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All Wales

Corporate Training, Learning and Development Services Framework: NPS-PSU-0031-15 Lot 6: Health and Safety

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List of Course Titles

- Health & Safety General Risk Assessment
- Employees Guide to Stress
- Fire Evacuation Chair Training
- Manual Handling
- IOSH Managing Safely
- IOSH Managing Safely (Refresher)
- Health, Safety & Wellbeing
- Health & Safety for Managers
- Fire Warden Training
- Accident & Incident Reporting Investigation
- Display Screen Equipment (DSE) Assessor Training
- Staying Safe & Managing Difficult Situations

Course Outlines

Course Title	Health & Safety General Risk Assessment
Aim/Outcome	The aim of this course is to provide the skills, techniques and confidence for delegates to be able to complete a thorough and reliable risk assessment and to ensure its implementation and adherence within the organisation.
Overview	At the conclusion of the Risk Assessment course delegates will have a good understanding of their legal responsibilities and those placed upon the employer. Delegates will be fully briefed in the requirement to undertake risk assessments to aid the formulation and implementation of effective Health & Safety procedures within the organisation.
Duration	1 day
Audience	This course is intended for individuals with responsibility for guiding or implementing their organisation's Risk Assessment Programme (Team & Management Bands).
Objectives	By the end of this training event you will be able to: <ul style="list-style-type: none"> • Identify hazards • Decide who might be harmed and how • Evaluate the risks and decide whether the existing precautions are adequate or whether more should be done • Record findings from risk assessments • Review and revise risk assessments • Plan the successful implementation of a risk assessment programme within your organisation
Course Title	Employees Guide to Stress
Aim/Outcome	To identify organisational and personal responsibility for stress management and support delegates to find practical and realistic ways of managing and reducing stress in the workplace.
Overview	To encourage active participation to share experience and knowledge of stress and its management. Key litigation cases, stress audits and interventions will be discussed and positive and practical ways identified to help manage stress.
Duration	1 day
Audience	All staff
Objectives	By the end of this training event you will be able to: <ul style="list-style-type: none"> • Describe the detrimental effects of stress on the health and well-being of the individual and efficiency of the organisation. • Define what pressure and stress means and the causes. • Outline the primary stress responses and recognise personal, emotional, physical and behavioural signs of

	<p>stress.</p> <ul style="list-style-type: none"> • Identify personality traits and behaviours that suggest susceptibility to stress. • Describe the types of interventions that might be appropriate in stress prevention and management. • Be committed to managing stress in a positive and health-conscious way. • State health and safety responsibilities for proactive stress management at work
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Course Title	Fire Evacuation Chair Training
Aim/Outcome	<p>By the end of the session delegates should:</p> <ul style="list-style-type: none"> • Have a basic theoretical knowledge of the requirements for the need to have trained Evacuation Chair Operators within their organisation • Understand local procedures in the event of an emergency evacuation • Be able to safely use the chair to assist a person to a designated place of safety in an emergency evacuation
Overview	<p>This course provides delegates with the awareness, knowledge and skills necessary, that in the event of an emergency, they will be able to using an Evacuation Chair, safely evacuate any person who is unable to evacuate themselves to the buildings designated place of safety. It is advisable to repeat this training annually so that delegates feel confident in using the equipment, and to be aware of any changes to local procedures</p>
Duration	½ day
Audience	Open to all staff, and especially nominated buddies of those requiring assistance in exiting the building in the event of a fire.
Objectives	<p>By the end of this training event you will be able to:</p> <ul style="list-style-type: none"> • State the evacuation procedures that operate within your place of work • State the general safe operating principles of the use of Evacuation Chairs • Safely practice the method of evacuation using an Evacuation Chair • Identify risks in using evacuation chairs and any appropriate control measures required to minimise the risk.
Course Title	Manual Handling
Aim/Outcome	To equip the delegates with the knowledge and skills to perform

	manual handling tasks safely and without risk.
Overview	This course provides delegates with supervisory and practical responsibility for general Health & Safety (H&S) with the awareness, knowledge and skills necessary to perform manual handling operations safely, recognise kinetic and ergonomic values so as to meet Health and Safety standards and thus prevent foreseeable accidents and incidents.
Duration	½ day
Audience	Anyone who carries out Manual Handling and Material Movement (Team & Management Bands).
Objectives	By the end of this training event you will be able to: <ul style="list-style-type: none"> • State the main requirements of H&S legislation covering general manual handling operations under the Manual Handling Operations Regulations • Identify kinetic hazards • Practice methods of manual handling risk reduction • Identify risks in manual handling • Identify and take remedial action necessary • Identify and control manual handling hazard sectors

Course Title	IOSH Managing Safely
Aim/Outcome	To give delegates the knowledge and tools to tackle the health and safety issues they are responsible for.
Overview	Delegates who successfully complete the written and practical assessments at the end of the course are awarded an IOSH Certificate in Managing Safely – a nationally recognised and respected certificate of training in Health and Safety.
Duration	4 days
Audience	Open to all staff. The Managing Safely course is designed to give managers all they need to know to help them handle health and safety in their teams.
Objectives	By the end of this training event you will be able to: <ul style="list-style-type: none"> • Introducing Managing Safely • Assessing Risks • Controlling Risks • Understanding your responsibilities • Identifying hazards • Investigating accidents and incidents • Measuring performance • Protecting our environment

