



# Health and Safety

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## Overview of Health and Safety Courses and Requirements

### Health and safety overview

What does health and safety mean?

Health and safety refers to the measures and practices put in place to protect the wellbeing, health, and welfare of individuals in various environments, including workplaces, public spaces, homes, and communities. The primary goal of health and safety initiatives is to prevent accidents, injuries, illnesses, and other health hazards, while also promoting a culture of wellbeing and security.

### Health and safety in the workplace

In workplaces, health and safety typically involves identifying and mitigating risks associated with job tasks and environments, implementing safety protocols and procedures, providing training and education to employees, and ensuring compliance with relevant regulations and standards. This may include measures such as proper use of personal protective equipment (PPE), regular equipment maintenance, ergonomic assessments, and emergency preparedness plans.

### Employer responsibilities

Employers have a legal duty to ensure the health, safety, and welfare of their employees as well as others who may be affected by their business activities. These responsibilities are outlined primarily in the Health and Safety at Work etc. Act 1974, which sets out the general framework for health and safety legislation in the UK.

### Training

Health and safety training refers to programs designed to equip individuals with the knowledge, skills, and awareness necessary to promote and maintain safe and healthy environments in various settings, such as workplaces, schools, or community spaces. These training programs aim to educate participants about potential hazards, risks, and preventive measures to minimise accidents, injuries, illnesses, and other adverse health outcomes.

- IOSH Working Safely
- IOSH Managing Safely
- IOSH Leading Safely
- Needlesticks and Sharps Awareness
- Abrasive Wheels Operators
- Introduction to Working at Height
- Introduction to Working at Height Refresher
- Ladder Restraint
- Ladder Restraint (Column)
- Highfield (HABC) Level 1 Health and Safety in a Construction Environment (RQF)
- Highfield (HABC) Level 2 Health and Safety in the Workplace (RQF)
- Display Screen Equipment (DSE) Assessors
- Conflict Resolution
- COSHH Awareness
- COSHH Management
- Accident/incident Investigation
- Behavioural Safety Awareness
- Behavioural Safety Management
- Behavioural Safety Awareness for Construction
- Behavioural Safety Management for Construction



Ouch Learning and Development is a CITB Approved Training Organisation.

Funding available through the CITB network or CITB grants for construction companies\*.

*\*eligibility criteria applies. Please ask us for more details*

# IOSH Working Safely®

Working Safely® is a completely different approach to safety and health training. It's a high-impact programme designed to be fun and get people fully involved. The first-class, jargon-free content is based on what people need to know in practice, and not off-putting legal language.

## Who needs this qualification?

Working Safely® is for people at any level, in any sector, who need a grounding in the essentials of safety and health. It gives everyone at work an understanding of why they must 'work safely'- and does that in an enjoyable way.

## Why is this training important?

The business benefits include:

- Peace of mind offered by training that's quality-controlled by IOSH
- Not too much downtime- our course can be delivered flexibly so that it suits your business
- Efficient and effective learning
- Nationally recognised and respected certificate
- Memorable and thought-provoking facts and case studies help drive the points home

## Course content

- Defining hazard and risk
- Identifying common hazards
- Improving safety performance
- Protecting our environment

## Learning outcomes

Upon completion of the course, learners will be able to:

- Identify potential workplace hazards and the risks they pose
- Understand the risk assessment process
- Know their legal obligations and responsibilities
- Establish and follow safe systems of work
- Report incidents and near misses
- Know the appropriate response to emergencies
- Understand environmental responsibilities

**Certificated by:** IOSH

**Duration:** 1 day

**Assessment:** Multiple choice exam

**Prerequisites:** None

**Validity of award:** An IOSH Working Safely® certificate does not expire however IOSH recommends refreshing your knowledge every 3 years.

