

Education & Skills


# Commercial Training Brochure

[www.theskillsco.com](http://www.theskillsco.com)



The  
Growth  
Company





CHURCHGATE

HOUSE

56

OXFORD  
STREET

The largest business support organisation in the North West dedicated to support business growth. We specialise in delivering practical regulatory, business, management and professional training.

All courses and services are developed and quality assured to ensure that you get the most up to date relevant advice, guidance and support for your business.

## Why choose us?

- Our courses are designed to reflect latest business techniques and practice
- Our courses are delivered by highly experienced trainers to meet the needs of your business
- We are flexible in our delivery; we can train during the day, evening or at weekends to fit your needs
- We offer bespoke training delivered on your premises at very competitive rates
- We have a purpose built e-learning platform that can be used to enhance or complement face to face delivery
- We are a Highfield accredited centre and also an ILM approved centre and recognised provider
- We offer ILM Endorsed or Development programmes for organisations that do not want formal qualifications, but do want recognition of the quality of training provision
- Our fire safety training has been developed with Greater Manchester Fire and Rescue Service and our fire safety open courses are delivered at their specially equipped training centre in Manchester
- We provide access to apprenticeships, traineeships and higher education courses

## How our training works

We have an extensive range of courses on our open schedule that run on a monthly basis in Manchester city centre. All details of our courses can be found in this brochure. For more information along with dates of our open course schedule, please contact us on **0161 359 3405** or visit our website **www.theskillsco.com**.

All of our open courses can be delivered in-house at your own premises and we can design and tailor course content specifically to meet your needs. Our training advisers will be pleased to talk to you to discuss and plan your training, whether this is for a half day course or a full accredited programme.

We also offer a range of training that is sector specific. If you would more information, contact us on **0161 359 3405** or email **info@theskillsco.com**

We offer discounts to The Growth Company customers who have an apprentice with us. Please contact us for details of how you can benefit.

# 99%

of our employers recommend The Growth Company to other organisations.

**“Great training, great tutor, seamless and hassle-free organisation.”**

Age UK, Manchester

**“We would certainly recommend The Growth Company for any training requirements; their flexible approach to tailoring the course content to a company’s needs ensures maximum return on the training investment.”**

Holroyd Precision Ltd

# Contents

We have grouped our courses into training areas to help you find what you are looking for more easily.

## Business Courses

### Accounting and Finance

Finance for Non-Financial Managers	8
------------------------------------	---

### Business Skills

Business Writing Skills	8
Communication Skills	8
Customer Care	9
Negotiation Skills	9
Professional Presentation Skills	9
Project Team Management	9
Time Management	9

### Information Technology

Excel Dashboards	10
Microsoft Excel Introduction	10
Microsoft Excel Intermediate	10
Microsoft Excel Advanced	10

## Leadership and Management

Appraisal Skills	12
Coaching and Mentoring	12
HR Skills for Line Managers	12
ILM Level 2 Certificate in Team Leading	12
ILM Level 3 Award in Leadership and Management	13
ILM Level 3 Certificate in Leadership and Management	13
ILM Level 4 Diploma in Leadership and Management	14
ILM Level 5 Diploma in Leadership and Management	14
Leadership in Action	14
Transition from Colleague to Manager	14

## Sales and Marketing

Account Management	15
Sales Masterclass	15
Telesales Techniques	15

## Training

Train the Trainer	15
-------------------	----

## Regulatory Training & Support Service

### Fire Consultancy Services

Fire Risk Consultancy Advice	17
Fire Risk Assessment Service	17

### Fire Safety Training

Fire Awareness	17
Fire Extinguisher	17
Fire Marshal	18
Fire Marshal Refresher	18
Fire Risk Assessment	18
Fire Team Training	18

## First Aid

Level 2 Award in Basic Life Support and Safe Use of an Automated External Defibrillator	19
Level 3 Award in Emergency First Aid at Work	19
Level 3 Award in Emergency First Aid at Work (Requalification)	19
Level 3 Award in First Aid at Work	19
Level 3 Award in First Aid at Work (Requalification)	19
Level 3 Award in Emergency Paediatric First Aid	19
Level 3 Award in Paediatric First Aid at Work	19

## Food Safety Consultancy Services

Food Safety Support	20
---------------------	----

## Food Safety Training

Allergen Awareness	20
Level 2 Award in Food Allergen Awareness	20
Level 2 Award in Food Safety in Catering, Manufacturing & Retail	20
Level 3 Award in Supervising Food Safety in Catering	20

