



**birmingham**  
commercial training

## Course Overviews

Information Technology  
Personal Development Skills  
Health and Safety  
First Aid at Work

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# About Birmingham Commercial Training

Birmingham Commercial Training is a leading provider of training courses to all organisations looking to develop its staff.

At BCT, we work in partnership with clients to deliver learning solutions of the highest possible quality, to meet delegates' development needs and to tie in with business goals.

We offer our clients the highest quality training, first class customer service and excellent value. We employ the best trainers/consultants, who deliver training in small groups to ensure that delegates gain the most from the courses.

The range of courses offered by BCT is very comprehensive, covering information technology skills, personal development skills and Health and Safety. These courses are generally run from our first class, modern training rooms off Broad Street in Birmingham. We are happy, however, to deliver courses on clients' own premises, should this be required, if suitable facilities are available.

We make every effort to cater for our disabled clients, with easy access to ground floor facilities, including a disabled toilet. We also have a hearing loop in the Boulton and Priestley suite.



Our facilities on Broad Street are also available for hire, with rooms available at very competitive rates. Able to cater for groups from two to 45 people, we can offer a board room, interview/breakout rooms, training/seminar rooms and a modern IT suite (seating up to six).

Refreshments and buffets can also be provided.

We look forward to welcoming you to Birmingham Commercial Training!

## General Course Information

### *Course Overviews*

The course overviews on the following pages are for guidance only. The actual content on the day of training may vary slightly due to the aptitude of the delegates, their speed of understanding and their ability to learn the various subjects presented. Some individuals and groups may progress more quickly than others through the same course but every effort is made to cover as much of the content as possible and to give delegates a valuable and positive learning experience.

### *Course Manuals*

Comprehensive manuals are available for each course.

### *Customised Courses*

If the standard courses do not suit your requirements then customised courses can be created for your organisation. The trainer will discuss the needs of delegates and advise on the best way in which they can be met.

### *Training Days*

One day courses (six hours of training) may be split into two halves if preferred. A higher fee will be charged for half-day sessions than for one day pro rata if no other training is booked by the same client for the remaining half day.

Courses running for two or more days may be booked to run on concurrent days or split over different weeks.

### *Catering*

We have a range of catering options available to suit your requirements and are happy to provide food for vegetarians, vegans and other special dietary requirements if we are informed of any needs in advance. Any food to be consumed on the premises must be purchased through BCT unless specific permission has been granted by the Group Co-ordinator. Please ask for further information about menus, prices, etc.

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# Basic Computer Skills

## *One Day Course*

This course is ideal for beginners to computing. It is intended to provide an introduction to IT for those who have little or no experience of using a computer.

After attending this course, participants should have the confidence and skills to use computers in the workplace or at home. Delegates should also be able to progress onto subject specific courses, such as Microsoft Word.

### *Contents:*

- *Basics*
  - *Hardware, software and using a mouse*
- *The Desktop*
  - *Desktop properties*
  - *The taskbar*
  - *Date and time*
  - *The Start button*
- *My Computer*
  - *View options*
  - *Managing windows, resizing and moving*
  - *Scroll bars*
  - *Working with multiple windows*
  - *Managing Files*
- *The Recycle Bin*
- *Windows Explorer*
  - *The tree pane*
  - *The toolbar*
  - *Sorting documents*
  - *Moving/copying files*
  - *Using folders*
- *Word Processing*
  - *Creating a New Document*
  - *Entering text*
  - *Saving, closing and opening a document*
  - *Scrolling using the Mouse*
  - *Moving using the Keyboard*
  - *Selecting, removing, deleting and replacing text*
  - *Moving, copying and pasting text*
  - *Undoing/redoing commands*
  - *Using the spelling checker*
  - *Formatting text - font style, size and format*

# Introduction to Using the Internet

## *Half Day Course*

This course is appropriate as an introduction to the concepts, terminology as well as practical application of the Internet, offering tips and techniques on searching and marking specific sites.

Whilst no previous Internet experience is assumed, a basic familiarity with computers is preferable.

### *Contents:*

- *Getting Started*
  - *What is the Internet?*
  - *The Internet Explorer window*
  - *Title bar, menu bar, toolbars*
  - *Getting help*
- *Browsing web pages*
  - *What is a web page?*
  - *Browsing the web*
  - *The Home Page*
  - *Finding items on a page*
- *Browsing the World Wide Web*
  - *Uniform Resource Locators (URLs)*
  - *Jumping directly to URLs*
  - *Links to favourite URLs*
  - *Organising your Favourites List*
  - *Security*
- *Searching for information*
  - *How search engines work*
  - *Using the Search Assistant*
  - *Using different search engines*
- *Working offline*
  - *Browsing a web site offline*
  - *Managing offline content*
  - *Saving, editing and printing pages*
  - *Downloading files*

# Introduction to Windows/File Manager

## *One Day Course*

This course is suitable for intending, new or recent users of computers who wish to gain a basic understanding of the Windows environment. The course serves as a pre-requisite to full training in Microsoft Office. Delegates will benefit from having some familiarity with the keyboard and being able to use the mouse, although this can be accommodated if necessary.

### *Contents:*

- *Hardware Components*
  - *The monitor, keyboard, printer*
  - *Storage devices*
- *Software*
  - *Application software*
- *The Desktop*
  - *Navigating the desktop*
  - *Adding shortcuts to the desktop*
- *Menus and Commands*
  - *Menus and dialog boxes*
  - *Toolbars*
- *Working with folders*
  - *Understanding folders*
  - *Creating folders*
  - *Renaming, copying and deleting folders*
- *Working with files*
  - *Understanding files*
  - *Moving and copying files*
  - *Renaming and deleting files*
  - *The Recycle Bin*
  - *Searching for files*
- *Business Applications*
  - *Word processing*
  - *Creating a document*
  - *Saving and closing a document*

# Microsoft Access

## **Introduction**

### *One Day Course*

This course is suitable for new users of Access who wish to gain an understanding of some of the major features and functions. Delegates will need a basic understanding of Microsoft Windows and be able to use a keyboard and mouse.

#### **Contents:**

- *Getting Started*
  - *What is a database?*
  - *The Access window*
  - *Title bar, menu bar, toolbars*
  - *Scroll bars, status bar*
- *Getting help*
  - *Using the Office Assistant*
  - *Other ways of getting help*
- *Creating tables*
  - *Using the table wizard*
  - *Adding, modifying and deleting records*
  - *Moving around the datasheet*
  - *Finding records*
- *Designing table structures*
  - *Table design*
  - *Creating tables*
  - *Field properties*
  - *Input mask and caption properties*
- *Working with data*
  - *Finding records*
  - *Sorting data*
  - *Filtering data*
- *Forms*
  - *Using the Form Wizard*
  - *Creating forms*
- *Queries*
  - *Creating simple queries*
  - *Modifying queries*
  - *Simple calculated fields*
- *Printing*
  - *Printing from datasheet view*

# Microsoft Access

## ***Intermediate***

### *One Day Course*

This course is suitable for delegates with experience of using Microsoft Access who wish to extend their knowledge and acquire additional skills and techniques. Completion of an Access Level 1 course or a sound working knowledge of Level 1 tools and techniques is recommended.

Delegates will learn the intermediate skills necessary to apply the principles of effective table design, work with calculations, learn sub form design and customise reports.

#### *Contents:*

- *Database Design*
  - *Relational databases*
  - *Primary and foreign keys*
- *Using field properties for protection*
  - *Input masks*
  - *Validation rule and validation text*
  - *Lookups*
- *Table relationships*
  - *Relationship types*
  - *Creating and editing relationships*
  - *Using lookups for referential integrity*
- *Queries*
  - *Multi-table queries*
  - *Calculated fields*
  - *The Expression Builder*
  - *Calculating summary information*
  - *Cross tab queries*
- *Forms*
  - *Form sections*
  - *Form controls*
  - *Using form controls*
  - *Control properties*
  - *Multiple table forms*
- *Reports*
  - *Using Report Wizards*
  - *Report sections*
  - *Report controls*
  - *Report control layout*
- *Access Tools*
  - *Backing up and restoring a database*
  - *Compacting and repairing a database*

# Microsoft Excel

## ***Introduction***

### *One Day Course*

This course is suitable for new or recent users of Microsoft Excel or those who are self taught and wish to learn the correct and quicker ways of doing things. This is not intended as a conversion course from an earlier version. Delegates will need a basic understanding of Microsoft Windows, and be able to use a keyboard and mouse.