**Learner-to-trainer ratio:** Maximum 16 learners per trainer

**Delivery formats available:** Face-to-face / Live online

**In-house / onsite training available**

**Open courses available**

## IOSH Working Safely®



### Included in the price:



Interactive and engaging course



Access to FREE resources including Appointed Persons posters for your workplace



IOSH Working Safely® Qualification & certificate



Access to our customer portal to view your bookings, download previous certificates and generate training reports of your employees



Course manual & materials



Automatic email reminders for certificate expiries

# IOSH Managing Safely®

Every manager should have an understanding of their responsibilities when it comes to health and safety. This flexible course is ideal for getting managers up-to-speed on the skills they need to tackle safety and health issues in the workplace.

## Who needs this qualification?

Managing safely® is designed for managers and supervisors in any sector, and any organisation. They won't suddenly become safety experts- but they'll get up-to-speed on the practical actions they need to take and gain the knowledge and tools to tackle the safety and health issues they're responsible for.

## Why is this training important?

The role managers and supervisors play in maintaining workplace health and safety cannot be understated. Often, they are on the front line of day-to-day health and safety management issues. Therefore, having confident and competent managers is vital to the smooth running of all businesses. The benefits include:

- Peace of mind offered by training that's quality-controlled by IOSH
- Not too much downtime- our course is delivered flexibly so that it suits your business
- Efficient and effective learning
- Nationally recognised and respected certificate
- Memorable and thought-provoking facts and case studies help drive the points home

## Course content

- Assessing risks
- Controlling risks
- Understanding responsibilities
- Understanding hazards
- Investigating incidents
- Measuring performance
- Protecting our environment

**Certificated by:** IOSH

**Duration:** 3 days

**Assessment:** Multiple choice exam & Risk Assessment project

**Prerequisites:** None

**Validity of award:** An IOSH Managing Safely® certificate does not expire however IOSH recommends refreshing your knowledge every 3 years.

**Learner-to-trainer ratio:** Maximum 16 learners per trainer

**Delivery formats available:** Face-to-face / Live online

**In-house / onsite training available**

**Open courses available**

## IOSH Managing Safely®

### Learning outcomes

Upon completion of the course, learners will be able to:

- Understand the legal responsibilities and duties for health and safety within their organisation
- Identify hazards, assess risks and complete risk assessment documents
- Implement and manage effective risk control measures
- Have an overview of health and safety management systems
- Know the potential hazards of substances used in the workplace
- Understand how to control and mitigate workplace hazards such as equipment, machinery, electricity, fire, and ergonomic issues
- Investigate workplace incidents, accidents and near misses
- Recognise the importance of monitoring and measuring health and safety performance
- Understand environmental responsibilities

- Develop and implement emergency response plans



## Included in the price:

✓ Interactive and engaging course

✓ IOSH Managing Safely®  
Qualification & certificate

✓ Course manual & materials

✓ Automatic email reminders for  
certificate expiries

✓ Access to FREE resources  
including Appointed Persons  
posters for your workplace

✓ Access to our customer portal to  
view your bookings, download  
previous certificates and  
generate training reports of your  
employees

# IOSH Managing Safely® Refresher

Keep your knowledge and skills up to date with our IOSH Managing Safely® Refresher course. Health and safety legislation and best practice changes on a regular basis. If you've successfully completed IOSH Managing Safely®, our refresher course will ensure you stay current and help you meet your statutory obligations.

## Who needs this qualification?

Managing Safely® Refresher is designed for delegates who have previously completed the full Managing Safely® course.

## Why is this training important?

The refresher course provides delegates with the latest best practice and legislation changes and ensures that their knowledge is completely up to date.

The benefits include:

- Peace of mind offered by training that's quality controlled by IOSH
- Not too much downtime. Our course is delivered flexibly so that it suits your business
- Efficient and effective learning
- Nationally recognised and respected certificate
- Memorable and thought-provoking facts and case studies help drive the points home

## Course content

- Introduction to Managing Safely® Refresher
- Identifying hazards
- Risk assessment and control
- Investigating accidents and incidents
- Measuring performance
- Your responsibilities as a manager
- Protecting our environment
- Changes to legislation

**Certificated by:** IOSH

**Duration:** 1 day

**Assessment:** Multiple choice exam

**Prerequisites:** An IOSH Managing Safely® certificate

**Validity of award:** An IOSH Managing Safely® Refresher certificate does not expire however IOSH recommends refreshing your knowledge every 3 years.