Level 3 Award in Food Safety Supervision for Manufacturing & Retail	20	Level 2 Award Health & Safety in the Workplace (Refresher)	24
Level 4 Award in Managing Food Safety in Catering	21	Level 3 Award in Health and Safety in the Workplace	24
Level 4 Award in Food Safety Management for Manufacturing	21	Level 2 Award in Safe Moving and Handling	26
Level 3 Award in HACCP for Food Manufacturing	21	IOSH Managing Safely Training	26
Level 4 Award in HACCP Management for Food Manufacturing	21	Ladder Training	26
Level 2 Safer Food Handler Food Hygiene Certificate - online	22	Manual Handling Techniques	26
Level 3 Safer Food Supervisor Food Hygiene Certificate	22	Working at Heights Awareness	26
Nutrition Awareness	22		

## Health and Safety Consultancy Services

12 Months Health & Safety Support	23
Health & Safety Projects	23

## Health and Safety Training

Accident and Investigation	23
Asbestos Awareness	24
Breathing Apparatus	24
Level 2 Award Health & Safety in the Workplace	24

# Business Courses



## Accounting and Finance

### Finance for Non-Financial Managers - 1 day

Better financial awareness can help you avoid costly mistakes. Managers are bombarded with numbers, but which are the key ones to help control your business? This workshop will help with: understanding financial statements, identifying important numbers to control the business and contributing more confidently to discussions about the performance of the business.

Course includes - key accounting principles, main accounting cycles, profit versus cash, how to interpret a balance sheet, what a profit and loss account tells you and doesn't tell you, and why you should forecast.

## Business Skills

### Business Writing Skills - 1 day

This practical workshop begins by analysing five vital barriers that prevent successful communication between writers and readers. You will explore new concepts of writing for the digital age, develop confidence when using words and grammar, learn the secrets of structuring business letters, internal memos and e-mails and discover how to write clear and concise reports that are relevant, logical and accurate.

Course includes - writing styles, verbs, nouns and adjectives, redundant phrases, passive and active sentences, using the 'Fog' index, layout and presentation, reports, e-mail and letter writing, written responses to complaints, proof reading and practical exercises.

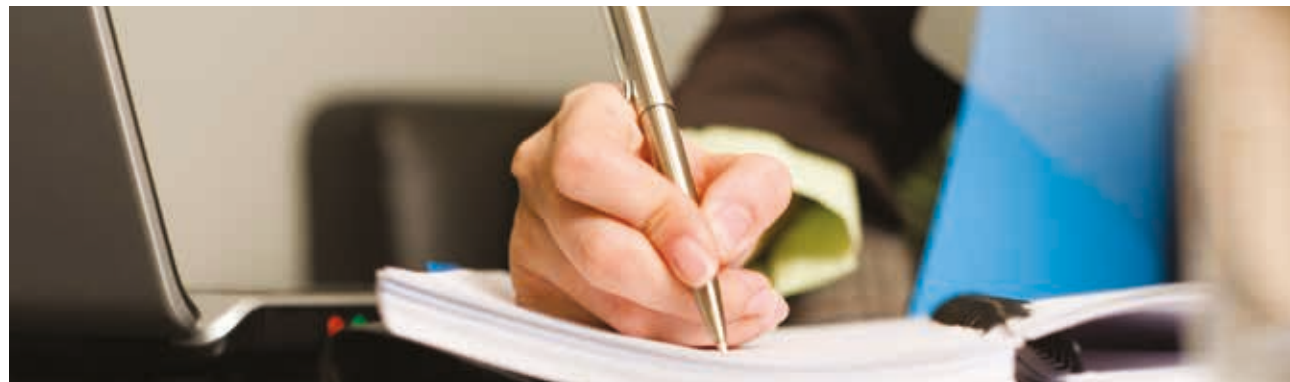
### Communication Skills - 1 day

Do you want to develop greater assertiveness in order to gain more respect and understand ways to enhance your voice in order to influence others. You will learn how to enhance your working relationships through better influencing skills and improve your persuasion skills to deal with difficult people and difficult situations.

Course includes - types of behaviour, advantages of assertiveness, ways to improve your listening skills, taking responsibility and not blaming others, non-verbal behaviour, rate and pace of speech, learning how to say no, the secrets of body language, dealing with aggressive people, handling criticism and how to communicate with greater confidence and assertiveness.

"Loved the class - best in-house seminar I have attended. A great approach to instilling the principles with the exercises."

**The SIDRA Medical and Research Center**



“The training was well delivered, at a good pace, and has helped us establish and reinforce standards of customer care.”

