



JH Safety & Training Services

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It's better to know us and not need us, than to need us and not know us!

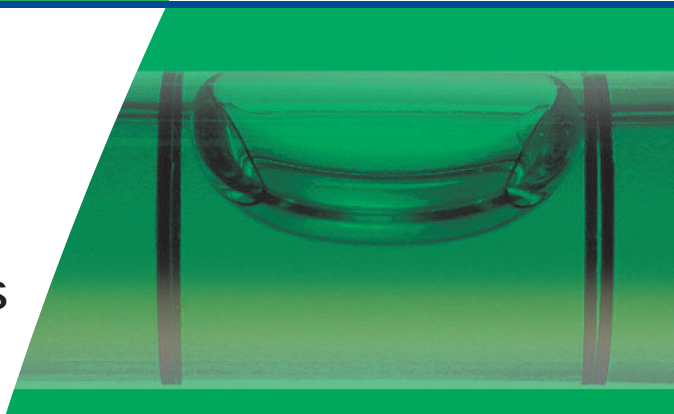


CIEH



Disabled parking facilities are available at the front of the building. Any visitors and course candidates with mobility restrictions should contact our Secretary to make arrangements for access closer to the training suite.

Raise your Level with



Training Courses Directory



CIEH

Foreword

Welcome to JH Training Courses Directory. This publication concentrates specifically on Health, Safety, Customer Care and Practical training for your workforce.

Our fully certified courses will equip your employees with the skills, knowledge and confidence to enable them to overcome the Health, Safety and customer related challenges that they face in today's workplace.

Having an experienced, qualified and competent workforce will be an ongoing asset to your company for many years and will pay dividends for your investment in people.

In order to assist in meeting your training needs, I have compiled a selection of training courses that will fulfil your legal requirements when it comes to Health, Safety and Customer Care training. Should you require specific training not mentioned in this directory, I would be happy to meet with you to provide guidance or to discuss your training needs.

It's better to know us and not need us, than to need us and not know us!

1 day course

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This participative one-day course provides your employees with the communication tools and insights into customer expectations to enable them to provide service excellence and contribute to increased business performance.

Welcome Host can help both new and more experienced employees acquire new customer service and communication skills, as well as improving their knowledge of local facilities and services.

Topics

- The value of excellent customer service
- Communicating effectively
- Meeting specific needs
- Understanding your customers
- Providing information and advice

Key benefits

- Delivering service excellence
- Communicating successfully
- Dealing with difficult situations
- Boosting business
- Understanding industry and your customers

This programme involves group work and discussion to ensure that skills learned are relevant to each participant.

Certification

Upon completion of the course you will receive a Certificate of Attendance and a Welcome Host lapel badge.



1 day course

Welcome All is designed to help individuals acquire the knowledge and skills essential for providing facilities and services that meet the specific needs and expectations of people with disabilities and special needs. It also aims to ensure a warm welcome and high standard of service are offered to all customers.

This course aims to provide employees with practical advice and cost effective ideas to enhance service quality for those customers with disabilities and special needs.

Topics

- Welcoming customers with disabilities
- The benefits of an accessible service
- Adopting a positive approach
- Communicating effectively
- Improving accessibility
- Disability Discrimination Act



Key benefits

- Recognising an accessible service
- How to adopt a positive approach
- The ability to communicate effectively
- Awareness of the current legislation.
- How to improve the accessibility of your business

Certification

Upon completion of the course you will receive a Certificate of Attendance and a Welcome All lapel badge.

1 day course

The Foundation Certificate in Health and Safety has been designed to provide essential knowledge and understanding of health and safety for employees working in any sector of business. It represents a foundation of knowledge required by everyone.

Topics

- Health and Safety at Work
- Accidents and ill Health
- Risk Assessment
- First Aid at Work
- Personal Protective Equipment (PPE)
- Workplace Health, Safety and Welfare
- Work Equipment & Electricity
- Fire Prevention & Hazardous Substances
- Manual Handling



Key benefits

- Explain how to work in a safe and healthy manner and contribute to improving health and safety
- Identify key hazards
- Understand the importance of rules and working procedures
- Explain how to report potential health and safety problems
- Take responsibility for own actions

Certification

Assessment is by means of a short objective test of multiple-choice questions. A certificate is issued on completion of course and successful completion of the test.

1/2 day course

Principles of COSHH is a stand-alone qualification, which compliments the CIEH Foundation Certificate in Health and Safety programme. It is aimed at those who use Substances Hazardous to Health at work and introduces students to the hazards associated with those substances.