**Learner-to-trainer ratio:** Maximum 16 learners per trainer

**Delivery formats available:** Face-to-face / Live online

**In-house / onsite training available**

## IOSH Managing Safely® Refresher

### Learning outcomes

Upon completion of the course, learners will:

- Refresh their knowledge from the IOSH Managing Safely® course
- Recall the legal responsibilities and duties for health and safety within an organisation
- Further develop their understanding of how to control and mitigate workplace hazards such as equipment, machinery, electricity, fire, and ergonomic issues
- Build upon their knowledge of identifying hazards, assess risks and complete risk assessment documents
- Reaffirm the importance of monitoring and measuring health and safety performance
- Be confident to implement and manage effective risk control measures
- Increase their knowledge of health and safety management systems



## Included in the price:

- ✓ Interactive and engaging course
- ✓ IOSH Managing Safely® Refresher Qualification & certificate
- ✓ Course manual & materials
- ✓ Automatic email reminders for certificate expiries
- ✓ Access to FREE resources including Appointed Persons posters for your workplace
- ✓ Access to our customer portal to view your bookings, download previous certificates and generate training reports of your employees

# IOSH Leading Safely®

As a senior executive, your time is precious. That's why we've designed our Leading Safely® course in conjunction with business leaders to cover only what you need, in as short a time as possible. Whatever the size of your organisation, the course will show you how investing in safety and health can reap valuable business benefits.

## Who needs this qualification?

This course is designed for those with leadership responsibilities including Directors, CEOs & Senior Management.

## Why is this training important?

The business benefits of investing in health and safety include:

- A reduction in accident rates, absence and sick leave
- Increased productivity and profits
- An improved reputation among suppliers, clients and partners
- Reduced insurance premiums and legal costs
- Better business continuity

## Course content

- Initial diagnostic questionnaire on your safety and health leadership behaviours
- Personalised report based on your responses, including recommendations on actions to take and improvements to make
- Case study review, tailored to your industry—how things can go wrong, then 'getting it right' including a follow-on scenario based around putting improvements in place using Plan-Do-Check-Act HSMS and integration into business systems
- Assessment is the completion of a personal commitment— a set of actions to take following the recommendations in your report and other learning

**Certificated by:** IOSH

**Duration:** 1 day

**Assessment:** Personal Commitments submission

**Prerequisites:** None

**Validity of award:** An IOSH Leading Safely® certificate does not expire however IOSH recommend you refresh your knowledge every 3 years.

**Learner-to-trainer ratio:** Maximum 16 learners per trainer

**Delivery formats available:** Face-to-face / Live online

**In-house / onsite training available**

**Open courses available**

## IOSH Leading Safely®

### Learning outcomes

Upon completion of the course, learners will be able to:

- Recognise the value of strategic safety and health and its integration into business management systems and performance management systems
- Understand their safety and health responsibilities
- Appreciate the consequences of poor safety and health
- Plan the overall direction for safety and health in your organisation
- Understand the importance of adequately resourcing your safety and health management system
- Know why you should monitor and review your safety and health performance



## Included in the price:



Interactive and engaging course



Access to FREE resources including Appointed Persons posters for your workplace



IOSH Leading Safely® Qualification & certificate



Access to our customer portal to view your bookings, download previous certificates and generate training reports of your employees



Course manual & materials



Automatic email reminders for certificate expiries

# Needlesticks and Sharps Awareness

This course aims to raise awareness of the risks of needlestick and sharps injuries and outline how individuals can adopt safe working practices to minimise the risk of injury.

## Who needs this qualification?

This course is intended for employees who may be at risk of sustaining a needlestick or sharp injury during their work practices.

## Why is this training important?

This course will enable the delegate to work safely and to contribute to improving health and safety in the organisation, through an increased understanding of health and safety rules and working procedures.