**CLS Homes & Belong Villages**

### **Customer Care - 1 day**

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Organisations providing quality service grow three times as fast as their competitors. This workshop begins by looking at why customers are vital, what they actually buy and what customer care means.

Course includes - discovering easy-to-use skills that can make customer care a reality in your company, how to communicate a positive image in order to generate more business, questioning and listening skills that help customers to buy and ten reasons why quality customer care can double your turnover.

### **Negotiation Skills - 1 day**

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This course is for individuals within any role looking to improve their negotiation skills.

Course includes - the concept of negotiation, the process of negotiation, adopting a collaborative approach, tactical questioning and outcomes and implications.

### **Professional Presentation Skills - 2 days**

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You will learn how to create a strong message that your audience will relate to, as well as how to structure your message and gain confidence in the use of presentation space and technical aids. This course is for individuals who present and engage in public speaking on a regular basis.

Course includes - how to research your audience, knowing your subject, whether to use notes, avoiding the perils and the pitfalls of visual aids, speaking to small groups and handling large audiences and understanding why pace is so important in your delivery.

### **Project Team Management - 1 day**

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During this workshop you'll discover how good planning, communication and teamwork are vital in order to meet deadlines, achieve results and please clients.

Course includes - key aspects of project management, understanding the needs and expectations of customers, project meetings and team briefings, negotiation, control of resources and key result areas and standards.



### **Time Management - 1 day**

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Achieve better results by understanding your job role and setting realistic objectives, learning how to cope with stress in order to remain calm under pressure and discovering how to prioritise and delegate key tasks.

Course includes - setting SMART objectives and the 80-20 rule, learning how to say no, time-saving techniques for the telephone, the five minute action plan and blocking interruptions and visitors.



## Information Technology

We offer IT bespoke training for Microsoft packages such as Word, PowerPoint, Excel and Outlook. We can design training courses to address the specific needs of your staff.

### Excel Dashboards - 1 day

Dashboard reports can be used to display a range of complex information including financial reports, management information and statistics. This allows managers to get a high-level overview of the business, helping them to make decisions more quickly.

Course includes - examples of different types of dashboards, dashboard creation process, dashboard design tips and techniques and how to use your excel spreadsheets to display and present data in the best possible way.

### Microsoft Excel Introduction - 1 day

After completing this Microsoft Excel training course you will become familiar with spreadsheet terminology and the Excel interface. You will learn to navigate worksheets and workbooks and how to use the Help system. You will enter and edit text, values, formulas, and save and open workbooks.

Course includes - entering and editing data, modifying a worksheet, using functions, formatting worksheets, printing, creating charts and managing large workbooks.

### Microsoft Excel Intermediate - 1 day

After completing this Microsoft Excel training you will know how to use multiple worksheets and workbooks efficiently, working with more advanced formatting options including styles, themes, backgrounds and watermarks. You will learn how to manage an Excel database including sorting, filtering and creating subtotals. You will simplify formulas by creating and applying cell names as well as applying advanced charting techniques.

Course includes - working with multiple worksheets, list management, advanced formulae and advanced charting.

### Microsoft Excel Advanced - 1 day

On this Microsoft Excel Advanced training course you will work with advanced database management, database functions, data validation and protection. You will learn how to work with pivot tables and pivot charts, use the analytic features of Excel and record and run macros to automate repetitive tasks.

Course includes - advanced list management, conditional formatting, analytical options, exporting and importing, pivot tables and auditing and notation.



“I attended the Excel Dashboard course found it very useful indeed. Our tutor was very knowledgeable. It was well worth attending and I would recommend it to others.”

**Alliance Moulding Services**



## Leadership and Management

### Appraisal Skills - 1 day

Enhance the motivation and skills of your staff with quality appraisal techniques. This workshop begins by analysing the best appraisals and shows you how to avoid the basic pitfalls.

Course includes - how to structure and plan the appraisal, how to encourage the appraisees to talk openly, how to give relevant and constructive feedback, handling negativity and understanding the follow-up procedures after the appraisal.



### Coaching and Mentoring

Develop your abilities as a workplace mentor and coach through our interactive, practical online course.

Course includes – understanding the role of the mentor, developing your mentoring skills such as active listening, delivering feedback, creating trust, managing mentoring meetings effectively, setting objectives, understanding learning styles and developing effective communication skills.

### HR Skills for Line Managers - 1 day

Increase staff performance and productivity with quality human resource skills. This workshop will give you a concise overview of all the key stages of recruitment and selection. You'll learn how to get the best from your people in appraisal interviews by using Key Performance Indicators (KPIs).

