to avoid carrying out manual handling operations. If this is not possible, a risk assessment of the operation must be carried out.

Who is the course for?

Managers, supervisors, safety representatives or any persons who will be expected to carry out or have an understanding of manual handling risk assessment.

Course syllabus

- Background to the law and statutory duties concerning manual handling
- Anatomy of the spine and the results of poor manual handling techniques on the body
- Safe manual handling techniques
- Hazard identification and risk evaluation
- Assessment methodology
- Applying control measures and ergonomics
- Manual handling assessment exercise
- Records and documentation

General Health and Safety Awareness Course – 1 day

Introduction

By law all employees have to be provided with 'information, instruction, supervision and training'. This course is a good starting point and is very general in nature.

Who is the course for?

Anyone at all levels in an organisation who has not received any health and safety training and requires a good overview of health and safety issues in the workplace.

Course syllabus

To be agreed with the client, but would include a general overview of:

- Accident statistics and costs
- Overview of relevant legislation
- Risk appreciation
- General issues: housekeeping, monitoring, accident reporting, first aid requirements etc.

*this course can be run as a half-day workshop. Please email or call for details

Safe Use and Maintenance of Chainsaws – 1 day

Introduction

Chainsaws can be extremely dangerous and this course is designed to provide both theory and practical training for persons who use chainsaws at their workplace. It does not include working at height with chainsaws.

Who is the course for?

Anyone who uses a chainsaw during their work. It would be particularly useful for land managers, farmers, estates staff etc.

Course syllabus

- Course overview
- Equipment safety and maintenance
- Site risk assessment
- Personal protective equipment
- Organising the work task
- Pre-work checks
- Safe handling of the chain saw
- Practical assessment

Health and Safety for Work Placement Visitors – 1 day

Introduction

Work placements can be at risk because they may be unfamiliar with the workplace they are being introduced to.

Who is the course for?

Anyone who is involved in visiting workplaces and assessing them for health and safety prior to placing persons in that workplace. Particularly suitable for agency managers and educational staff who work for organisations that find people work or work experience.

Course syllabus

- Background to health and safety law
- Risk assessment
- Workplace visits and inspections
- Documentation

Hazardous Substances (COSHH) Assessor - 1 day

Introduction

COSHH Regulations place a legal duty on all employers to carry out risk assessments of all substances used during work processes or created by the work process itself.

Who should attend?

Managers, supervisors, safety representatives, and any persons who are required to carry out hazardous substance risk assessments.

Also, anyone working with hazardous substances, such as maintenance personnel or persons with responsibility for purchasing substances or engaging contractors who use hazardous substances would benefit from this course.

Course syllabus

- Background to the law and statutory duties concerning hazardous substances
- Routes of entry into the body and ill health effects
- Hazardous substance categories and classification
- Material Safety Data Sheets (MSDS)
- Workplace Exposure Limits
- COSHH assessment methodology
- Practical COSHH assessment exercises

Use and Maintenance of Work Equipment - 1 day

Introduction

The Provision and Use of Work Equipment Regulations 1998 and various other regulations written under the Health and Safety at Work Act 1974, place legal duties on employers to ensure the safety of any machinery used at work.

Who should attend?

Managers, supervisors, safety representatives and anyone who buys uses or maintains machinery in their workplace.

Course Syllabus

- Background to the law concerning work equipment
- Types of machinery accidents
- Machinery hazards
- Dangerous parts of machinery
- Principles of guarding – hierarchy of controls
- Machine maintenance
- Control systems
- Safety devices, warnings and labels
- Useful documentation
- Purchasing work equipment
- Disposal or sale of work equipment

Display Screen Equipment (DSE) Assessor - 1 day

Introduction

The Display Screen Equipment Regulations 1992, places legal duties on employers to ensure that competent person(s) conduct adequate risk assessment and provide information, instruction and training for all DSE users and their workstations.

Who should attend?

Anyone who is required to carry out DSE risk assessments in the workplace.

Course syllabus

- Background to the law and statutory duties concerning DSE
- Overview of the Regulations
- Health hazards associated to use of DSE
- Workstation assessment methodology
- Applying control measures or remedial actions
- Correct Postural techniques
- Workstation layout and positioning of equipment
- Eye examinations and provision of corrective appliances
- Records and documentation

Selection and Management of Contractors – 1 day

Introduction

Employers are required to ensure that any contractors engaged by them are competent to carry out the work. For this reason, knowledge of typical systems used to select and manage contractors is essential.

Who Should Attend?