## Course content

- Hazards associated with needlesticks and sharps
- Types of work where exposure can occur
- Where needles/sharps may be found
- Identifying levels of risk

## Learning outcomes

Upon completion of the course, learners will:

- Know the different types of sharps that can cause injury
- Understand which job roles can be affected by sharps injuries
- Understand the relevant health and safety legislation
- Understand the risks, symptoms and routes of infection
- Know how to treat a needlestick and sharps injury
- Identify the correct procedures for disposal

**Certificated by:** Ouch Learning & Development

**Duration:** Half day

**Assessment:** No formal assessment

**Prerequisites:** None

**Validity of award:** 3 years

**Learner-to-trainer ratio:** Maximum 12 learners per trainer

**Delivery formats available:** Face-to-face / Live online

**In-house / onsite training available**

## Needlesticks and Sharps Awareness



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Interactive and engaging course



Access to FREE resources including Appointed Persons posters for your workplace



Qualification & digital certificate



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Course manual & materials



Automatic email reminders for certificate expiries

# Abrasive Wheels Operators

This course introduces students to the hazards associated with the storage and use of abrasive wheels, including practical demonstrations. A Schedule of Training is a legal requirement for all those who mount abrasive wheels and this course helps employers meet their duties.

## Who needs this qualification?

Any staff who are required to store or mount abrasive wheels or those requiring familiarisation with the Regulations.

## Why is this training important?

It is a legal requirement of the Provision and Use of Work Equipment Regulations (PUWER) that all individuals appointed to change abrasive wheels are competent to do so. This course is a Construction Industry Training Board (CITB) approved course that will allow employers to comply with this requirement.

## Course content

- Course content
- Definition and classes of abrasive wheels
- Markings and selection
- Legislation
- Sample risk assessments
- Control measures
- Guarding and components
- Use of personal protective equipment
- Handling & mounting
- Storage
- Appointed persons
- Client Specific areas

**Certificated by:** Ouch Learning & Development

**Duration:** Half day

**Assessment:** Multiple choice exam

**Prerequisites:** None

**Validity of award:** 3 years

**Learner-to-trainer ratio:** Maximum 12 learners per trainer

**Delivery formats available:** Face-to-face

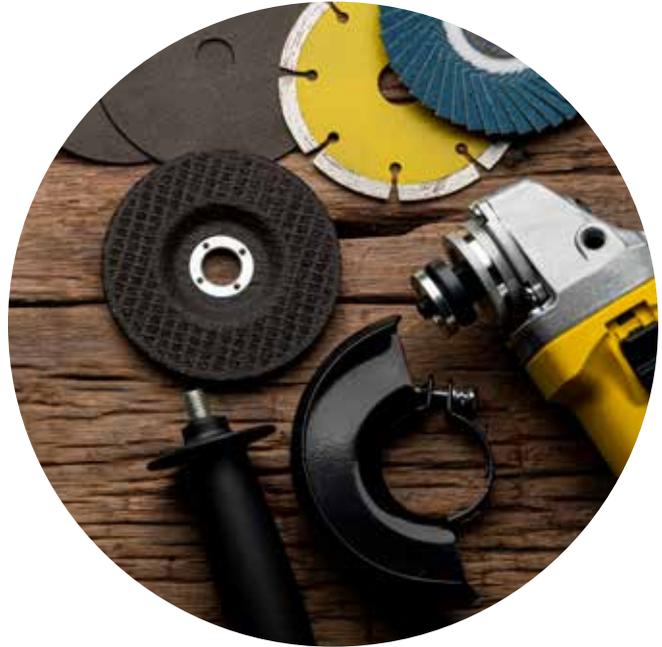
**In-house / onsite training available**

## Abrasive Wheels Operators

### Learning outcomes

Upon completion of the course, learners will:

- Know the nine different classes of abrasive wheels and the importance of selecting the correct type of abrasive wheel for each task
- Understand how operator error contributes to abrasive wheel failure and prevent accidents/incidents from occurring
- Be competent to identify damaged or excessively worn wheels, wheels that may be unsuitable, and wheels that need to be replaced
- Be skilled in mounting and replacing wheels, following a safe system of work



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Course manual & materials



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# Introduction to Working at Height

The Work at Height Regulations 2005 establish that anyone who works at height, or employs individuals to work at height, should receive the necessary training to do so safely. This course is designed to give delegates an understanding of the hazards, risks and hierarchy of control measures when working at height.