Course includes - HR management and how it impacts on the bottom line, recruitment and selection techniques, performance appraisals, structured approaches to difficult interviews and termination of employment.

### ILM Level 2 Certificate in Team Leading - Bespoke

This combined knowledge and competency based qualification is ideal for new team leaders who want to develop themselves as leaders and managers. It provides learners with the opportunity to learn and implement the core skills needed in today's dynamic business environment.

Course includes - managing personal performance and development, understanding the principles of team leading, leading and managing a team, understanding business and communicating work related information.



### **ILM Level 3 Award in Leadership and Management - 2.5 days**

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This is ideal for individuals looking to take their first step into line management and for those who already have some management responsibilities. This combined knowledge and competency based qualification will build and develop new skills to enhance their management career.

We deliver this award through attendance at two of our one day management courses, 'Transition from Colleague to Manager' and 'Leadership in Action'. This is followed by an induction to the requirements of the Award, a follow up tutorial and by completion of a work based assignment.

Course includes - managing personal and professional development, managing team performance, the principles of leadership and management and principles of people management and principles of business. See also individual course outlines for each separate course.

### **ILM Level 3 Certificate in Leadership & Management - Bespoke**

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This qualification helps you to develop the skills and knowledge to lead, organise and motivate teams. It is ideal if you have management responsibilities but no formal training. It is suitable for practicing team leaders seeking to move up to the next level of management and managers who need to lead people through organisational change, budget cuts or other pressures. We

deliver this programme in-company allowing you to design your own content from the units available. This means the content can be designed to meet your own organisational management requirements.

Course includes - Pick from a variety of units covering core management skills such as understanding how to organise and delegate, the ability to perform management tasks, managing projects, leading meetings, team leadership (eg how to motivate people to improve performance), change and innovation (eg how to plan and manage change, create a culture of innovation), communications skills, managing people and relationships, leadership and use of action learning to develop your leadership capabilities.

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### ILM Level 4 Award, Certificate or Diploma in Leadership and Management - Bespoke

This accredited ILM qualification is designed for new and aspiring department heads, regional team leaders and other middle managers. It will help you to get to grips with your management role, gain comprehensive business knowledge and develop the skills you need to lead at this level. It will help you to consolidate your management skills and experience, build knowledge of specialist business areas such as finance and marketing and develop the capabilities and personal awareness you need to be a leader.

Course includes - Pick from a variety of units covering core areas such as managing yourself and personal skills, providing direction, facilitating innovation and change, achieving results, using resources, providing leadership and management, developing and implementing an operational plan and developing working relationships with stakeholders.

“We were very impressed with the results of the management training; it enabled us to enhance practices in a practical, productive and sustainable way.”

**Leisure Technical Consultants Ltd**

### ILM Level 5 Diploma in Leadership and Management - Bespoke

The ILM Level 5 Diploma in Management and Leadership qualification is aimed at middle managers with responsibility for substantial programmes and resources. It develops skills in strategic planning, strategic change and business process design alongside core leadership and management abilities such as inspiring colleagues and delivering results.

Course includes - contributing to the development of a strategic plan, designing business processes, managing strategic change and providing leadership and management.

### Leadership in Action - 1 day

On this course you will develop your leadership skills to make your vision a reality, build a winning team by discovering the art of motivating others, explore the need to communicate with transparency and develop advanced skills enabling you to achieve this. This course also forms part of the content for the ILM Level 3 Award in Leadership and Management.

Course includes - developing a vision, mission and strategy, developing team objectives, communicating with clarity and precision, receiving and responding appropriately to feedback, developing your active listening skills and understanding the respect and consequences of assertiveness.

### Transition from Colleague to Manager - 1 day

This course will enable you to develop your team management and leadership skills, adapt to meet the needs of your team and understand the art of delegation to get the job done with maximum efficiencies.

Course includes - leadership vs. management, the role of an inspirational manager, the five sources of power, management behaviours and influences, dealing with difficult members of staff and overcoming the challenges of being a new manager.

## Sales and Marketing

### Account Management - 1 day

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Successful Account Managers will have a deep knowledge of their companies. This workshop shows you how clever observation, subtle questioning and active listening can help you to gain vital information.

Course includes - identifying influencer needs, buyer tactics, questioning technique in negotiating, relationship skills, being seen as a consultant and selling to personal and organisational needs.

### Sales Masterclass - 1 day

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This course explains how to maximise sales and increase your revenue and get the most from your customers by adapting your sales approach. This course looks at some of the common and uncommon objections and the different tools that can be used to overcome them whilst focussing on your customer relationship.