#### ***Contents:***

- *Getting Started*
  - *Exploring the Excel Window*
  - *Title bar, menu bar, toolbars*
  - *Scroll bars, status bar*
- *Getting Help*
  - *Using the Office Assistant*
  - *Other ways of getting help*
- *Creating Spreadsheets*
  - *Entering text and numbers*
  - *Saving spreadsheets*
  - *Opening and closing spreadsheets*
  - *Custom lists*
- *Editing Spreadsheets*
  - *Selecting cells*
  - *Editing techniques*
  - *Clearing cell contents*
  - *Using Undo*
- *Formulae and Functions*
  - *Entering basic calculations*
  - *Using AutoSum*
  - *Using basic functions*
  - *Copying and moving formulae*
  - *Understand relative referencing*
  - *Use Auto fill*
- *Formatting text and numbers*
  - *The formatting toolbar*
  - *Alignment of text and numbers*
  - *Using the format painter*
- *Structuring the worksheet*
  - *Inserting and deleting rows and columns*
  - *Inserting and deleting worksheets*

# Microsoft Excel

## **Intermediate**

### *One Day Course*

This course is suitable for users with a basic knowledge of Excel who want to consolidate and expand on their knowledge.

#### *Contents:*

- *Modifying Tables*
- *More advanced formulae and functions*
  - *Formulae with several operators*
  - *Understanding relative and absolute referencing*
  - *Conditional formulae using "if", "and", "or"*
  - *Preventing rounding errors*
  - *Using dates in formulae*
- *Managing workbooks*
  - *Inserting and deleting worksheets*
  - *Controlling page breaks*
  - *Working with large sheets*
  - *Opening a second workbook*
- *Toolbars*
  - *Displaying hidden toolbars*
  - *Customising and creating toolbars*
- *Formatting the worksheet*
  - *Borders and shading*
  - *AutoFormat*
- *Creating Charts*
  - *The Chart Wizard*
  - *Moving and resizing charts*
  - *Changing chart type*
- *Headers and footers*
  - *Creating and customising headers and footers*

# Microsoft Excel

## **Intermediate Plus**

### *One Day Course*

This course is suitable for Users with a basic knowledge of Excel who want to consolidate and expand on their knowledge to a more advanced level.

#### *Contents:*

- *Templates*
- *Using data lists*
  - *Using Excel as a database*
  - *Adding, finding and deleting records*
  - *Sorting by single and multiple fields*
  - *Using a data form*
- *Working with Outline view*
- *Password protecting your workbooks*
- *Toolbars*
  - *Displaying hidden toolbars*
  - *Customising and creating toolbars*
- *Importing and Exporting Data*
  - *Using Paste Special*
  - *Object linking and embedding*
  - *Importing a text file into Excel*
  - *Sharing data and other applications*
- *Macros*
  - *What is a macro?*
  - *Recording and running a macro*
  - *Editing a macro*
  - *Assigning a macro to a toolbar*

# Microsoft Excel

## **Advanced**

### *One Day Course*

Users with a basic knowledge of Excel who want to use some of the more advanced features and functions.

#### *Contents:*

- *Working with advanced filters*
  - *Creating and using a criteria range*
  - *Using comparison criteria*
  - *Using advanced And/Or conditions*
- *Working with named ranges*
  - *Creating named ranges*
  - *Using the Go To command*
  - *Range names in formulae*
- *Importing data*
  - *Using Paste Special*
  - *Object linking and embedding*
  - *Importing a text file*
- *Working with multiple workbooks*
  - *Creating custom views*
  - *Linking workbooks*
- *Auditing a worksheet*
  - *Auditing tools*
  - *Data entry validation*
  - *Auditing data dependency*
- *Look up and reference functions*
  - *Using the LOOKUP function*
  - *Using the VLOOKUP function*
  - *Using the HLOOKUP function*
- *Pivot tables*
  - *Creating and editing pivot tables*
- *Using analysis tools*
  - *Goal seek*
  - *Using Solver*
  - *The Scenario Manager*
- *Printing workbooks and reports*
  - *Printing multiple worksheets*
  - *Printing multiple workbooks*
  - *Using the Report Manager*

# Microsoft Outlook

## ***Introduction***

### *Half Day Course*

This course is suitable for any intending or new users of email who need an introduction to electronic communications. Delegates will need a basic understanding of Microsoft Windows, and be able to use a keyboard and mouse.

#### ***Contents:***

- *Getting Started*
  - *Logging on*
  - *The Outlook window*
  - *Title bar, menu bar, toolbars*
  - *Scroll bars, status bar*
- *Getting Help*
  - *Using the Office Assistant*
  - *Other ways of getting help*
- *Mail and messages*
  - *Creating and sending messages*
  - *Opening and replying to messages*
  - *Forwarding messages*
  - *Using the address book*
  - *Printing and deleting messages*
  - *Attaching files to messages*
- *Managing your mailbox*
  - *Finding messages*
  - *Using folders*
  - *Using the Out of Office Assistant*

# Microsoft Outlook

## **Advanced**

### *One Day Course*

This course is suitable for any existing E-mail users who are working in a networked environment and wish to take advantage of Outlook's integrated information management.

#### *Contents:*

- *Getting Started*
  - *Logging on*
  - *The Outlook window*
  - *Title bar, menu bar, toolbars*
  - *Scroll bars, status bar*
- *Getting Help*
  - *Using the Office Assistant*
  - *Other ways of getting help*
- *Mail and messages*
  - *Creating and sending messages*
  - *Opening and replying to messages*
  - *Forwarding messages*
  - *Using the address book*
  - *Printing and deleting messages*
  - *Attaching files to messages*
- *Managing your mailbox*
  - *Finding messages*
  - *Using folders*
  - *Tracking delivery and read mail*
  - *Moving mail to a folder automatically*
- *The Calendar*
  - *Booking appointments*
  - *Planning meetings*
  - *Cancelling appointments and meetings*
- *Managing Tasks*
  - *Creating a task*
  - *Recurring tasks*
  - *Assigning tasks to others*
- *Contacts*
  - *Creating and maintaining contact lists*
  - *Sorting, finding and viewing contacts*
- *Customising Outlook*
  - *Customising toolbars*
  - *Creating a toolbar*
  - *Grouping and sorting items*
  - *Categories*
- *The Journal*
  - *Recording a Journal activity*
  - *Viewing Journal Information*

# Microsoft PowerPoint

## ***Introduction***

### *One Day Course*

This course is suitable for new and recent users of PowerPoint who want to produce professional presentations. An understanding of Windows would be beneficial. Delegates are invited to have "live" projects to work with.

#### ***Contents:***

- *Getting Started*
  - *Exploring the PowerPoint Window*
  - *Title bar, menu bar, toolbars*
  - *Scroll bars, status bar*
  - *Navigating the PowerPoint views*
- *Getting Help*
  - *Using the Office Assistant*
  - *Other ways of getting help*
- *Creating a new presentation*
  - *Designing effective slides*
  - *Entering, selecting, deleting, moving and copying text*
  - *Saving and closing presentations*
- *Formatting and proofing tools*
  - *Formatting and aligning text*
  - *Format painter*
  - *Find and replace*
- *Working with pictures and drawings*
  - *Drawing objects and AutoShape objects*
  - *Sizing and moving objects*
  - *Changing object properties*
  - *Inserting ClipArt and WordArt*
  - *Grouping objects*
- *Using designs and templates*
  - *Using presentation templates*
  - *Using design templates*
- *Creating a slide show*
  - *Setting up a slide show*
  - *Simple animation effects*
- *Printing*
  - *Printing the Presentation*
  - *Printing notes and handouts*

# Microsoft PowerPoint

## **Advanced**

### *One Day Course*

This course is suitable for users of PowerPoint who want to expand on their knowledge to create sophisticated presentations using some of the advanced features of PowerPoint. Delegates are invited to have "live" projects to work with.