Anyone who has the role of selecting, appointing and managing contractors in a workplace.

Course syllabus

- Background and overview of relevant law
- Selection of contractors
- Verification of competence
- Pre-work planning
- Risk assessment, contractors rules and method statements
- Monitoring the contractors
- Records, notifications and documentation
- End of work review and continuous improvement

First Aid Appointed Persons Course - 1 day

Introduction

It is a legal requirement to appoint one or more appointed persons in the workplace when it is occupied by employees. Although by law the appointed persons do not have to be trained, it is preferable. This course provides a very useful one-day overview of the important role the appointed person plays in the workplace.

Who is this course for?

This course is for anyone who may take up the role of appointed person, but is also suitable as a good introduction for those who are considering attending the four day first aider's course.

Course syllabus

- First aid legislation and levels of cover required
- Taking control of an incident
- Protecting the injured person
- Breathing, bleeding, breaks and burns
- CPR
- First aid equipment
- Practical exercises
- Written test

We also provide the four day, HSE approved first aid course. Please call or email for details.

First Aid Marshall/Wardens Course - 1 day

Introduction

Some workplaces have large volumes of people who may need to evacuate quickly and safely in an emergency. This normally leads to the use of fire marshalls or fire wardens (the two terms mean the same thing). These employees need to know about the basics of fire and also what to do if an evacuation is needed.

Who is this course for?

This course is for anyone who is or will become a fire marshall or fire warden.

Course syllabus

Our syllabus follows the training requirements of the Regulatory Reform (Fire Safety) Order 2005, but as the requirements of clients and their workplaces can differ, we provide syllabuses to suit.

Please call or email us and we will be pleased to provide a syllabus after we have found out a little about your requirements and workplace.

Manual Handling Awareness – ½ day

Introduction

The Manual Handling Operations Regulations 1992 place a legal duty on all employers to ensure that their employees are adequately trained to perform any manual aspects of their work duties safely.

Who is this course for?

Anyone who is required to lift and handle loads as part of their job.

Course syllabus

- Background to the law and statutory duties concerning Risk Assessment
- Overview of the Regulations
- Physiology of the spine and the effects of poor manual handling technique on the body
- Safe manual handling techniques and HSE guidelines to weights
- Practical kinetic lifting and handling exercises

This course can be provided either for employees who move people or for those who move objects

Display Screen Equipment (DSE) Awareness – ½ day

Introduction

The use of DSE can cause medical problems in users. In most cases, if dealt with early, problems can be completely eliminated. If left too late, they can be debilitating. This course provides attendees with the necessary information to help ensure problems are identified and dealt with as they occur.

Who is the course for?

Anyone who uses DSE and anyone who manages work areas in which DSE is used.

Course syllabus

- Background to the law concerning DSE
- Health hazards associated with the use of DSE
- Correct postural techniques
- Workstation layout and positioning of equipment
- Eye examinations and provision of corrective appliances
- DSE self assessment

Hazardous Substances Awareness (COSHH) – ½ day

Introduction

Anyone who works with substances such as chemicals or biological hazards, such as vomit or faeces must be given appropriate information about the hazards they may face from the substances.

Who is the course for?

Anyone whose work brings them into contact with hazardous substances.

Course syllabus

- Health hazards
- Toxicity of substances
- Routes of entry
- Controlling harm
- Working with hazardous substances
- The purpose of COSHH assessments
- Safe storage of substances

Incident Investigation – ½ day

Introduction

The aim of incident investigation is to establish a cause or causes and then ensure the event never happens again. This course will enable delegates to investigate incidents and the necessary information and “tool kit” is provided to all attendees.

Who is the course for?

Anyone who will be required to carry out incident investigation.

Course syllabus

- Incidents v accidents – definitions
- The accident scene
- RIDDOR requirements
- Accident causation
- Interview techniques
- Records and documentation
- Case study

Safe Use of Ladders and Stepladders – ½ day

Introduction

Falls from height are a major cause of harm in the workplace. Work at height is now governed by specific regulations. This course provides an overview of how work at height can be carried out safely.

Who is the course for?

Anyone who carries out work at height or manages those who work at height.

Course syllabus

- “The good old days” slideshow
- Statistics
- Fall speed versus reaction time
- Overview of relevant legislation
- Safe use of ladders and stepladders

Confined Space Awareness – ½ day

Introduction

The confined spaces regulations make it a legal requirement that entry into confined spaces is planned to ensure the safety of persons working in them. This is a general course that provides an overview of the risks involved in working in confined spaces and the controls required for the safety of workers.