Course includes - communication in sales, understanding personality types, reading verbal and non-verbal buying signals, how to bring value to your customers and following up on sales.



### Telesales Techniques - 1 day

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This course will enable you to develop your ability to help your customers say 'yes', maximise opportunities on incoming calls, know how to structure your calls, learn how to effectively deal with gatekeeper resistance and understand objection handling techniques.

Course includes - engaging customers, enhancing your performance through personal development, achieving key sales objectives, up selling and cross selling, the psychology of sales and telephone sales success formula.

## Training

### Train the Trainer - 2 days

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This course is all about ensuring your training gets the right results. It is for those working within the teaching and training sector. The aim of training is to bring about change. Effective seminars achieve this through good planning and the clever use of timing, content, technique, activities and training aids.

Course includes - the learning cycle, methods of instruction, one-to-one training, how to write behavioural objectives, group interaction, role plays and dealing with difficult people.

This course can now be delivered as an ILM Endorsed Programme, which demonstrates the high quality training provision we offer and learners are developed to ILM's benchmark. All participants on ILM Endorsed programmes benefit from free support, information, networking and advice with ILM studying membership for a minimum of 6 months and receive a certificate from ILM.



## Regulatory Training and Support



“The knowledge and experience Jim and Mark brought to the course was invaluable.”

**Manchester Arndale**

## Fire Consultancy Services

### Fire Risk Consultancy Advice

Prior to carrying out or reviewing your fire risk assessment, one of our experienced fire consultants can provide you with up to two hours consultancy support to understand the law and work out practical steps to comply with it. We'll help you at every stage from identifying the risks to creating your own action plan.

### Fire Risk Assessment Service

Our specialist Fire Risk Consultants can carry out a Fire Risk Assessment for your business helping you to build a safe working environment, ensure compliance and prioritise any remedial work.

Contact us to discuss your individual requirements and we will provide you with a quote.

## Fire Safety Training

### Fire Awareness - 3 hours

This course is ideal for candidates who have a responsibility for evacuation but do not require the level of training given on a Fire Marshal course.

Course includes – the science of fire, drills and procedures, human behaviour, evacuation and practical extinguisher session.

### Fire Extinguisher - 2 hours

The Fire Extinguisher course is designed to equip students with an understanding of the types and sizes of fires, the appropriate use of fire extinguishers and the dangers associated with tackling a fire.

Course includes - The science of fire and practical extinguisher session.



“Since training I have confidently completed a number of Fire Risk Assessments.”

**OMC Motor Group**





### **Fire Marshal - 1 day or ½ day in-company**

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Our Fire Marshal course can be delivered in-company to your Fire Marshal/Warden team. The course can be condensed to a half-day session and be delivered with or without the practical fire extinguisher session.

Course includes – fire science and reality of fire, duties of Fire Marshals, procedures and evacuation principles, fire hazard spotting, assessment of risk, legislation, fire drills and extinguisher theory.

### **Fire Marshal Refresher - ½ day**

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This course is designed to update the knowledge of existing Fire Marshals/Wardens. It continues to support those with responsibility for fire safety within buildings to develop procedures and fire systems.

Course includes – recap on fire safety theory, role and responsibility of a Fire Marshal, extinguisher theory, fire science, procedures and evacuation principles, fire hazard spotting, assessment of risk and legislation.

### **Fire Risk Assessment - 1 day**

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This course is designed for staff designated as the responsible person in their workplace or those who are responsible for undertaking fire risk assessments for the business. This course will equip participants with the required knowledge and skills to enable them to carry out a fire risk assessment in their own workplace.

Course includes – requirements of the Regulatory Reform (Fire Safety) Order 2005, role of the 'Responsible Person', how to conduct a fire risk assessment, fire safety features and where to access and how to use detailed fire safety technical guidance.

### **Fire Team Training - 1 day**

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This course provides delegates with the required knowledge and skills to fulfil the role of a Fire Team Member. It is to enable the Fire Team to work in unison and help to ensure the safety of staff and personnel in the event of a fire prior to the arrival of the Fire Service.

Course includes – awareness of speed of fire spread, appreciation of dangers of smoke, action on discovery of fire, capabilities and limitations of extinguishers, using hose/hydrants and associated equipment, Health and Safety issues and importance of team work.

### **We also provide courses covering the following topics, please contact us for more information.**

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- Evacuation Chair Training
- Fire Awareness - Online

## First Aid

### **Level 2 Award in Basic Life Support and Safe Use of an Automated External Defibrillator - 1 day**

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This course provides candidates with the essential knowledge and skills to be able to recognise when someone has suffered cardiac arrest and to respond to the emergency quickly, calmly and confidently.