Course Title	IOSH Managing Safely (Refresher)
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Aim/Outcome	The IOSH Managing Safely Refresher is designed to provide continued support to managers in dealing with health and safety issues in the workplace. Specifically, the course aims to: Revise key management responsibilities from the Managing Safely course. Update relevant changes in relevant, good practice guidance, legislation and standards
Overview	The core programme is designed to revisit key management responsibilities from the Managing Safely course and provide updates on relevant changes in good practice guidance, legislation and standards. It does not, therefore, revisit all the Managing Safely modules in equal depth. Trainers should be prepared to revise and update delegates on material outside of the suggested core programme, according to delegate needs, such as common hazards and environmental matters. Delegates must attend the refresher training within THREE YEARS of completing the IOSH training
Duration	1 day
Audience	Open to all staff.
Objectives	<p>By the end of this training event you will be able to:</p> <ul style="list-style-type: none"> ▪ Briefly revisit the moral, legal and financial reasons for managing health and safety and how this is an integral part of the manager's role <p>Assessing risks - Revise the following:</p> <ul style="list-style-type: none"> ▪ Definitions of hazard, hazardous event, risk, likelihood and consequence ▪ Factors to consider when carry out a risk assessment ▪ Illustration of a simple risk rating system <p>Controlling risks</p> <ul style="list-style-type: none"> ▪ Revisit risk control selection and the best methods to choose, including consideration of 'reasonably practicable' <p>Understanding your responsibilities</p> <ul style="list-style-type: none"> ▪ Recap on managers' health and safety responsibilities ▪ Briefly review the demands of the law and update significant relevant changes in legislation ▪ Update any significant changes in health and safety management system good practice and standards <p>Investigating accidents and incidents - Revise the following:</p> <ul style="list-style-type: none"> ▪ Definitions of accident, incident and near miss ▪ Main causes of accidents: immediate, underlying and root ▪ Accident investigation process <p>Measuring performance - Revise the following:</p> <ul style="list-style-type: none"> ▪ Importance of measuring performance for improving health and safety ▪ Use of key performance indicators and the limitations of reactive and pro-active measuring ▪ Purpose and setting up of audits (internal and external)

Course Title	Health, Safety & Wellbeing
Aim/Outcome	This course is designed to ensure all staff in management grades are aware of their responsibilities as defined within their departments and are aware of their responsibilities as defined within current health & safety law and organisational H&S policies
Overview	To ensure that all staff, are aware of their responsibilities as defined within current health and safety law and the organisation's Health, Safety and Wellbeing policies.
Duration	1 day
Audience	Open to all staff in Management grades
Objectives	By the end of this training event you will be able to: <ul style="list-style-type: none"> • Understand the key legislation relating to Health Safety & Wellbeing (H,S&W) • Understand the management responsibilities for the health, safety and wellbeing of staff • Be able to describe the purpose and key aspects of a number of key organisational H,S&W policies • Define the responsibilities of a manager for the prevention and reduction of stress in the workplace • Understand the human function curve and the effects of pressure on individuals • Be able to initiate conversations at an appropriate time with staff and know the support available internally and externally

Course Title	Health & Safety for Managers
Aim/Outcome	This course is designed to ensure that all staff in management grade are aware of their responsibilities as defined within their Divisions and are aware of their responsibilities as defined within current health and safety law and organisation's Health and Safety Policies.
Overview	To ensure that all staff, are aware of their responsibilities as defined within current health and safety law and the organisation's Health, Safety and Wellbeing policies.
Duration	½ day
Audience	Open to all staff in Management grades
Objectives	By the end of this training event you will be able to: <ul style="list-style-type: none"> • understand their management responsibilities for the health, safety and welfare of your staff • understand the key legislation relating to Health and Safety • Understand the concept of risk management within the workplace and how they can use this to provide a safe

	<p>working environment</p> <ul style="list-style-type: none"> • Be able to describe the purpose and key aspects of a number of key Welsh Government H & S policies
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Course Title	Fire Warden Training
Aim/Outcome	To understand the principles of fire and emergency procedures. To have a working knowledge of fire prevention techniques (Inspections), and evacuation procedures. Who and how to contact in the event of an emergency
Overview	This course is designed to ensure that staff who are undertaking the role of a Fire Warden are aware of their duties as determined by organisational Fire and Emergency Policy and Procedures.
Duration	½ day
Audience	All Staff who are designated Fire Wardens (NB recommended “refresher” training for existing Fire Wardens every 2 years)
Objectives	<p>By the end of this training event you will be able to:</p> <ul style="list-style-type: none"> • Know what to do if you find a fire or are called to a fire • Know what to do when the Fire Alarm sounds within your premises • Know the fire and emergency evacuation procedure you have to follow