Who is the course for?

Anyone who manages or carries out confined space work.

Course syllabus

- Overview of relevant legislation
- Specific definitions
- Hazards of confined space work – case studies
- The need for risk assessment
- Safe systems of work
- Permits to work
- Case studies

Please note that this course does not necessarily mean that delegates are competent to work in confined spaces – further training may be required

Safety in Hot Work – ½ day

Introduction

For obvious reasons, hot work such as welding or grinding in high risk work areas must be strictly controlled. This course uses a risk assessment basis to enable delegates to take the necessary precautions before carrying out hot work.

Who is the course for?

Anyone who manages or carries out hot work.

Course syllabus

- Overview of relevant legislation
- Explanation of permit to work systems
- Basic fire awareness (including the spread of fire)
- Case studies
- Short break
- Risk appreciation
- Pre-work checks (using developed hot work procedures)
- Practical assessment in a work area

Abrasive Wheels – ½ day

Introduction

Anyone who uses or maintains abrasive wheels must be competent to do so. This course covers many aspects of that requirement and ensures that attendees carry out practical work to consolidate the theory during the course

Who is the course for?

Anyone who uses or changes abrasive wheels.

Course syllabus

- Risks involving abrasive wheels
- Relevant legislation
- Types of abrasive wheels
- Safe changing
- Guarding requirements
- General equipment safety
- Practical assessment

Introduction to Health and Safety Law – ½ day

Introduction

This is a general course that focuses specifically on health and safety legislation. The course can be adapted to suit the specific requirements of delegates.

Who is the course for?

Anyone who needs an understanding of current health and safety legislation.

Course syllabus

- Types of legislation
- The Health and Safety at Work etc Act 1974
- The 1992 “Six Pack”
- Recent legislation
- Forthcoming legislation

Fire Awareness – ½ day

Introduction

Fire can be devastating and this course is very general in nature but focuses on what employees can do concerning fire prevention.

Who is the course for?

Anyone who needs general information about fire prevention.

Course syllabus

- What is fire and the fire triangle
- Fire spread
- Case study
- Arson
- Fire prevention

Stress Prevention and Management – ½ day

Introduction

Stress is a major cause of ill-health in the workplace and its consequences can be devastating. This course should ideally help employers prevent it from occurring in the first place or if this is not possible, manage stress issues to minimise its effects.

Who is the course for?

Members of staff who will be required to manage workplace stress or anyone who needs to learn about the prevention and management of stress.

Course syllabus

- What is stress?
- Myths and facts
- Legal overview
- Consequences of stress
- Sources of stress
- Stress management
- Risk assessment

Lone Working in the Community – ½ day

Introduction

People who work alone are vulnerable to harm for the very reason that they work alone in the community. The course is therefore centred on lone working and in particular the risks involved and the controls recommended to reduce the risk of harm.

Who is the course for?

Anyone who works alone in the community or anyone who supervises lone workers.

Course syllabus

- Risk appreciation
- Practical exercise
- Law pertaining to lone working
- Employers and employees responsibilities
- Video case study

Delegates will be provided with sample lone working policies and procedures during the course.

Violence and Aggression in the Workplace – ½ day

Introduction

Some employees who carry out a people facing role can be subject to violence and aggression. This course provides an overview of why this occurs and what to do about it.

Who is the course for?

Anyone who works in or anyone who supervises persons who work in a client facing role, such as council employees, community workers and medical staff.

Course syllabus

- Case studies
- Anger and fear
- The aggressor's perspective
- Verbal and non-verbal cues by the aggressor
- What to do if confronted
- Case study

Delegates will be provided with sample policies and forms during the course

Safety Briefing for Directors and Senior Managers – ½ day

Introduction

Directors and senior managers must be sure of what their responsibilities are under health and safety law and what problems can arise if they fail to manage health and safety accordingly.

Who is the course for?

Directors, senior managers and anyone who has organisational health and safety responsibility.

Course syllabus

- Overview of relevant law in relation to Directors duties
- HS(G)65
- Policies and procedures
- Competent person support
- Management planning
- The typical health and safety management cycle

Developing Permit to Work Systems and Method Statements – ½ day

Introduction

Permits to work are used to control high risk work activities, such as hot work, work at height, confined spaces work etc. Method statements are used in many industries, again as a control measure to detail the correct and safe sequence for work operation.

Who is the course for?

Anyone who uses or issues permits to work and anyone who produces or uses method statements.