#### **Contents:**

- *Customising PowerPoint*
  - *Customising toolbars*
  - *Creating a new toolbar*
- *Customising your slides*
  - *Creating custom backgrounds*
  - *Customising the colour scheme*
- *Working with templates*
  - *Creating a slide master*
  - *Modifying slides based on the slide master*
  - *Creating templates*
- *Tables and organisation charts*
  - *Creating a table*
  - *Changing table attributes*
  - *Creating an organisation chart*
- *Creating graphs*
  - *Entering and editing data for chart*
  - *Choosing a chart type*
  - *Editing charts*
  - *Inserting a chart from Excel*
- *Using PowerPoint with other programs*
  - *Object linking and embedding*
  - *Transferring text from Word*
  - *Embedding an Excel worksheet*
- *On-screen presentations*
  - *Working with transition effects*
  - *Rehearsing a presentation*
  - *Interactive slide shows*

# Microsoft Word

## ***Introduction***

### *One Day Course*

This course is suitable for new users of Microsoft Word or those who are self-taught and want to learn the quickest and correct way to do things. It will give delegates a good understanding of the program in a short space of time. This is not intended as a conversion course from an earlier version. Delegates will need a basic understanding of Microsoft Windows, and be able to use a keyboard and mouse.

#### ***Contents:***

- *Getting Started*
  - *Exploring the Word Window*
  - *Title bar, menu bar, toolbars*
  - *Scroll bars, status bar*
- *Getting Help*
  - *Using the Office Assistant*
  - *Other ways of getting help*
- *Creating Documents*
  - *Entering text*
  - *Saving documents*
  - *Opening and closing documents*
- *Editing Documents*
  - *Moving around the document*
  - *Insert and overtype*
  - *Deleting text*
  - *Undo*
- *Selection techniques*
  - *Using the mouse and keyboard*
- *Formatting text*
  - *The formatting toolbar*
  - *Format Painter*
  - *Change character case*
- *Formatting Paragraphs*
  - *Paragraph alignment*
  - *Line spacing*
- *Moving and Copying Text*
  - *Using cut/copy and paste to move and copy text*
  - *Moving and copying between documents*
  - *Using drag and drop*
- *Spell Check and Grammar Check*
  - *Automatic spell checking*
  - *Checking selected text*
  - *Using Find and Replace*
- *Document Layout*
  - *Setting page margins, page orientation*
  - *Indenting text*
- *Printing*
  - *Using print preview*
  - *Printing options*

# Microsoft Word

## **Intermediate**

### *One Day Course*

This course is suitable for anyone who is competent using Word and now wishes to obtain great productivity from the software. An understanding of word processing requirements in the workplace would be beneficial.

#### **Contents:**

- *Toolbars*
  - *Displaying hidden toolbars*
  - *Customising and creating toolbars*
- *Tabs*
  - *Setting and using tabs*
  - *Realigning tabs*
- *Automating your work*
  - *AutoCorrect and AutoText*
  - *AutoFormat*
  - *Inserting the date*
- *Indenting Paragraphs*
  - *Left, first line, hanging, right indents*
- *Borders, Lines and Shading*
  - *Adding and removing borders*
  - *Adding and removing shading*
- *Bullets and Numbering*
  - *Automatic bullets and numbering*
  - *Applying bullets and numbering to text*
  - *Customising bullets*
- *Section and Document Formatting*
  - *Creating a new section*
  - *Creating and formatting columns*
  - *Headers and footers*
  - *Page numbering*

# Microsoft Word

## **Intermediate Plus**

### *One Day Course*

This course is suitable for users with a basic knowledge of Word who want to consolidate and expand on their knowledge to a more advanced level.

#### **Contents:**

- *Headers and Footers*
  - *Creating headers and footers*
  - *Alternating odd/even headers/footers*
- *Templates*
  - *Creating and modifying templates*
  - *Creating documents from templates*
- *Mail Merge*
  - *Creating the main document*
  - *Creating the data document*
  - *Merging documents*
  - *Selecting records to print*
- *Tables*
  - *Creating simple tables*
  - *Inserting and deleting columns and rows*
  - *Merging and splitting cells*
  - *Adding borders and shading*
- *Inserting Graphics*
  - *Inserting ClipArt and WordArt*
  - *Drawing objects*
  - *Drawing AutoShapes objects*
  - *Changing object properties*
  - *Envelope and labels*

# Microsoft Word

## **Advanced**

### *One Day Course*

This course is suitable for anyone who has been using Word for some time and now wishes to learn some advanced features.

#### **Contents:**

- *Fields*
  - *Inserting fields*
  - *Toggling between fields codes*
  - *Updating field codes*
- *Macros*
  - *What is a macro?*
  - *Planning, recording and running a macro*
  - *Editing a macro*
  - *Assigning a macro to a toolbar and menu*
- *Styles*
  - *Paragraph and character styles*
  - *Applying and modifying styles*
  - *Creating your own styles*
- *Desktop publishing*
  - *Text flow options*
  - *Inserting pictures into a document*
  - *Aligning text around objects*
  - *Creating and modifying page borders*
- *Working with Long Documents*
  - *Working in Outline View*
  - *Creating a Table of Contents*
  - *Footnotes and endnotes*
- *Advanced Merging*
  - *Using external data*
  - *Sorting and selecting records*
  - *Creating labels*
- *Forms*
  - *Creating and completing a form*
- *Equation Editor*
  - *Working with the Equation Editor*
- *Sharing Documents*
  - *Highlighting text*
  - *Adding comments*
  - *Tracking changes*
  - *Versioning*

# Microsoft Word

## **Short, Focused Sessions**

Bite-sized, focused Word sessions are available, to cover one specific topic in detail. These are aimed at people who have used Word but who want to learn some specific areas.

Any topic may be covered in these sessions, and the length of the sessions may vary according to topic and delegates' abilities, but some ideas and examples are listed here:

- *Mail Merge*
  - *Form letters*
  - *Labels*
  - *Catalog listings*
  - *Envelopes*
- *Templates*
- *Tables*
- *Borders and Shading*
- *Columns*
- *Headers and Footers*
- *Fields*
- *Styles*
- *Index/Table of Contents*
- *Using Graphics*
- *AutoText*

# Achieving Objectives Through Goal-Setting

## One Day Course

The course is suitable for those with a work-related need or a personal need for goal setting and achievement. There are great benefits to be had by setting goals – both in working life and in personal life.

Using various exercises and tools, delegates will be able to imagine, identify, focus, determine and plan to achieve their goals. They will learn how to take control of their lives, focus on what is important, ensure their actions match their plans, define what success means to them and be successful in their own eyes.

Common difficulties faced by people when setting and achieving goals and ways to deal with them are also discussed.

### Contents:

- *Why set goals?*
- *What are goals?*
- *Writing SMART goals*
- *Defining goals*
  - *Brainstorming ideas*
  - *Focusing, clarifying and evaluating*
  - *Top ten goals*
- *Actions and requirements*
- *Visualisation*
- *Timings*
- *Handling the difficulties*
- *Handling success*

# Assertiveness and Confidence Building

## One Day Course

This course will help delegates to assess their personality type to see whether they are more passive, aggressive or assertive in their manner.

It will give delegates tips on how to be more confident and teach them how to best handle awkward people and situations, both at home and at work. It helps delegates to learn how to improve confidence in terms of speech, image, mannerisms and body language, and provides tools to assist them to cope better in situations where they feel uncomfortable.

### Contents:

- *Assessment of your personality type to see if you are assertive, passive or aggressive*
- *typical body and verbal language used by all types*
- *analysis of problem areas – people and/or situations*
- *learn how to give and receive criticism*
- *basic negotiation techniques*
- *handling difficult people and situations*
- *how to appear more assertive to others*
- *dressing the part*
- *mini role plays*

# Customer Care and Service

## One Day Course

This course is suitable for delegates if:

- they deal with customers in their job, either face-to-face or over the telephone;
- they are new to the job market
- they have been employed for some time
- their person-to-person skills and professionalism can be reinforced and updated

Following the course, delegates will be able to:

- Understand the importance placed on customer service
- Know how to evaluate and develop their own customer service strengths
- Realise the value which excellent customer service adds to their own working day and the advantages it brings to themselves and their company

### *Contents:*

- *Background and development of customer service*
- *Good customer service – why it matters*
- *Poor customer service – what to avoid*
- *Analysis of existing skills*
- *Listening skills, body language, assertiveness*
- *Effective customer communications*
- *Assessing the objectives of the organisation in relation to its customers*
- *Handling complaints and turning them into opportunities*
- *Dealing with difficult customers*
- *Internal customers*
- *Measuring success*

# Effective Business Writing

## One Day Course

Delegates will benefit from attending this course if:

- their job requires them to produce documents
- they feel they know what they want to say but cannot always put it on paper
- they lack confidence in their ability to deal with spellings, apostrophes and grammar
- they need guidance on producing business correspondence.