Course includes – managing an unresponsive casualty who is breathing normally and not breathing normally and knowing how to safely use an automated external defibrillator.

### **Level 3 Award Emergency First Aid at Work - 1 day**

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This course provides a good insight into the procedures and basic life support skills needed to help those who may come across an emergency situation.

Course includes – incident and casualty management, causes of unconsciousness, dealing with an unconscious person, CPR (including babies and children), choking, wounds and bleeding, burns and contents of a first aid kit.

We also offer the Level 3 Award in Emergency First Aid at Work Requalification to refresh your knowledge of the Emergency First Aid at Work syllabus and to renew your certificate.



### **Level 3 Award in First Aid at Work - 3 days**

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This course is designed for employees who must obtain a First Aid at Work Certificate to become the designated First Aider in their workplace and also for those who want the most comprehensive introduction to first aid.

Course includes – incident and casualty management, causes of unconsciousness, CPR, airway and breathing problems, wounds and bleeding, shock, burns and scalds, bone, joint and muscle injuries, poisoning and eye injuries.

We also offer the Level 3 First Aid at Work Requalification to refresh your knowledge of the First Aid at Work syllabus and to renew your certificate.

### **Level 3 Award in Emergency Paediatric First Aid - 1 day**

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This course provides candidates with the essential knowledge and skills to administer emergency paediatric first aid in a variety of settings.

Course includes - basic life support skills and cardiopulmonary resuscitation to enable candidates to deal with life-threatening emergencies.

### **Level 3 Award in Paediatric First Aid at Work - 2 days**

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This course provides candidates with the essential knowledge and skills to undertake the role of Paediatric First Aider in a variety of childcare settings.

Course includes - basic life support skills and cardiopulmonary resuscitation, how to deal with life-threatening emergencies, as well as how to manage common paediatric illnesses, injuries and emergencies.

## Food Safety Consultancy Services

We are able to supply a food safety specialist to provide a range of food safety consultant services from audits, support with implementing a documented food safety management system specific to your workplace and assistance to enable you to meet food industry quality standards.

## Food Safety Training

### Allergen Awareness - ½ day

This is a comprehensive and practical course to raise awareness of local allergies, their causes and how to reduce risk and meet customer needs.

Course includes – understanding types of food allergies, how to reduce the risk of allergenic contamination, relevant legal requirements and management systems that should be put into place.

### Level 2 Award in Food Allergen Awareness - ½ day

This course is designed to help food handlers to understand the impact of food allergy and intolerance, identify, manage and control the risks associated with food allergens and apply the principles of practical allergen management to develop good practice in the workplace.

Course includes – understanding types of food allergies, how to reduce the risk of allergenic contamination and relevant legal requirements and management systems.

### Level 2 Award in Food Safety in Catering, Manufacturing and Retail - 1 day

This course is suitable for anyone who is working with or around food who will be legally required to have some form of training in food safety. It is intended to provide a basis for more advanced studies in all aspects of food hygiene.

Course includes – legislation, food safety hazards, temperature control, refrigeration, chilling and cold holding, cooking, hot holding and reheating, food handling, principles of safe food storage, cleaning and food premises and equipment.



### Level 3 Award in Supervising Food Safety in Catering - 3 days

This course provides a thorough understanding of food safety procedures, emphasizing the importance of monitoring staff and controls. Anyone working in a supervisory position in the food business is accountable for food safety. Therefore, this course will equip participants with the knowledge and confidence to do their job effectively.

Course includes – legislation, supervisory management, temperature control (chilling, cooking), cleanliness, contamination control, applying and monitoring good hygiene procedures, implementing good food safety procedures and contributing to the safety training of others.

### Level 3 Award in Food Safety Supervision for Manufacturing and Retail - 3 days

This course provides a thorough understanding of food safety procedures emphasising the importance of monitoring staff and controls.

Course includes – Implementing and supervising a food safety management system, as well as understanding food safety procedures, food hazards and the risks associated with them, the terminology with respect to supervising food safety, the techniques involved in controlling and monitoring food safety.

### **Level 4 Award in Managing Food Safety in Catering and Level 4 Award in Food Safety Management for Manufacturing - 5 days**

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These qualifications have been designed to provide an in-depth understanding of food safety with an emphasis on the importance of the management of systems and staff. As well as being accountable, those in a managing or supervising position need to have mastered the principles of good practice in food safety to then guide and advise on best practice. You will require this qualification in order to deliver the CIEH Level 3 Award in Food Safety (with appropriate training skills).