## Who needs this qualification?

This training is a legal requirement for all those whose work involved operating at height and helps employers meet their duties. This includes (but not limited to):

- Maintenance personnel
- Window & guttering cleaners
- Roofers
- Telecommunications and utility workers
- Painters and decorators

## Why is this training important?

Working at height training is essential to mitigate the risks and dangers associated with elevated work. It not only fulfils legal obligations but also safeguards the well-being of workers and ensures a safer and more productive work environment.

## Course content

- Health and Safety Law and Work at Height Regulations 2005
- Fall from height statistics
- Duties of employer and employee
- Types of access equipment
- Introduction of Risk Assessment
- The hierarchy of control measures
- Inspection of equipment

## Learning outcomes

Upon completion of the course, learners will be able to:

- Understand the Work at Height Regulations and areas of responsibility
- Understand the importance of appropriate control measures
- Understand the procedures for inspecting equipment

**Certificated by:** Ouch Learning & Development

**Duration:** Half day

**Assessment:** Multiple choice exam

**Prerequisites:** None

**Validity of award:** 3 years

**Learner-to-trainer ratio:** Maximum 12 learners per trainer

**Delivery formats available:** Face-to-face / Live online

**In-house / onsite training available**

## Introduction to Working at Height



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Interactive and engaging course



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Qualification & digital certificate



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Course manual & materials



Automatic email reminders for certificate expiries

# Introduction to Working at Height Refresher

The Work at Height Regulations 2005 establish that anyone who works at height, or employs individuals to work at height, should receive the necessary training to do so safely. This course is designed to refresh the learner's understanding of the hazards, risks and hierarchy of control measures when working at height.

## Who needs this qualification?

This course is suitable to any person who has previously completed an Introduction to Working at height within the last 3 years. This training is a legal requirement for all those whose work involved operating at height and helps employers meet their duties. This includes (but not limited to):

- Maintenance personnel
- Window & guttering cleaners
- Roofers
- Telecommunications and utility workers
- Painters and decorators

## Why is this training important?

Working at height training is essential to mitigate the risks and dangers associated with elevated work. It not only fulfils legal obligations but also safeguards the well-being of workers and ensures a safer and more productive work environment. It's vital for learners to update their skills and knowledge regularly to ensure they are using best practice when working at height.

## Course content

- Health and Safety Law and Work at Height Regulations 2005
- Fall from height statistics
- Duties of employer and employee
- Types of access equipment
- Introduction of Risk Assessment
- The hierarchy of control measures
- Inspection of equipment

**Certificated by:** Ouch Learning & Development

**Duration:** 2 hours

**Assessment:** Multiple choice exam

**Prerequisites:** A valid Working at Height certificate

**Validity of award:** 3 years

**Learner-to-trainer ratio:** Maximum 12 learners per trainer

**Delivery formats available:** Face-to-face / Live online

**In-house / onsite training available**

## Introduction to Working at Height Refresher

### Learning outcomes

Upon completion of the course, learners will be able to:

- Understand the Work at Height Regulations and areas of responsibility
- Understand the importance of appropriate control measures
- Understand the procedures for inspecting equipment



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Interactive and engaging course



Qualification & digital certificate



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# Ladder Awareness

The Work at Height Regulations 2005 establish that anyone who works at height or employs individuals to work at height should receive the necessary training to do so safely. This course is designed to give delegates an understanding of the hazards, and risks associated with using ladders and steps when working at height.