Course syllabus

- Overview of safe systems of work
- The purpose of permits and method statements
- Where risk assessment fits in
- Use of the documents in practice

Document templates will be provided to all delegates during the course.

Level 1 Awards in Induction into Food Safety Awareness for Catering/Manufacturing/Retail - ½ Day

Introduction

These qualifications have been developed to raise awareness of key food safety issues and to provide employees with an induction to food hygiene, prior to undertaking the Level 2 Award in Food Safety.

Who Should Attend?

The CIEH Level 1 Awards in Food Safety provide an ideal solution to staff induction training. They are also well suited to individuals handling low risk or wrapped foods (category A), including:

- new employees with minimal or no prior food safety knowledge
- employees handling low-risk or wrapped foods
- front of house employees, such as waiting or check out staff
- back of house employees, such as kitchen porters or warehouse staff

The Level 1 Awards are also suitable for employees for whom English is a second language or those with special needs.

Course syllabus

- a) Introduction to Food safety
- b) Personal Hygiene
- c) Cleaning
- d) Contamination

Certification

A 15 question multiple choice examination and successful candidates will be issued with a certificate.

Level 1 Awards Induction into Safety in Food Premises – ½ Day

Introduction

The essential starter qualification for those working in food premises

The CIEH Level 1 Award in Induction into Safety in Food Premises provides candidates with a basic awareness of the health and safety issues faced in any food-related premises.

This half-day qualification is ideal for those who are entering the food premises workplace for the first time, either as part of a work experience programme or at the start of employment.

The qualification provides an awareness of key safety issues and the role that all employees play in keeping themselves and others free from harm at work.

Who Should Attend?

It is a legal requirement for all employers to provide health and safety training to their employees and to supervise, train or instruct employees as appropriately required for their work duties.

This qualification provides a great starting point from which more detailed health and safety and/or food safety training (e.g. CIEH Level 2 Awards) can follow.

- Those who are entering the workplace for the first time – either as part of a work experience programme or at the start of employment
- Those who are starting a new job (as part of an induction programme) in food premises

Course syllabus

- e) Introduction to Food safety
- f) Personal Hygiene
- g) Cleaning
- h) Contamination

Certification

A multiple choice examination and successful candidates will be issued with a certificate.

Level 2 Awards in Food Safety in Catering/Manufacturing/Retail – 1 day

Introduction

These qualifications have been developed to address the growing need to make learning more relevant to specific business environments and meet the National Occupational Standards. The CIEH Level 2 Awards in Food Safety provide a flexible syllabus which enables training to be tailored to meet specific needs.

Who Should Attend?

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

Typical environments may include:

- pubs, hotels, restaurants
- supermarkets and retail environments
- food and drink manufacturers
- hospitals
- care homes
- schools
- prisons

Course syllabus

- Legislation and Food safety hazards
- Temperature control
- Refrigeration, chilling and cold holding
- Cooking, hot holding and reheating
- Food handling
- Principles of safe food storage
- Cleaning
- Food premises and equipment

Certification

A multiple choice examination and successful candidates will be issued with a certificate.

Level 2 Award in Healthier Food & Special Diets – 1 day

Introduction

The benefits of a healthy and varied diet are indisputable. This qualification has been designed to provide a good, basic understanding of nutrition.

Who should attend?

All employees in catering environments involved in the selection of menus, recipes and ingredients. It is also relevant for those in the health care and education sectors.

Course syllabus

- The relationship between nutrition, diet and health
- The nutritional requirements of different population groups
- Current policy, legislation and voluntary guidelines
- The effects of food processing on nutrient content
- Nutrition labelling

Certification

A multiple choice examination and successful candidates will be issued with a certificate.

Level 2 Awards in Food Safety (Refreshers) – ½ Day

Introduction

The overall aim of this programme is to remind candidates how to supervise food safety to control contamination and safeguard the health of consumers. The programme will also update candidates on recent changes in food safety legislation.

Who should attend?

All candidates who have taken the CIEH Level 2 Awards in Food Safety are recommended to take a refresher course three years after completion.

Course syllabus

- Understand the importance of food safety procedures and reporting and how individuals can take personal responsibility for food safety
- Understand effective personal hygiene practices, their importance in food safety and their role in reducing the risk of contamination.
- Understand how working areas are kept clean and hygienic
- Identify the sources and risks to food safety and understand the importance of keeping food safe

Certification

A multiple choice examination and successful candidates will be issued with a certificate.