Delegates should be willing to build on current English usage skills and to develop an awareness of the power and impact of the written word in business.

Following the course, delegates will have the knowledge of how to:

- produce professionally laid out documents
- write effectively, using the correct grammar and use punctuation and capitalisation correctly
- carry out proof-reading and document checking skills
- deal with apostrophes confidently

### *Contents:*

- *The importance of effective writing*
- *Essentials of good writing*
- *Writing business letters, memos and emails*
- *Writing reports and minutes*
- *Checking for errors*
- *Tips for spelling and punctuation and the correct use of grammar*

# Effective Organisation and Management of Events

## *One Day Course*

This course provides guidelines on what should be considered and done before, during and after the event, with useful hints and tips to take into account along the way.

Delegates will learn the value of good customer service and of being assertive and sensitive to the needs of their attendees. They will also understand the benefits of effective administration in organising and running events and gain ideas for procedures which can be put in place.

This course is designed for anyone who might be asked to organise an event, either in-house or external to their organisation.

### *Contents:*

- *The importance of effective writing*
- *Planning*
  - *Responsibilities*
  - *Timing/dates*
  - *Objectives*
  - *Budget*
  - *Checklists and controls*
- *Locations and venues*
- *Publicity*
- *Delegate information*
- *Promotional items/stands*
- *Contracts and insurance*
- *Putting together an 'event kit'*
- *Running the event*
- *Projecting a professional image*
  - *Excellent customer service*
  - *Handling situations assertively*
  - *Personal presentation*
- *After the event*
- *Useful websites*

# Effective Strategic E-Marketing – make the most of the Internet!

## *One Day Course*

This one-day programme aims to build awareness of the possibilities when using the Internet as a Marketing tool for business and illustrate real examples of what can be achieved. It will describe the most effective methods of gaining business from the Internet. You will be shown 'best practice' marketing techniques and how to identify strategically what is working online for you or your business. The programme will relate to a real case study experienced by a 10 year Internet Practitioner.

Delegates will gain an understanding of the Internet strategically and how it can be applied to real business problems, what the Internet can provide to businesses and consumers, Knowledge relating to a real historical case study - taken from the trainer's own experiences, an understanding of what goes into an effective marketing campaign, an understanding of legislative requirements of sending email, what is involved when using search engine as part of their marketing strategy, an awareness of some of the principles regarding optimisation, understanding of the strategic advantages and disadvantages exist when using ad-words, understanding of what is involved with managing an ad-words account, an awareness of what activity reports would be relevant to a delegates business, what key metrics are required and how they could be used as part of the strategic decision process, an awareness of what real-time technologies are available and how these can be deployed into a business, the required processes for setting up an eBay account and an understanding and relative comparison between an eBay Case study and their own business.

The course is aimed at start-up businesses, established businesses looking to take their Internet marketing seriously, businesses who do not understand Internet marketing, businesses looking to drive more sales through their online channel, companies deciding on whether they should have a website.

### *Contents:*

- *How to use eBay as part of the Marketing Mix*
- *Explanation of real-time technologies*
- *A real Case Study Example*
- *Email techniques and pitfalls*
- *Explanation of Search Engine Optimisation*
- *Measuring and gaining data to make Strategic Decisions*

# Growing a Business Through Targeted Marketing

## *One Day Course*

This course will enable delegates to identify the best strategy for growing their businesses, visit where they are now and explore new markets through debate and interaction, learn proven new techniques that will maximise the opportunities that they have to 'say what they do'. They will also strengthen their communication skills and how they deliver their message and understand what is involved when writing a Marketing Plan.

The outcomes of the course will be that delegates will be able to take away with them drafted ideas for a marketing plan, a clearer idea of where they can grow their businesses and mechanisms for discovering the business they are missing. They will also go away with an action plan for the future.

The course is aimed at start-up businesses, established businesses looking to take their marketing seriously, businesses who do not understand marketing and those looking to drive more sales through its sales channels.

### *Contents:*

- *Understand what to include in a Marketing Plan*
- *Marketing through Networking*
- *Best Channels for delivery - Internet , high street, networking*
- *Essentials - measurement*
- *Mind the gap*

# Handling Difficult People

## *One Day Course*

This course is beneficial to delegates who:

- deal with customers in their job, either face-to-face or over the telephone;
- are new to the job market or have been employed for some time in a customer service role
- believe their person-to-person skills and professionalism can be reinforced and updated
- may have to deal with upset, angry or aggressive customers

Following the course, delegates will have learnt:

- what constitutes, good customer service – both face-to-face and over the telephone
- how to best handle customer complaints and issues
- how to manage others in a customer care environment.

### *Content:*

- *The benefits of good customer care*
- *The external and internal customer*
- *Communication*
- *Listening skills and barriers*
- *The three 'A's of Customer Service*
- *Handling complaints*
- *Handling violent customers*
- *Incident reviews*
- *Professional telephone skills*
- *Giving customers your personal best*
- *Assessing strengths and weaknesses*
- *Creating a personal action plan*

# Leadership and Management Skills

## One Day Course

As a manager, there are certain personal skills and techniques involved in being a good leader.

This course aims to help delegates lead their teams in a more effective way and so improve the performance of both individuals and the department or section.

### Content:

- *What is leadership?*
- *The skills of leadership*
- *Motivating teams and individuals*
- *The importance of good communication*
- *Team building and development*
- *Setting goals and objectives*
- *Handling good and poor performance*
- *Managing stress*

# Minute Taking and Organising Meetings

## One Day Course

A successful meeting is due not only to the discussion and decisions taken, but also to accurate taking of minutes to show what has taken place and what action is required.

This course will give delegates a good understanding of the purpose of meetings. It will also enable them to take concise minutes which will be easy to read back and form an accurate record of a meeting.

By the end of the course, participants should be able to plan, organise and manage a meeting, demonstrate an understanding of the function of minutes, use the skills of effective minute-taking through practical activities and have the confidence to interrupt when clarity is required.

### Content:

- *Preparation and planning*
  - *What makes an effective meeting?*
  - *What makes a competent participant, minute taker, chairperson*
  - *Target audience*
  - *Organising the meeting and setting out the room*
- *Relationship with the Chairperson*
- *The agenda*
- *Purpose of minute taking*
- *Procedures*
- *Active listening and barriers to listening*
- *Practical hints and tips for summarising*
- *Note-taking, shorthand and abbreviations*
- *Clarifying what has been said*
- *Identifying key points:*
  - *What was agreed?*
  - *Action to be taken after the meeting*
- *How to create a table of actions*
- *Inclusion of other materials*
- *Appropriate style, language and structure*
- *How to summarise*
- *Procedural aspects – signing off*
- *Meeting simulation/minute-taking practice*
- *Final presentation*
  - *Proof reading*
  - *Rewriting badly written minutes*
- *Meeting hints and tips*
- *Personal action plan*

# Organising Effective Meetings

## *Half Day Course*

This course will benefit anyone who is responsible for organising and/or running meetings of any size and type.

Delegates will learn the processes they need to go through when dealing with meetings and the actions required to ensure that they run smoothly and are an efficient and effective use of participants' time.

### *Contents:*

- *Types of Meetings, those which*
  - *Inform*
  - *Form*
  - *Perform*
  - *Conform*
- *What is involved in each of the following meeting processes:*
  - *Planning*
  - *Organising*
  - *Conducting*
  - *Concluding*
- *Paperwork required*
- *Timings necessary*
- *People to involve*
- *Hints and tips*

# Presentation Skills

## *Half or One Day Course*

This course is useful for delegates wanting to learn how to make presentations to groups of people.