## Who needs this qualification?

This training is a legal requirement for all those who use ladders and steps and helps employers meet their duties. This includes (but not limited to):

- Maintenance personnel
- Roofers
- Painters and decorators

## Why is this training important?

Ladder awareness training is essential for all workers who use ladders and steps. It not only fulfils legal obligations but also safeguards workers' well-being and ensures a safer and more productive work environment.

## Course content

- Health and Safety Law and Work at Height Regulations 2005
- Fall from height statistics
- Duties of employer and employee
- Types of ladders and steps
- Pre-use checks

## Learning outcomes

Upon completion of the course, learners will be able to:

- Understand the Work at Height Regulations
- Understand the importance of appropriate control measures
- Know the fall from height statistics
- Understand the duties of an employer
- Understand the duties of an employee
- Understand the procedures for pre-use checks of ladders and steps
- Understand the different types of ladders and steps

**Certificated by:** Ouch Learning & Development

**Duration:** Half day

**Assessment:** Multiple choice exam

**Prerequisites:** None

**Validity of award:** 3 years

**Learner-to-trainer ratio:** Maximum 12 learners per trainer

**Delivery formats available:** Face-to-face / Live online

**In-house / onsite training available**

## Ladder Awareness



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# Ladder Restraint

Ladder restraint training is a specialised safety training program designed to educate individuals on the safe and proper use of ladders in the workplace. The primary objective of ladder restraint training is to reduce the risk of accidents and injuries associated with ladder use. This training typically covers a range of topics

## Who needs this qualification?

Ladder restraint training is essential for anyone who may use ladders in their job duties or who may be exposed to ladder-related hazards in the workplace. This training is not limited to specific job titles or industries but rather depends on the tasks and responsibilities of individuals within an organisation.

## Why is this training important?

Ladder restraint training is crucial for protecting the health and safety of workers, complying with legal requirements, and preventing costly accidents and injuries in the workplace. By ensuring that employees are properly trained in ladder safety, organisations can create a safer working environment and reduce the risks associated with working at heights.

## Course content

- Statistics
- Causes of leaning ladder and stepladder falls
- Legislation
- Ladder pre-use checks
- Working at height hierarchy of controls
- Personal fall protection systems
- Proper use of equipment
- Site safety assessment
- Identifying height hazards
- Roof safety

**Certificated by:** Ouch Learning & Development

**Duration:** 5 hours

**Assessment:** Multiple choice exam

**Prerequisites:** None

**Validity of award:** 3 years

**Learner-to-trainer ratio:** Maximum 6 learners per trainer

**Delivery formats available:** Face-to-face

**In-house / onsite training available**

## Ladder Restraint

### Learning outcomes

Upon completion of the course, learners will be able to:

- Know the accident statistics and understand legislation
- Understand risk assessments, Company policy and procedures
- Know the safe use and handling of ladders and personal fall protection systems
- Know the care and maintenance of equipment (including ladders)



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Course manual & materials



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# Ladder Restraint (Column)

Ladder restraint (column) training refers to instruction and education related to the proper use of ladder restraint systems or ladder column systems. These systems are designed to provide fall protection and enhance the safety of individuals working on ladders in various industries, especially when they are at heights or exposed to fall hazards. Ladder restraint systems typically include vertical columns or rails that help prevent the ladder from moving or tipping over during use. The training focuses on the safe use and installation of these systems and is particularly important in industries where ladder safety is critical.

## Who needs this qualification?

Ladder restraint column (pole) training is typically intended for individuals who work at heights and use ladder restraint systems or column systems to enhance ladder safety. These training programs are important for various industries where ladder use is common, and there is a risk of falls or ladder-related accidents.

## Why is this training important?

Ladder restraint column pole training is crucial for ensuring that individuals who work at heights have the knowledge and skills needed to prevent accidents and injuries while using ladder restraint systems. It is especially important in industries where ladder safety is critical and where individuals frequently work at elevated positions. Proper training is an essential component of creating a safer work environment and reducing the risks associated with working at heights.