Course includes – food storage, temperature control and preservation, training strategies, legislation, management control techniques, design and construction of food premises and equipment, bacteriology, food-borne illnesses and contamination of food and pest control and personal hygiene.

### **Level 4 Award in HACCP Management for Food Manufacturing**

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This accredited qualification is aimed at learners who are working at a management level in a manufacturing business, quality assurance staff or members of a HACCP team. After completion of this qualification, it gives learners the skills to assist in the implementation of a HACCP system, to critically evaluate HACCP plans and to

understand the importance of having an effective HACCP system in place.

Course includes - the principles of HACCP management for food manufacturing, understanding the importance of HACCP-based food safety management procedures, understanding how to manage the implementation of HACCP-based food safety management procedures and understanding how to develop and evaluate HACCP-based food safety management procedures.

### **Level 3 Award in HACCP for Food Manufacturing - 2 days**

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The CIEH Level 3 Award in HACCP for Food Manufacturing will benefit managers and supervisory staff responsible for the development of a food safety management system based on the Codex principles of HACCP in a food manufacturing setting. This qualification may also be beneficial for those responsible for implementing, contributing or reviewing HACCP systems.

Course includes - the importance of HACCP based food safety management procedures, the preliminary processes for HACCP based procedures, how to develop HACCP based food safety management procedures, how to implement HACCP based food safety management procedures, how to evaluate HACCP based procedures.



### **Level 2 Safer Food Handler Food Hygiene Certificate - Online**

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The Safer Food Handler is an accredited Level 2 Award in Food Safety delivered on-line with options for Catering, Retail or Manufacture. It is suitable for anyone working where food or drinks are prepared, cooked or served. It is



accredited by Qualifi and is an OFQUAL qualification. The syllabus is approved by UK Environmental Health Officers.

Course includes – legislation, food safety hazards, temperature control, refrigeration, chilling and cold holding, cooking, hot holding and reheating, food handling, principles of safe food storage, cleaning and food premises and equipment.

### **Level 3 Safer Food Supervisor Food Hygiene Certificate**

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The course is suitable for Head Chefs, Supervisors and Managers looking to develop their food safety and management knowledge. Learners will develop an understanding of the key underpinning concepts and definitions used in the food & food safety industries, and be aware of the knowledge and skills required to be a supervisor in the food industry.



Course includes - food safety and bacteria in more detail and provides information on how you manage both the business and your team in vital areas such as the law, controlling bacteria and food threats, physical & chemical contamination, cleaning, pest & waste control, personal hygiene and food safety. It explains the importance of a Food Safety Management System including HACCP and how you would implement and manage this within the business.



### **Nutrition Awareness - 1 day**

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This one day course has been designed to provide delegates with a good, basic understanding of nutrition. The Government is committed to reducing death and ill health caused by diet-related disease; more than ever, caterers need to understand the link between diet and health.

Course includes – understanding the requirements of a balanced diet and its positive effect on health, identifying differing needs, allergies and food intolerances, appreciating that different groups of people require different diets to suit their lifestyle, knowledge of the requirements of current legislation, understanding the impact of food processing and manufacturing on the nutritional content of food and the importance of accurate nutritional information being available on food products.

“Everyone from The Skills Company has been responsive, friendly and helpful. They make me feel like I’m their only customer. The fact that I’m dealing with an expert is an enormous benefit. We’re not just accessing a call centre or an on-line service. We’re dealing with a real person.”

**Unique Collections Limited**



## Health and Safety Consultancy Services

This course is for any business looking to implement, improve or maintain their health and safety policies and procedures.

### 12 Months Health & Safety Support

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We offer a cost effective, real world support service that doesn't tie you into a long-term contract. Your company's requirements will be reviewed at the end of the 12-month period to determine how the Health and Safety support service will need to be adjusted for subsequent years.

We provide you with:

- A fully qualified health and safety expert to visit your premises on a regular basis and provide ongoing telephone advice,

- A 'real world' approach that takes into account your organisation's size, sector and real risks,
- A 12 month contract, which will be reviewed at the end, allowing you to make a proper business decision,
- A 'hands on' approach to ensure that your policies and documentation are up to date and match legal requirements,

### Health & Safety Projects

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We can also offer a consultant to assist you with one-off projects such as support to produce policies, audit procedures or to conduct and write up health and safety risk assessments for you. Contact us to discuss your specific requirements.