Delegates will learn invaluable hints and tips on presenting and be given the opportunity to develop their skills and confidence by making several short presentations to other members of their training group. Constructive feedback and coaching will be given throughout the course to help delegates develop and hone their skills.

### *Contents:*

- *Personal presentation/image*
- *Preparation*
- *Background and awareness of audience*
- *Dealing with anxiety*
- *Voice projection and body language*
- *Avoiding annoying habits*
- *Structuring your presentation*
- *Notes*
- *Handouts*
- *Audio visual aids*
- *Handling questions*
- *Feedback*

# Recruitment, Interviewing and Appraisal Skills

## *One Day Course*

This intensive, introductory course is useful to those who will be involved in the recruitment and reviewing of staff. It will enable delegates to learn the best ways to carry out the various stages of the recruitment process and how to handle interviews.

Delegates will also learn how to best handle the sensitive subject of staff appraisals for those already employed.

### *Contents:*

- *Recruitment*
  - *The costs*
  - *Writing a Job Description*
  - *Composing an advertisement*
  - *Placing an advertisement*
  - *Using recruitment agencies*
- *Interviewing*
  - *CVs*
  - *Responsibilities of the interviewer*
  - *Overcoming prejudices*
  - *Body Language*
  - *Interviewing skills*
- *Appraisals*
  - *Purpose*
  - *Content*
  - *Method, including positive feedback*
  - *Follow up*

# Stress Management

## *One Day Course*

This course is designed to help delegates recognise the symptoms of stress and to learn how to deal with them in a positive manner.

Examining all aspects of their life, each delegate will understand the symptoms and understand how to take the appropriate action to lessen the risk of stress affecting their general health and well-being.

Delegates will be encouraged to make an action plan to achieve a better work/life balance and work towards their goals.

### *Contents:*

- *What is stress?*
- *Understanding sources of stress*
- *Recognising stress symptoms*
- *Appreciating the positive side of stress*
- *Ways of managing stress more effectively*
- *Eating habits*
- *Relaxation*
- *Developing a stress management plan to achieve better work/life balance*

# Stress – What Managers Need to Know and Do

## *Two Day Course*

Work-related stress is a major cause of occupational ill health. That means sickness absence, high staff turnover and poor performance in your organisation.

Organisations need to be seen to be identifying problem areas, identifying and evaluating risks and then looking for solutions. They must have a procedure in place for communication, feedback and handling concerns in order to develop a solution, which must then be effectively monitored and evaluated.

### *Aims*

This course is aimed at anyone with responsibility for managing work-related stress in the organisation, for example Human Resource managers, Health and Safety officers, Trade Union representatives, managers, supervisors and team leaders.

The information given on this course can help delegates meet their legal duties and will provide them with practical information, advice and tools on how to assess the risks from work-related stress in the organisation.

The management of stress on an individual level is also looked at, with the aim of heightening awareness of delegates' personal stressors and affording them the potential to recognise it in their team members. They will also gain ideas on how to handle this stress.

### *Contents:*

- *Who is affected by stress and how*
- *Legislation relating to stress*
- *The Health and Safety Executive's definitions*
- *The Health and Safety Executive's strategy on tackling stress*
- *Case law relating to stress*
- *Risk assessment, surveys and questionnaires*
- *Implementation of processes in organisations*
- *Effects of life changes and types of stress*
- *Short- and long-term strategies to cope with stress*
- *Relaxation and visualisation techniques*
- *Coaching and action planning*
- *Tools for business*

# Effective Supervision and Team Leadership

## *One Day Course*

This course will help delegates to develop the skills and techniques of effective supervision and team leadership.

Designed for those new to the leadership role or those wishing to improve their basic management skills, the course will enable delegates to learn about team and individual goal-setting and motivation, communication, assertiveness, listening skills, performance measurement, coaching and feedback.

### *Contents:*

- *The role and responsibilities of the supervisor*
- *People management*
  - *Setting individual and team goals and objectives*
  - *Motivating individuals and teams*
  - *Communication, listening skills and feedback*
- *Team development*
  - *Developing team members*
  - *Managing team performance*
  - *Building on strengths*
  - *Recognition*
- *Effective delegation*
- *Managing difficult people and situations*
- *Effective meetings*
- *Problem-solving techniques*
- *Personal Development – action planning for the future*

# Team Building

## *One Day Course*

This course provides delegates with a look at the various aspects needed for an effective team.

Combining theory with practical exercises, delegates will understand the importance of working as part of a team and learn how their effectiveness can have impact on the favourable outcome of a project or business.

### *Contents:*

- *Team functions*
- *Advantages and disadvantages of team working*
- *Characteristics of effective teamwork*
- *What can go wrong*
- *Team leadership - responsibilities and skills*
- *Tools for success*
- *Effective communication*
- *Vision, objectives and goal setting*
- *Problem-solving and decision-making*
- *Delegation*

# Telephone Techniques for Professionals

## *One Day Course*

This course introduces delegates to the concept of the telephone being a crucial communication tool in business, where its misuse can lead to misunderstandings, wastage of time and effort, and even loss of valuable customers.

It is suitable for those who are new to using telephones in business and those who have experience in handling phone calls but wish to improve their techniques and learn how to handle more sensitive situations.

### *Contents:*

- *Telephone usage in the workplace*
- *Making the greatest use of the telephone and avoiding potential pitfalls*
- *Listening skills*
- *Tone of voice and body language*
- *Productive questioning techniques*
- *Positive ways of projecting the company image over the phone*
- *Analysis of delegates' current telephone behaviour to find ways to improve and build on skills*
- *'Controlling the call' to make the best use of the telephone at work*
- *Taking and passing on messages*
- *Solving the problems of callers - preparing delegates to take responsibility for the successful conclusion of any conversations, and reinforcing customer service*
- *Analysis of different categories of difficult callers and methods for dealing with them*
- *Handling answer-machine and voice-mail messages*

# The Art of Networking

## Half Day Course

Breakfast, lunch, dinner or tea - networking is the essential part of the marketing mix.

This course will give delegates an insight into networking - removing the mis-conceptions and revealing the truth. If people do not network they will not grow their business!

Delegates will learn how to maximise their potential when networking and gain the business they deserve. They will leave with a draft scripted elevator pitch, increased confidence in speaking and knowledge of the format for a network event.

The course is aimed at virgin networkers, those looking to understand more about networking, those who hate standing up in front of an audience, those who have tried many ways of growing their business including an advert in the paper and have not tried networking and those who thought networking was for men in suits and bowler hats with copy of the Times!

### Contents:

- *Bizarre networking moments*
- *The networking formula - how to make it work/what to avoid*
- *Building blocks of networking - relationships*
- *Contact management - Excel lists/actions*
- *Presentation skills - elevator*

# The Effective Administrator

## Two Day Course

Administrators provide vital support to a wide variety of department and managers. This course is for administrators wishing to enhance their personal effectiveness and working practices, improve their skills contribute more effectively to their team.

Delegates will look at the skills and qualities essential to their success as an effective administrator. They will learn to plan and prioritise workloads, identify areas for improvement in their current working practices, and manage effective goal-setting. They will also learn what is required to ensure that meetings are organised properly, run smoothly and are an efficient and effective use of the time of the participants.

As communication forms a large part of all jobs, the course will help delegates develop their confidence and interpersonal skills, as well as improve their proficiency in written communications. Internal and external relations will be considered when covering customer care and telephone skills.

### Contents:

- *The organisation and its objectives, and the role of the Administrator*
- *Managing time more effectively and improving organisational skills*
- *Setting and achieving goals*
- *Organisation of meetings*
- *Giving excellent customer care*
- *Communication and confidence building*
  - *verbal and non-verbal messages*
  - *listening skills*
  - *giving and receiving criticism*
  - *basic negotiation techniques*
  - *handling difficult people and situations*
  - *better written communications*
  - *effective telephone skills*

# The Exceptional Personal Assistant

## *One Day Course*

Personal assistants provide vital support to managers and contribute greatly to achieving organisational objectives. This course is designed for secretaries and administrators moving into the role of personal assistant or those already in these positions wishing to improve their skills.

Delegates will look at a variety of ways in which they can enhance their position in the organisation and become a valuable “right hand person” for their line manager, as well as achieving and maintaining their own professionalism and identity.