Topics

- Definition and types of substances hazardous to health
- Health effects of hazardous substances and their causes
- COSHH assessments and control options
- Responsibilities imposed by the Control of Substances Hazardous to Health Regulations



Key benefits

- An understanding of the term 'substance hazardous to health' and give examples
- Knowledge of the dangers caused by using substances
- A general understanding of the value and purposes of conducting

a COSHH assessment and what employees can expect of such assessments

- An understanding of the main provisions of the Control of Substances Hazardous to Health Regulations.

Certification

Assessment is by means of a short objective test of 20 questions. A certificate is issued on completion of course and successful completion of the test.

A similar course (COSHH) certified by the CITB is also available. This is grant aided for all levy payers.

1/2 day course

Stress Awareness is a stand-alone qualification, which compliments the CIEH Foundation Certificate in Health and Safety in the Workplace Programme. It is aimed at raising awareness of likely sources of work-related stress, and is suitable for general workers and more senior staff.

Topics

- Definitions of stress
- Stress as an occupational health hazard
- Identification of basic workplace stressors
- Development of basic controls for work-related stressors
- Responsibilities imposed under UK legislation

Key benefits

- Understanding the term stress and in particular work-related stress
- Knowledge of the importance of controlling stress in the workplace
- Knowledge of the typical stress factor in the workplace
- Identification of stress in self and colleagues
- Advice and controls in the workplace to reduce stress
- How to monitor self and colleagues in relation to stress at work

Assessment is by means of a review of the students' own work practices and is designed to be completed under tutor supervision. A certificate is issued on successful completion of course and review of work practices.

Certification

Successful candidates will receive the Stress Awareness Certificate from the CIEH.

A similar course (Stress Awareness) certified by the CITB is also available. This is grant aided for all levy payers.

1 day course plus individual assignment

The Risk Assessment Principles and Practice programme is designed for anyone with a responsibility to conduct risk assessments. It is of particular use to managers and supervisors but it will be equally beneficial to individual workers.

Topics

- The benefits of good health and safety management
- Reasons for using risk assessment and the principles involved
- The key aspects of legal requirements for risk assessment
- Wider management issues regarding implementation of risk assessment programmes



Key benefits

- Awareness, purpose and benefits of using a risk assessment approach to the management of health and safety.
- Knowledge of the basic principles of risk assessment and stages involved in carrying out risk assessments in practice.
- Knowledge of the key legislative requirements
- Ability to carry out, record, monitor and review risk assessments
- General awareness of further information, guidance and assistance

Certification

A certificate is issued on successful completion of course and review of work practices assignment.

A similar course (Risk Assessment) certified by the CITB is also available. This is grant aided for all levy payers.

1/2 day course

This is a stand - alone qualification that compliments the CIEH Health & Safety Foundation Certificate. It is aimed at those who carry out Manual Handling activities at work and introduces students to the hazards of Manual Handling activities.

Topics

- The process of Manual Handling in the workplace
- Manual Handling injuries and the activity's which cause them
- Manual Handling assessment and control options
- Responsibilities imposed by Manual Handling

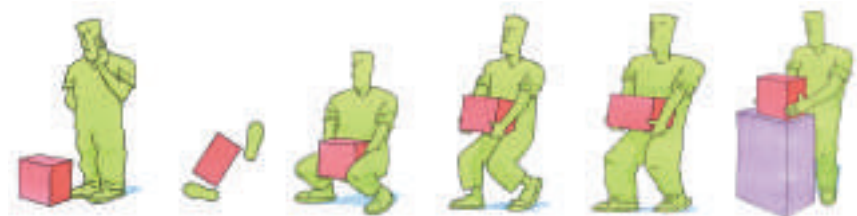
Key benefits

- Understanding Manual Handling with examples
- Understanding of how Manual Handling can cause injury
- The principals for controlling Manual Handling risks and application in a practical context
- A general understanding of the value and purposes of conducting a Manual Handling Assessment
- Understanding of the main provisions of the Manual Handling Operations Regulations.

Certification

Assessment is by means of a short multi-choice questionnaire. Successful candidates will receive the Principles of Manual Handling Certificate from the CIEH.

A similar course (Manual Handling) certified by the CITB is also available. This is grant aided for all levy payers.



1 day course

The Certificate in Food Hygiene is a course aimed at anyone who handles food at work and is designed to give employees an appreciation of the fundamentals of good food hygiene practice, irrespective of whether their job is food related or not.