Course Title	Accident & Incident Reporting Investigation
Aim/Outcome	To provide delegates with the knowledge and skills to be able to effectively investigate accidents, ill health or dangerous occurrences
Overview	This course covers the requirements of reporting accidents, and the practical issues involved in investigations.
Duration	1 day
Audience	Open to all staff who are required to investigate accidents.
Objectives	<p>By the end of this training event you will be able to:</p> <ul style="list-style-type: none"> • Explain the requirements for reporting of accidents • State the benefits of reporting and investigating accidents • State the costs of accidents etc (legal, financial and humanitarian) • Demonstrate an understanding of the measures and procedures required for investigation of any incident or ill health in the workplace

	<ul style="list-style-type: none"> • Demonstrate, within their area of responsibility, effective management of incident investigation • Learn lessons from the investigation of incidents, accidents and ill health
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Course Title	Display Screen Equipment (DSE) Assessor Training
Aim/Outcome	The aim of this course is to enable the delegate to become an assessor under the requirement of the Display Screen Equipment Regulations and enable them to carry out suitable and sufficient assessments of the individuals' relationship with their work station and display screen equipment.
Overview	To understand the main requirements of the DSE regulation and organisations policies
Duration	1 day
Audience	Nominated department DSE assessors
Objectives	<p>By the end of this training event you will be able to:</p> <ul style="list-style-type: none"> • Know the main requirements of the DSE Regulations and organisations Policies and be able to; • Carry out formal assessments of all DSE users' and operators' workstations. • Identify causes of risk to the user • Identify simple practical steps to reduce the risks to the user • Complete and/or review the DSE Assessment checklists • Draw valid conclusions from assessments • Make a clear record of the assessment • Decide when additional information & help is needed • Communicate findings to those who need to take action • Meet DSE users during new staff inductions (and equivalent briefings for Temp Staff, Agency) • Carryout Homeworkers Assessments if so required • Provide or direct DSE users/operators to information provided by the organisation on the health effects of DSE work, recommended best practice for work and workstations, and the organisation's arrangements for DSE workstation assessments. • Direct users to the Organisation's arrangements for eye and eyesight tests and provision of spectacles if prescribed specifically for DSE use. • Keep a Record within a Registered File of the results of the assessments and ensure that any follow up actions are reported to the internal Specialised DSE Team. • Review assessments within the 6 week timescale, when significant changes are made (for example, new equipment, new users, or new work patterns) or if complaints are received from DSE users/operators. • Review assessments annually to ensure any changes and

	<p>problems have not been overlooked.</p> <ul style="list-style-type: none"> • Liaise with the Corporate Health and Safety Unit for advice on assessments and any problems discovered. • In particular, inform their Line Manager of any reports made by DSE users/operators of health or medical problems that may be adversely affected by the DSE workstation or work.
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Course Title	Display Screen Equipment (DSE) Assessor Training Refresher
Aim/Outcome	This course is designed to give refresher training to all Divisional DSE Assessors.
Overview	To refresh and update understand the main requirements of the DSE regulation and organisations policies
Duration	1/2 day
Audience	All trained DSE assessors
Objectives	<p>By the end of this training event you will be able to:</p> <ul style="list-style-type: none"> • Setting up a Workstation • Undertaking practical workstation risk assessments. • Provide simple practical solutions and guidance to solve problems. • How to obtain a suitable posture when using DSE • Have a working knowledge and understanding of the organisations policies and procedures regarding the use of DSE Equipment • Have a practical working knowledge of the Organisations DSE Specialist Referral Procedures • Be able to describing the duties imposed on the organisation and the collective legal requirement to carry out DSE assessment.

Course Title	Staying Safe & Managing Difficult Situations
Aim/Outcome	<p>To enable staff to develop the skills they need to stay safe when in direct contact with customers, and enable them to improve communication with irate and aggressive people they meet in the course of their work.</p> <p>To enable participants to observe and discuss behaviours and techniques used to prevent, defuse and deal with difficult situations in face to face and/or telephone contact with customers.</p>
Overview	The actual risk for employees to be physically or verbally abused by customers varies from job to job. The best way to manage conflict and aggressive incidents is, of course, to prevent them from happening in the first place. This event aims to improve delegates ability to recognise warning signs of danger and therefore to anticipate and prevent escalation by using their skills and making

	informed choices to keep themselves and others safe whilst going about their work
Duration	1 day
Audience	All managers and staff whose role within the organisation includes dealing with the general public, whether face-to-face, or by telephone.
Objectives	<p>By the end of this training event you will be able to:</p> <ul style="list-style-type: none"> • Describe the colour codes system and TACTIC model to help you stay safe • Identify your personal conflict style • Explain practical ways in which difficult situations can be reduced or even prevented in their area of work • Demonstrate how to use the techniques to defuse difficult situations with angry and aggressive people. • Demonstrate how to approach customers to maintain, de-escalate and restore calm to an inappropriate situation. • Demonstrate different strategies to suit various scenarios for those rare occasions where de-escalation techniques fail to work.