The course will provide them with skills needed by today's personal assistants, including problem solving, report-writing, organising events and making presentations.

### *Contents:*

- *The organisation and its objectives, and the role of the PA*
- *Managing time effectively and goal setting*
- *Delegation*
- *Negotiation*
- *Problem solving techniques*
- *Effective communication*
- *Writing reports and minutes*
- *Organising events*
- *Preparing and making presentations*
- *Projecting a professional image*
- *Continuing professional development*

# Time Management

## *One Day Course*

Time management is a massive issue for most employees nowadays. Organisations are often requiring more work with fewer people and this leads to a need to work smarter rather than harder.

This course will benefit anyone who wishes to learn how to improve their techniques in time management and who wishes to learn how to prioritise tasks. This training day involves both individual and group activities to help identify problem areas and potential solutions.

Delegates will leave with an action plan for improving their time management once they return to the workplace.

### *Contents:*

- *Assessment of your personality type to see what type of person you are when managing your time*
- *Assessment of the issues currently experienced*
- *Time saving tips for improving problem areas such as:*
  - *Telephone and other interruptions*
  - *Visitors*
  - *Procrastination*
  - *Personal organisation*
  - *Management of meetings*
  - *Own attitude*
  - *Dealing with paperwork*
  - *Dealing with timewasters*
- *How to prioritise*
- *How to delegate*
- *Profiling interruptions*
- *Managing your time – weekly and daily planning sheets, time logs*
- *Action planning for the future*

# Control of Contractors

## *One Day Course*

'Control of Contractors' is designed to ensure that health and safety is appreciated by people at the most senior levels. The course reflects the principles embodied in:

**'Successfully Managing Your Contractors'**

More companies are outsourcing Estates, Facilities and Service elements which are not 'core' to their business.

HSE enforcement statistics show that this can be an expensive mistake if contractors are not properly vetted and controlled. Using practical syndicate exercises you will explore how you can ensure your contractors are competent and complying with current health & safety legislation.

### *Learning Objectives*

- *administration and introductions*
- *course aims and overview*
- *British Legal System and its application to contractors*
- *construction (design and management) regulations*
- *case studies and syndicate exercises*
- *contractor vetting proformas*
- *selecting a competent contractor*
- *site induction and Contractor Safety Passports*
- *permit to work*
- *risk assessment*
- *method statement*
- *emergency planning and notification*
- *training requirements for project officers*
- *management support and allocation of resources*
- *H&S implications of 'contract awarded at lowest tender'*
- *civil litigation and costs to the company*

### *Who should attend*

The course is intended for planning supervisors, project managers and personnel who are involved in employing contractors in any role within their business, authority or service sector.

Courses can be tailored to individual client's requirements and processes on consultation.

# Health & Safety Awareness

## *Four Hour Course*

### ***Aims***

This one-day course provides a general foundation of knowledge required by everyone in order to contribute to a safe work place.

On successful completion of a short test paper, candidates will be issued with a Certificate of Attendance.

The syllabus covers the following topic areas:-

- *Health and safety law*
- *Accidents and ill health*
- *Risk assessments*
- *First aid at work*
- *Personal protective equipment*
- *Work place health, safety and welfare*
- *Work equipment*
- *Electricity*
- *Fire Prevention*
- *Occupational health*
- *Hazardous substances*
- *Ergonomics and work place design*
- *Manual handling*
- *Noise*

### ***Delegate Prerequisites***

None

# Health & Safety Awareness for Construction and Contract Management

*One day course*

## *Aims*

This one-day course provides a general foundation of knowledge required by everyone in order to contribute to a safe work place, but specifically for the construction and contract management audience.

On successful completion, candidates will be issued with a Certificate of Attendance.

The syllabus covers the following topic areas:-

- *Health and safety law*
- *Case law and contractor management*
- *Construction (Health, Safety & Welfare) regulations*
- *Risk assessments and method statements*
- *Accidents & ill health*
- *First aid at work*
- *Personal protective equipment*
- *Work equipment*
- *Electricity*
- *Fire prevention*
- *Occupational health*
- *Hazardous substances*
- *Noise and vibration*
- *Manual handling/ergonomics*

## *Delegate Prerequisites*

None

## *Target Audience*

Managers and supervisors

# IOSH Directing Safely

## One Day Course

'Directing Safely for Small and Medium Sized Enterprises' is designed to ensure that health and safety is appreciated by people at the most senior levels. The course reflects the principles embodied in:

- *The HSE's 'Successful Health and Safety Management'*
- *The Turnbull Report (internal controls: guidance for directors on the combined code)*
- *The DETR/HSC's 'Revitalising health and safety' strategy statement*

### **Aims**

The course aims to provide directors/owners of small and medium-sized enterprises with an understanding of the moral, legal and business case for proactive health and safety management and to give guidance on effective risk management.

### **Who Should Attend?**

This course is intended for people with strategic responsibility for determining and implementing effective health and safety management within an organisation. By definition, the term 'small and medium-sized enterprises' applies to organisations with fewer than 250 employees.

### **Delegate Prerequisites**

None

### **Learning Objectives**

On successful completion of the course, delegates should be able to:

- *Understand the importance of strategic health and safety management and its integration into other business management systems*
- *Understand directors' and employees statutory duties*
- *Identify accident causes and plan for prevention through hazard identification, risk assessment and control strategies*
- *Appreciate the consequences of failing to manage health and safety effectively*
- *Understand the importance of employee selection and the effect of human factors on health and safety*
- *Recognise the importance of consultation and communication with employees on health and safety issues*
- *Appreciate the significance of performance monitoring for continual improvement of health and safety management*

Courses can be tailored to individual client's requirements and processes on consultation.

# IOSH Managing Safely

## *Four Day Course*

The 'Managing Safely' Course is for those required to manage safely and effectively in compliance with both their organisations policy and best practice in health and safety.

On completion the candidate will be required to undertake a short written assessment followed by a practical assessment of their workplace to be completed within an agreed time limit of attending the course.

### *Aims*

To ensure that safety requirements are appreciated by people employed as line managers, and to enable them to review their own departmental systems for safety, introducing new controls or implementing changes as appropriate to ensure safety in the workplace.

### *Delegate Prerequisites*

None

### *Who Should Attend?*

Any person who has to manage risk and resources within their organisation.

### *Learning Objectives*

On successful completion of the course, delegates should be able to:

- *Explain 'working safely'*
- *Explain the component parts of a recognised safety management system such as HSG65, BS 8800 and OHSAS 18001*
- *Identify the data and techniques required to produce an adequate record of an incident and demonstrate the procedure for an accident investigation, recognising the human factors involved.*
- *Describe statutory requirements for reporting and procedures for checking non-reporting.*
- *Describe methods of basic trend and epidemiological analysis for reactive monitoring data.*
- *Define 'hazard' and 'risk', and describe the legal requirements for risk assessment*
- *Demonstrate a practical understanding of a quantitative risk assessment technique and the data required for records.*
- *Describe workplace precaution hierarchies*
- *Prepare and use active monitoring checklists and implement schedules for active monitoring, recording results and analysing results*
- *Outline the main provisions of the Health and Safety at work Act 1974 and the Management of Health and Safety at Work Regulations*
- *Outline relevant health and safety legislation, codes of practice, guidance notes and information sources such as the Health and Safety Executive*

Courses can be tailored to individual client's requirements and processes on consultation.

# NEW IOSH Working Safely

*One Day*

*The NEW 'IOSH Working Safely' is for staff from any sector with no supervisory or managerial responsibility. Working Safely introduces a completely new approach to health and safety training and offers all the basics in a high impact interactive package.*

## **Aims**

*To make employees at all levels, aware of their responsibility for safety toward themselves, colleagues and others affected by work activities. To ensure that their actions contribute to Health & Safety procedures in the workplace and individual responsibilities are clearly understood.*

## **Delegate Prerequisites**

*None*

## **Learning Objectives**

*On successful completion there will be a short test where delegates should be able to:*

- *Identify the hazards and evaluate the risks in their workplace*
- *Use appropriate workplace precautions for specific risks or seek advice on*
- *Workplace precautions*
- *Assist managers in preparing written risk assessments*
- *Follow their organisation's Health & Safety policy*
- *Co-operate and communicate on safety matters*
- *Carry out work activities without undue risk to themselves or others*
- *Report relevant accidents and incidents*
- *Monitor their own activities and assist managers in active monitoring*

# Principles of Manual Handling

## *Four Hour Course*

"The most recent survey of work related illness indicates that in 2001/2 1.1 million people in Britain suffered from musculoskeletal disorders (MSD). These account for around half of all work related injuries, with an estimated 12.3 million working days lost for that year."