## Health and Safety Training

### Accident and Investigation - ½ day

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This course covers the theory and benefits of accident investigation as well as how to conduct investigations, become familiar with the accident investigation form and conduct accident investigations.

Course includes – definition of accident and near miss, why investigate accidents, benefits of accident investigations, roles and responsibilities in accident investigation, accident investigation theory, accident investigation in practice and completing the paperwork.



### **Asbestos Awareness - ½ day**

This course is designed to demonstrate how to avoid exposure to asbestos and complies with guidance in ACoP L143.

Course includes – types of asbestos, health effects, legislation, surrounding asbestos, asbestos installations within buildings and recognizing suspected asbestos.

### **Breathing Apparatus - 2-3 days**

This course is designed to teach delegates how to operate and use breathing apparatus in a safe manner. The course can be adapted to meet the needs of the delegates and be delivered as a refresher or for delegates requiring initial training in breathing apparatus.

Course includes - breathing apparatus set description, testing procedures, donning and doffing procedures, physiology of respiration, practical scenarios in heat and smoke and relevant legislation.

### **Level 2 Award in Health and Safety in the Workplace - 1 day**

This course is designed to provide participants with an appreciation of the fundamentals of good health and safety practice.

Course includes - legislation, health, safety and welfare, the workplace and workplace equipment, risk assessment, manual handling, hazardous substances, ergonomics and workstation design, transport and vehicles and noise and vibration.

We also offer the Level 2 Award in Health and Safety in the Workplace Refresher to refresh your knowledge of the syllabus and to enable you to renew your Award.

### **Level 3 Award in Health and Safety in the Workplace - 3 days**

This qualification provides a thorough understanding of health and safety, emphasising the importance of monitoring staff and controls. It is suitable for everyone working in a supervisory position. It details the need for a structured management approach to health and safety and the key factors in implementing health and safety policy.

Course includes - the main concepts of health and safety, the benefits of health and safety culture, the roles and responsibilities of individuals, supervisors and management in health and safety, an understanding of health and safety control and improvement strategies available to supervisors.





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### Level 2 Award in Safe Moving and Handling - 1 day

This qualification is an introduction to moving and handling for those who are starting work, returning to work or need specific training in manual handling. After completion, learners will understand that moving and handling must be carried out correctly and will recognise its importance in ensuring a safer working environment.

Course includes - the reasons for safe manual handling, manual handling risk assessments principles, types of equipment and testing requirements associated with manual handling safety.

### IOSH Managing Safety Certificate - 4 days

This course will enable managers to look at safety policies within their department, make recommendations and introduce new controls where appropriate. They will also be able to oversee the safety of their department to ensure that their teams adhere to safety policies and reinforce the reasons the policies are in place.

Course includes – managing safely, assessing risks, controlling risks, understanding your responsibilities, identifying hazards, investigating accidents and incidents, measuring performance and protecting your environment.

### Ladder Training - 1 day

Delegates will gain an understanding of the appropriate safety checks to carry out prior to using a ladder and which type of ladder is suitable for different tasks. This course is appropriate for groups of employees needing to obtain an understanding of the safe use of ladders.

Course includes – Work at Height Regulations (2005) and their implications, ladder classification, ladder terminology, safety checks, positioning of ladders, leaning ladders, step ladders, erecting a leaning ladder, footing, bracing, ascending and descending, safe use of all types of ladders, standard testing, security and storage of ladders.

### Manual Handling Techniques - ½ day

The aim of this Manual Handling Techniques training course is to ensure that, after theoretical and practical training and instruction, all delegates will be able to undertake manual handling tasks safely, by using correct manual handling techniques.

Course includes - manual Handling Regulations 1992, the wrong way to undertake manual handling tasks, injury consequences of using incorrect manual handling techniques, correct manual handling techniques, assessing the load to be moved and the surrounding areas, single and multi-person lifting and manual handling risk assessment.

### Working at Heights Awareness - 3 hours

The aim of this course is to raise awareness of the Working at Height Regulations, including the use of ladders, scaffolding and working on roofs.

Course includes - an understanding of the Work at Height Regulations 2005 and how to comply, increasing your confidence and awareness of safe working practice when working at height, increasing your confidence and awareness of safe working practices with ladders and related safety equipment and an understanding of the advantages and limitations of different types of ladders.

### We also provide courses covering the following topics, please contact us for more information.

- Abrasive Wheels
- Directing Safely / Corporate Safety for Senior Execs
- Fork Lift Truck Training
- IOSH Working Safely
- Noise Assessments
- Slings & Lifting / Gantry Crane Safe Lifting







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