Level 3 Awards in Supervising Food Safety in Catering/Manufacturing/Retail – 3 days

Introduction

In line with the National Occupational Standards reflecting sector-specific needs, these qualifications provide a thorough understanding of food safety procedures emphasising the importance of monitoring staff and controls.

Who should attend?

Managers and supervisors in small, medium or large catering, manufacturing or retail businesses. Particularly relevant for those who have to develop or monitor HACCP based food safety management procedures and systems.

Course syllabus

- Legislation
- Supervisory management
- Temperature control (chilling, cooking)
- Cleaning
- Contamination control
- Applying and monitoring good hygiene practices
- Implementing good food safety procedures
- Contributing to the safety training of others

Certification

A multiple choice examination and successful candidates will be issued with a certificate.

Level 3 Award in HACCP in Catering – 1 Day

Introduction

This practical, accessible and user-friendly qualification has been created to help caterers comply with EU legislation and provides a thorough understanding of how HACCP-based procedures can be applied in a catering context. It also provides the flexibility to suit different types of businesses.

Who should attend?

For business owners and managers of small and medium sized catering and hospitality businesses

Course syllabus

- The 12 steps in the HACCP process
- Controls required to ensure food safety
- Use of a management tool such as the FSA's *Safer Food Better Business* pack

Certification

By assignment with Certificate issued to successful candidates

Level 3 Award in HACCP for Food Manufacturing – 1 Day

Introduction

Based on a one-day training programme, this qualification is designed to ensure candidates develop the required knowledge and practical skills to implement a HACCP plan in their workplace. Candidates are assessed by assignment that requires the development of a HACCP plan.

Who should attend?

Managers and supervisors of all food manufacturing businesses responsible for the development of a food safety management system based on the Codex principles of HACCP.

Course syllabus

- The HACCP process and its role within food manufacturing
- How to develop, monitor and evaluate HACCP-based systems

Certification

By assignment requiring the development of a HACCP plan with Certificate issued to successful candidates

Level 4 Awards in Food Safety – 5 Days

Introduction

From food business owners to trainers, from production managers to hygiene auditors, this qualification meets the food industry's need for a high level practical qualification with external accreditation.

Who is the course for?

Managers, supervisors and senior hygiene personnel such as:

- production managers
- trainers
- owners or managers of food businesses
- supervisors with intermediate food hygiene knowledge
- hygiene auditors
- shift managers or supervisors

This qualification is also suitable for those wishing to deliver CIEH food safety qualifications as part of their training provision.

Course syllabus

- Bacteriology
- Food-borne illnesses
- Physical contamination of food
- Food storage, temperature control and preservation
- Design and construction of food premises and equipment
- Cleaning and disinfection
- Pest control
- Personal hygiene
- Training strategies
- Legislation
- Management control techniques

Certification

Assessment is by means of a controlled assignment and an examination paper which are both completed under examination conditions.

Delivering Excellent Customer Service - ½ Day

Introduction

A valuable course, designed to increase overall awareness to enable delivery of the highest standards of service in the retail food industry.

Who is the course for?

For all business owners and their staff this course is ideal for Front of House staff, Retail service and anyone working in direct contact with the general public

Course content

- What is excellent service?
- Improving customer focus
- Communication skills
- Service V Hospitality
- The true cost of loss
- Problems and their treatment
- DEHEAT!

Certification

A certificate of attendance is issued on completion

Being The Best That You Can Be - ½ Day

Introduction

A highly motivational course giving opportunity to look within and discover the true you, a must for all but especially valuable for the workplace.

Who is the course for?

Quite simply everyone!

Course content

- The Power Within
- Discover Your Self-esteem
- Build your Self-confidence
- Increasing Self-awareness
- Change your life!

Certification

A certificate of attendance is issued on completion

Up-selling your table - ½ Day

Introduction

This course is designed for all hospitality based business such as Hotels, Restaurants and gastro-pubs the aim of the course is to increase the ticket sale value of each dining table.

Who is the course for?

Specifically designed for all waiting staff and anyone involved in serving the general public.

Course content

- Benefits
- Average bill V Perfect bill
- Influencing your diners
- Creating Opportunities
- Up-selling Techniques

Certification

A certificate of attendance is issued on completion

Perfecting Your Service - ½ Day

Introduction

This course is designed for all hospitality based business such as Hotels, Restaurants and gastro-pubs the aim of the course is to increase the ticket sale value of each dining table.

Who is the course for?

All Front of House staff including Managers, waiting staff and bar staff

Course content

- Before we begin
- The greeting
- The meal
- A total experience
- Review Process

Certification

A certificate of attendance is issued upon completion