(Source HSE)

Most of these can be avoided at modest cost or just a re-think of how you operate.

This course has been designed to give employees at all levels the required skills and knowledge to identify operations and work practices that could lead to injury, and prevent it happening.

Topic areas covered:

- *The process of manual handling in the workplace.*
- *Manual handling injuries and the activities that cause them.*
- *How to carry out Manual handling risk assessments and implement control options.*
- *Legal responsibilities imposed by the Manual Handling Operations Regulations.*

The participants will be taken through a variety of audio visual case studies and practical demonstrations to equip them to be able to carry out comprehensive risk assessments and develop action plans to significantly reduce the likelihood of back and limb injury.

On successful completion of a short test paper the candidate will be awarded a Certificate of Attendance.

# Risk Assessment

## *Four Hour Course*

Risk Assessment is the cornerstone of a successful Health & Safety Policy. The requirement to conduct risk assessments comes from the Management of Health & Safety at Work Regulations 1999 and the supporting Approved Code of Practice (ACOP).

### *Aims*

- *Enable delegates to have awareness of the law and level of responsibility*
- *Principles of Hazard and Risk*
- *Understanding the identification of hazards*
- *Assessment of potential risks – Probability x Frequency x Severity*
- *Overview of hierarchy of controls*
- *Understanding and prioritising actions*
- *The importance of recording the risk assessment and relate to everyday activities*

### *Outcomes*

On completion of the programme, delegates will be able to:

- *appreciate the reasons behind the need to undertake risk assessments.*
- *appreciate the legal importance attached to risk assessment and potential impact of amendments to the regulation.*
- *understand and appreciate the need for risk assessments within every work situation.*
- *improve the individual skill level in handling risk assessments with confidence.*
- *understand where risk assessments fit into business risk – a global perspective.*

### *Delegate Prerequisites*

None

### *Who Should Attend?*

Managers, Supervisors

# COSH Awareness

## *Four Hour Course*

“Using chemicals or other hazardous substances at work can put people’s health at risk, so the law requires employers to control exposure to hazardous substances to prevent ill health. They have to protect both employees and others who may be exposed by complying with the Control of Substances Hazardous to Health Regulations 2002 (COSHH) (as amended)”

(Source INDG 136rev3 HSE)

This course aims to promote awareness of the full range of substances hazardous to health in the workplace rather than substances with particularly hazardous properties. The hazardous substances will include those covered by the Control of Substances Hazardous to Health (COSHH) Regulations 2002, which excludes:

- *Asbestos and lead, which are covered by separate legislation*
- *Substances which are hazardous only because they are: radioactive; asphyxiants; at high pressure; at extreme temperatures; or have explosive or flammable properties (covered by DSEAR (Dangerous Substances and Explosive Atmospheres Regulations 2002))*

Topic areas covered:

- *Definition and types of substances hazardous to health in the workplace*
- *Health effects of hazardous substances and their causes*
- *COSHH assessment and control options*
- *Responsibilities imposed by the Control of Substances Hazardous to Health Regulations 2002.*

The participants will be taken through a variety of case studies to equip them to be able to demonstrate a general understanding of the value and purposes of conducting a COSHH risk assessment and develop action plans to significantly reduce the likelihood exposure to hazardous substances that can cause ill health and injury.

On successful completion of a short test paper, the candidate will be awarded Certificate of Attendance.

# Supervisors and Young People Understanding Health and Safety

## *Four Hour Course*

All companies must ensure the young persons employed by them or in secondment are protected from risks that may arise within their work placements. Young people have a lack of experience, are not aware of existing or potential risks, and are possibly immature. The definition of a young person is any worker under the age of 18 years of age.

### *Aims*

- *Enable delegates to have awareness of the Law and responsibilities.*
- *Young people in the workplace.*
- *Discuss principles and practice of Risk Assessments and current level of knowledge.*
- *Update knowledge regarding regulations and practical guidance to move forward.*
- *The importance of duties related to Supervision according to the Law.*
- *Importance of accident reporting and investigation.*

### *Outcomes*

- *On completion of the programme, delegates will be able to:*
- *Appreciate the legal importance attached to risk assessment and potentially vulnerable persons within the workplace.*
- *Understand and implement clearly defined management control of young persons by having procedures in place and trained supervision.*
- *Have an understanding of the accident reporting and investigation principles.*
- *Managing Young People in the Workplace.*

### *Pre-requisites*

Health & Safety courses – basic level

### *Who should attend:*

Company Managers, Supervisors

# 'Height Safety' Working at Height Regulations

*Four Hour Course*

The consequences of poor height safety practices can result in serious injuries and even death. Even a fall from a small height can result in serious consequences, decrease productivity and increase costs.

## *Aims*

To provide personnel with the information to follow and implement appropriate height safety procedures and to give confidence in undertaking tasks where working at height is a potential factor.

## *Outcomes*

On completion of the programme, delegates will be able to:

- *Understand the dangers of working at height.*
- *Understand the particular risk assessment process.*
- *Realise dangers that can be present when the potential fall distance is minimal.*
- *Understand the key safety issues for the use of scaffolds.*
- *Know who can install or dismantle scaffolds.*
- *Know of the different types of fall arrest systems.*
- *Understand the key point for safe use of ladders.*
- *Know the different types of elevated work platforms.*
- *Understand the safety procedures for elevated work platforms.*

This course uses case studies, DVD sessions, and syndicate work. Finally there will be a short test and Attendance Certificate will be issued.

## *Target group*

All

## *Prerequisites*

Health & Safety awareness courses.

# Emergency First Aid Course - Appointed Person in the Workplace

*One day course*

This first aid course is suitable for organisations where a qualified first aider is not required, but where there must be an "appointed person" to satisfy the needs of the Health & Safety (First Aid) Regulations 1981. It is also appropriate for people who wish to gain an understanding of First Aid emergency Procedures. There is no exam and a certificate is issued to delegates on completion. It is recommended that this be renewed every three years.

## *Syllabus:*

- *Aims and Principles of First Aid*
- *Assessment of Incidents/Casualties*
- *Unconsciousness*
- *Recovery Position (including practice)*
- *Bleeding and Shock*
- *First Aid Boxes and Accident Reporting*
- *Subjects Relevant to Workplace*

## *Delegate Prerequisites*

Candidates must not suffer from any condition that could restrict their ability to undertake practical work, which will be an essential element of the course. Suitable clothing should be worn - trousers or jeans recommended.

# First Aid at Work

## *Four Day Course*

A comprehensive four day course covering a wide range of first aid emergencies and how to deal with them, enabling participants to qualify to the level of First Aider for the Workplace, meeting the statutory requirements of the Health and Safety (First Aid) Regulations 1981.

### *Day One*

- Aims and Principles of First Aid
- Assessment of Incidents/Casualties
- Managing the Unconscious Casualty
- Recovery Position (Practice)
- Disorders of Respiration (Asphyxia causing Hypoxia)
- Resuscitation (Theory and Practice)

### *Day Two*

- Revision (Recovery Position and Resuscitation)
- Disorders of Circulation (Shock, Fainting, Heart Attack, Anaphylactic Shock)
- Internal Bleeding
- Crush Injuries
- First Aid Boxes
- Hygiene Precautions
- External Bleeding and Wounds
- Dressings and Bandages (Practice)
- Burns and Scalds

### *Day Three*

- Revision (Recovery Position, Bleeding and Resuscitation)
- Disorders of Consciousness (Epilepsy, Diabetes, Head Injuries, Stroke)
- Poisoning
- Joint and Muscle Injuries
- Fractures (Theory and Practice)
- Spinal Injuries

### *Day Four*

- Minor Illnesses
- Handling and Transporting
- HSE Regulations (including Record Keeping)
- Course Work Revision (Theory and Practice)
- Final Assessments: Theory  
Practical

### *Course Certification*

A three year certificate is awarded on completion of this course, approved by the Health and Safety Executive (HSE).