Topics

- Legislation
- Bacteriology
- Food Poisoning
- Personal hygiene
- Cleaning and disinfections
- Premises, equipment and pest control
- Prevention of contamination and food poisoning



Key benefits

- Knowledge of symptoms and main causes of food poisoning
- Knowledge of the characteristics of bacteria and their potential to cause disease and spoil food
- Understanding the methods of avoiding food poisoning
- Understanding the need for high standards of personal hygiene
- Understanding the need for high standards of hygiene in food premises and the ways of achieving them
- Methods of achieving high standards of cleanliness in food premises
- Understanding the basic requirements of the Food Safety Act 1990, and the Food Safety (General Food Hygiene) regulations 1995

Certification

Assessment is by means of a short objective test of multiple-choice questions. Successful candidates will receive the Food Hygiene Certificate from the CIEH.

1/2 day course

The Working on Roofs course is based on HSG 33.

The aim of the course is to raise awareness to all persons working on roofs ensuring that they are aware of

- The Law
- Common causes of Injury and ill Health
- Common Rooftop Hazards
- Asbestos and Fumes
- Flat & Pitched Roofs
- Existing Structures
- Fall Arrest Systems
- Fire & Emergency Procedures
- Material Handling
- Weather
- Noise



Certification

A certificate is awarded upon successful completion of course and short test paper.

Falling doesn't hurt but hitting the ground does!



This course is grant aided by the CITB for all Levy payers.

4 day course

Managing Safely is for those required to manage safely in compliance with their own organisational policy and best practice in Health and Safety.

Topics

- Managing safely
- Reactive monitoring
- Risk assessment and risk control
- Health and safety legislation
- Common hazards
- Active monitoring
- Safety management systems
- Client specific hazards



Key benefits

- Knowledge of 'working safely' and the components of a recognised safety management system and appreciate the role of risk management
- Knowledge of data and techniques required to produce an adequate record of an incident and demonstrate the procedure for an accident investigation
- Understanding statutory requirements for reporting and procedures for checking non-reporting and define hazards and risks and explain the legal requirements for risk assessment
- Ability to understand quantitative risk assessment techniques
- Knowledge of active monitoring checklists, recording and analysing results
- Understanding the main provisions of Health and Safety at Work

Certification

The candidate should successfully complete the IOSH approved assessments and test before the IOSH Managing Safely Certificate is awarded.

1 day course

The Working Safely course is aimed at people whose work exposes them to risk. It trains workers to ensure that their actions contribute to health and safety, and to understand individual responsibility.

Topics

- Working safely
- General hazards
- Improving company standards
- Organisation specific hazards
- Hazard, risk and control
- Risk Assessment
- Fire, electricity and work equipment



Key benefits

- Hazard identification and risk evaluation in the workplace
- Awareness of appropriate precautions for specific risks or seek advice on workplace precautions
- Assist managers in preparing written risk assessments
- Knowledge of your organisation's health and safety policy
- Improved co-operation and communication on safety matters
- Awareness of the need to carry out work activities without risk to themselves or others
- Awareness of the need to report relevant accidents and incidents
- Awareness of the need to monitor your activities and assist managers in active monitoring

Certification

Successful candidates will have completed the IOSH approved assessment procedure before the IOSH Working Safely certificate is issued.

1 day course

The aim of the CSR scheme is to register everyone from within the Construction Industry with an approved Card. JH Safety Training Services provides cards for visitors, skilled or semi-skilled operatives to enable them to visit or carry out works on building sites.

Topics

- Health & Safety Legislation
- Accident Reporting, Emergency Procedure & Fire
- Accident Prevention
- Manual Handling
- Working at Heights
- Personal Protective Equipment & COSHH
- Noise and Vibration
- Electricity – Underground & Overhead Services
- Use of Handheld equipment and Tools
- Safe Use of Vehicles
- Excavations & Confined Spaces



Key benefits

- Gaining recognition of skills, existing or new, competence and qualifications
- Improving Health & Safety awareness
- Enhancing employment prospects
- Identifying training needs to improve or update skills

Certification

Assessment is by means of a short objective test of multiple-choice questions and a certificate is issued on completion of course.

A 15 minute Desktop Assessment may also be required.

This course is grant aided by the CITB for all Levy payers.

A National Vocational Qualification in Painting and Decorating provides a formal recognition of competence success for the individual.

JH Industrial provides NVQ's for levels I, II & III and is committed to training individuals to the highest standards.

- Level 1 is a basic foundation
- Level 2 is a skilled tradesperson
- Level 3 is a skilled craftsperson

Duration dependant upon individual students progress.

Each NVQ is made up of individual "units of competence". Each unit is self-standing and can be assessed separately. Each unit is made up of a number of "elements of competence" which form the basis of the NVQ.



To acquire the full qualifications, candidates must achieve the required units of competence and be assessed throughout their training.

This course is grant aided by the CITB for all Levy payers.

WHERE TO FIND US