## Course content

- Statistics
- Causes of leaning ladder and stepladder falls
- Legislation
- Ladder pre-use checks
- Working at height hierarchy of controls
- Personal fall protection systems
- Proper use of equipment
- Site safety assessment
- Identifying height hazards

**Certificated by:** Ouch Learning & Development

**Duration:** 5 hours

**Assessment:** Multiple choice exam

**Prerequisites:** None

**Validity of award:** 3 years

**Learner-to-trainer ratio:** Maximum 6 learners per trainer

**Delivery formats available:** Face-to-face

**In-house / onsite training available**

## Ladder Restraint (Column)

### Learning outcomes

Upon completion of the course, learners will be able to:

- Know the accident statistics and understand legislation
- Understand risk assessments, Company policy and procedures
- Know the safe use and handling of ladders and personal fall protection systems
- Know the care and maintenance of equipment (including ladders)



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# Highfield (HABC) Level 1 Health and Safety in a Construction Environment (RQF)

This Highfield Level 1 introductory course provides delegates with the knowledge and understanding required to complete their touchscreen CSCS Labourers card assessment.

This qualification covers common hazards and risks in a construction environment, safe manual handling practices, working safely at height, and working safely around plant and machinery. It also covers the importance of effective teamwork and communication in ensuring safe working practices are followed in the construction industry.

## Who needs this qualification?

This qualification is designed for learners working in, or aspiring to work in, the construction industry.

## Why is this training important?

The objective of the qualification is to prepare learners for employment in construction. It will give learners the knowledge to undertake their jobs safely. Successful learners who also complete the CITB Operatives Health, Safety and Environment knowledge test fulfil the requirements to apply for the CSCS Labourer's card.

## Course content

- The principles of risk assessment for maintaining and improving health and safety at work
- The importance of safe manual handling in the workplace
- The importance of working safely at height in the workplace
- Risks to health within a construction environment
- The importance of working around plant and equipment safely

**Certificated by:** Highfield Qualifications (HABC)

**Duration:** 1 day

**Assessment:** Multiple choice exam

**Prerequisites:** None

**Validity of award:** 3 years

**Learner-to-trainer ratio:** Maximum 12 learners per trainer

**Delivery formats available:** Face-to-face

**In-house / onsite training available**

## Highfield (HABC) Level 1 Health and Safety in a Construction Environment (RQF)

### Learning outcomes

Upon completion of the course, learners will know:

- The importance of safe manual handling in the workplace
- The importance of working safely at height in the workplace
- Risks to health within a construction environment
- The importance of working around plant and equipment safely



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Course manual & materials



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# Highfield (HABC) Level 2 Health and Safety in the Workplace (RQF)

This qualification is designed to provide learners with knowledge of the basic health and safety practices essential in the workplace. The objective of the qualification is to:

- Prepare learners to progress into further/higher level training
- Support a role in the workplace

The qualification provides learners with an understanding in the responsibilities of employers and employees, the benefits of good health and safety, steps to a risk assessment and how they can reduce accidents, near misses and ill-health, typical hazards and controls in a workplace, common causes of accidents, near misses and ill-health, emergency procedures and the importance of recording accidents, near misses and ill-health.

## Who needs this qualification?

This qualification has been designed specifically for those individuals who are required to have a basic knowledge of health and safety practices that are essential in the workplace. It is also ideal for those entering the workplace for the first time or looking to progress in an organisation.

## Why is this training important?

Many workplaces in the UK are required by law to ensure the health and safety of their employees and others affected by their activities. Having employees with Level 2 Health and Safety qualifications helps employers meet their legal obligations, such as under the Health and Safety at Work Act 1974.