# First Aid at Work Refresher

## *Two Day Course*

A course for qualified First Aiders to update their practical skills and knowledge leading to certificate renewal for a further three years. This course meets the statutory requirements of the Health and Safety (First Aid) Regulations 1981.

### *Contents*

At the end of the course students will be able to:

- Assess and prioritise a first aid incident
- Deal with an unconscious casualty
- Carry out resuscitation (CPR)
- Control bleeding and manage shock
- Recognise and deal with a broad range of common injuries until the arrival of medical care
- Be aware of any updates in practice or legislation
- Maintain records
- Use and maintain first aid kits

### *Course Certification*

On successful completion of the course delegates will be awarded a 'First Aid at Work' certificate, approved by the Health and Safety Executive, in line with the Health and Safety (First Aid) Regulations 1981. This is valid for three years.

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# Terms and Conditions

## 1. Definitions

- i. "Company" shall mean the employer of the delegate or the company entering into this agreement for training.
- ii. "Course" shall mean any course of training arranged by Birmingham Commercial Training Limited (BCT).
- iii. "Delegate" shall mean any person accepted on a course of training with BCT.
- iv. "Investment" shall mean the amount payable for any course and is subject to the addition of VAT at current rate.
- v. A course will have commenced when the first scheduled session is conducted.

## 2. Registration

- i. Registration on a professional training course must be made by completing a registration form provided by BCT for Health & Safety and contractual reasons.
- ii. Registration on a professional training course must be confirmed by the company in writing to BCT.
- iii. Registration must be completed by a delegate and/or company before a course place can be allocated.
- iv. Registration will be deemed to have been accepted only when confirmed in writing by BCT.
- v. BCT reserves the right to refuse any registration without supplying a reason.

## 3. Terms of Payment

- i. An invoice will accompany confirmation by BCT of registration.
- ii. The fees must be paid prior to the commencement of the course unless otherwise agreed in writing by an officer of BCT.
- iii. A delegate may lose a place on the course if payment has not been made.
- iv. Where the condition at (ii) above is not met, BCT reserves the right to charge interest at 3% per month until the fees are paid in full.

## 4. Cancellation or alternatives

- i. Should BCT find it necessary to cancel or reschedule any course, the company will be offered an alternative course or a full refund of fees.
- ii. BCT reserves the right to provide an alternative venue and suitably qualified presenter or instructor to those originally published.
- iii. Delegates may be substituted without penalty provided written notice is received prior to commencement of the course.

## 5. Cancellation fees

Should a delegate or a company cancel, BCT reserves the right to charge a fee. If you wish to cancel your booking after confirmation you must call BCT immediately to notify them of your intention. Any notification of cancellation must be confirmed in writing to BCT. Cancellation will not be implemented by BCT until such written confirmation is received. If you cancel your booking after confirmation BCT shall retain any deposit or deposits paid and a Cancellation Charge shall be applied to any outstanding balance as detailed below:

More than 4 weeks prior to a function	No charge
1-2 weeks prior to function	50% of fee
2-6 days prior to function	75% of fee
Less than 2 days prior to function	100% of fee (+100% of catering cost)

## 6. Consequential loss

- i. BCT does not accept responsibility for any claims for consequential loss suffered by the delegate and/or the company following the cancellation or postponement of a course/s.
- ii. The liability of BCT for the cancellation or postponement of any course/s shall be limited to the course fees.

## 7. Copyright

BCT reserves the proprietary rights on all course notes and material provided for a company or delegate and no part of any course notes or material may be reproduced or transmitted in any form or by any means electronic mechanical photocopying recording or otherwise or stored in any retrieval system of nature without the written permission of BCT.

## 8. Acceptance of Terms

- i. No variation can be made to these terms without the written consent of an officer of BCT.
- ii. These terms of business are deemed to be accepted by the company by virtue of the completion of a
- iii. registration form for professional training and written confirmation of the booking by BCT.

## 9. Warranties and Liabilities

- i. BCT warrants that the courses will be provided using reasonable care and skill and, as far as reasonably possible, in accordance with generally accepted industry standards and accreditation, wherever appropriate, and within the times referred to in the registration form.
- ii. Except for the clearly limited warranties set out in Clause 9.i above, BCT makes no warranty of any kind with respect to the course/s and hereby expressly excludes all other warranties, conditions, all other terms or guarantees, written or oral, express or implied, statutory or otherwise including without limitation, any implied warranties, conditions, all other terms or warranty of satisfactory quality, merchantability or for a particular purpose of the course or course material.
- iii. BCT shall have no liability to the company for any loss, damage, costs, expenses or other claims for compensation arising from any course material or instructions supplied by the Company which are incomplete, incorrect, inaccurate, illegible, out-of-sequence or in the wrong form, or arising from their late arrival or non-arrival, or any other fault of the Company.
- iv. Except in respect of death or personal injury caused by BCT's negligence, or as expressly provided in these Conditions, BCT shall not be liable to the Company or the delegate by reason of any representation (unless fraudulent), or any implied warranty, condition or other term, or any duty at common law, or under the express terms of the Contract, for any loss of profit or any indirect, special or consequential loss, damage, costs, expenses or other claims (whether caused by the negligence of BCT, its servants or agents or otherwise) which arise out of or in connection with the provision of the course (including any delay in providing or failure to provide the course/s or their use by the Company and the entire liability of BCT under or in connection with the Contract shall not exceed the amount of the charges for the Provision of the course, except as expressly provided in Clause 3.
- v. BCT shall not be liable to the Company or be deemed to be in breach of Contract by reason of any delay in performing or any failure to perform, any of BCT's obligations in relation to the course, if the delay or failure was due to any cause beyond BCT's reasonable control.

## 10. Termination

- i. Either party may terminate the Contract at any time by giving not less than one month's written notice to the other.
- ii. Either party may (without limiting any other remedy) at any time by giving written notice to the other if the other commits any breach of these conditions and (if capable of remedy) fails to remedy the breach within 30 days after being required by written notice to do so, or if the other goes into liquidation, becomes bankrupt, makes a voluntary arrangement with its creditors or has a receiver or administrator appointed.

## 11. Applicable Law

English Law shall apply to the Contract and the parties agree to submit to the exclusive jurisdiction of the English courts.

## 12. General

- i. These Conditions (together with those, if any, set out in the Registration Form constitute the entire agreement between the parties, supersede any previous agreement or understanding and may not be varied except in writing between the parties. All other conditions, express or implied by statute or otherwise, are excluded to the fullest extent permitted by law.
- ii. BCT and the Company shall, at all times, in performance of the Contract, conform with all applicable statutory and regulatory requirements including but not limited to the Data Protection Acts 1984 and 1998 and any statutory amendment or re-enactment of them.
- iii. BCT shall be entitled to assign or transfer the Contract and/or any rights hereunder at any time. The Company may not assign or transfer the Contract and/or any rights hereunder without BCT's written Consent and any attempt to do so without such consent shall be deemed void.
- iv. A notice required or permitted to be given by either party to the other under these conditions shall be in writing addressed to the other party at its registered office or principal place of business or such other address as may at the relevant time have been notified pursuant to this provision to the party giving notice.
- v. No failure or delay by either party in exercising any of its rights under the Contract shall be deemed to be a waiver of that right, and no waiver by either party of any breach of the Contract by the other shall be considered as a waiver of any subsequent breach of the same or any other provision.
- vi. If any provision of these conditions is held by any court or other competent authority to be invalid or unenforceable in whole or in part, the validity of the other provisions of these conditions and the remainder of the provision in question shall not be affected.
- vii. Any dispute under or in connection with these conditions or the provision of the course which cannot be settled amicably will in the first place be referred to a senior management representative chosen by each party. If there is still a failure to settle the dispute, it will be referred to arbitration by a single arbitrator appointed by mutual agreement or (in default) nominated on the application of either party by the President of the Chartered Institute of Arbitrators. The decision of that arbitrator shall be final and binding on both parties.
- viii. This Contract is made solely for the benefit of BCT and the Company and their respective successors and permitted assigns. No other person shall acquire or have any right under or by virtue of this Contract, whether pursuant to the Contracts (Rights of Third Parties) Act 1999 or otherwise.