## Course content

- The duties and responsibilities of employers and employees
- The benefits of good health and safety in the workplace
- The process of risk assessment
- Hazards and controls in the workplace
- Responding to accidents, near misses and ill-health in the workplace
- Emergency procedures
- The importance of reporting accidents

**Certificated by:** Highfield Qualifications (HABC)

**Duration:** 1 day

**Assessment:** Multiple choice exam

**Prerequisites:** None

**Validity of award:** 3 years

**Learner-to-trainer ratio:** Maximum 12 learners per trainer

**Delivery formats available:** Face-to-face

**In-house / onsite training available**

## Highfield (HABC) Level 2 Health and Safety in the Workplace (RQF)

### Learning outcomes

Upon completion of the course, learners will:

- Understand roles and duties for health, safety and welfare in the workplace
- Understand the process of risk assessment
- Understand how risk assessments improve health and safety at work
- Know the procedures for responding to accidents, near misses and ill-health in the workplace



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# Display Screen Equipment (DSE) Assessors

This course provides learners with the necessary information to undertake and document DSE risk assessment. It gives an insight into the legislation and background behind DSE assessment and examines the implication of incorrect DSE usage. The course incorporates a practical session covering how to set up and use a workstation correctly.

## Who needs this qualification?

This course is suitable for those in a supervisory or managerial role responsible for carrying out, or reviewing, current DSE risk assessments.

## Why is this training important?

DSE training is a legal requirement under the Health and Safety (Display Screen Equipment) Regulations 1992 (as amended in 2002). These regulations mandate that employers must provide adequate training to employees who regularly use DSE. DSE training helps employees understand how to set up their workstations ergonomically to minimise the risk of musculoskeletal problems and other health issues related to computer use.

## Course content

- Legislation
- Risk assessments and pre-assessment questionnaires
- Definition of a user/operator
- Health effects including eyesight tests and corrective appliances
- Work routines
- User training
- Workstation analysis and set up
- Laptop use
- Documentation
- Company policy and procedures

**Certificated by:** Ouch Learning & Development

**Duration:** 1 day

**Assessment:** Practical assessment

**Prerequisites:** None

**Validity of award:** 3 years

**Learner-to-trainer ratio:** Maximum 8 learners per trainer (Face-to-face.)  
Maximum 4 learners per trainer (Live online)

**Delivery formats available:** Face-to-face / Live online

**In-house / onsite training available**

## Display Screen Equipment (DSE) Assessors

### Learning outcomes

Upon completion of the course, learners will be able to:

- Understand the minimum requirements for workstations
- Understand the principles of ergonomics
- Understand regulations relating to DSE



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# Conflict Resolution

This qualification provides employees with a foundation in conflict resolution. Emphasis is placed on the importance of personal safety when assessing risks, managing escalation, and de-escalating confrontational behaviour in a workplace situation

## Who needs this qualification?

This qualification is ideal for anyone who requires training in conflict management. It is appropriate for a wide range of sectors and is suitable for anyone who has a customer facing role, dealing with service users or the public. It is also a useful qualification for individuals who would like a better understanding of how to prevent conflict situations from arising and who would like to gain more confidence in being able to deal with conflict situations.

## Why is this training important?

Conflict resolution training aims to improve communication skills and teamwork among employees which helps to build strong and long-lasting work relationships. Conflict resolution training is essential for fostering a positive work environment, improving relationships, reducing disruptions, and enhancing the overall effectiveness of individuals and organisations. By investing in conflict resolution training, individuals and organisations can proactively address conflicts and create a more harmonious and productive environment.

## Course content

- Positive communication
- Managing customer expectations
- The difference between assertiveness and aggression
- Human responses in conflict situations including effects of fear, the "fight" reaction, triggering an angry response in others
- Assessing and reducing the risks in conflict
- De-escalating conflict in emotive situations
- Confronting unacceptable behaviour
- Good practice following a conflict situation

**Certificated by:** Ouch Learning & Development

**Duration:** 1 day

**Assessment:** No formal assessment

**Prerequisites:** None

**Validity of award:** 3 years

**Learner-to-trainer ratio:** Maximum 12 learners per trainer

**Delivery formats available:** Face-to-face / Live online

**In-house / onsite training available**

**Open courses available**

## Conflict Resolution

### Learning outcomes

Upon completion of the course, learners will be able to:

- Understand the communication cycle, body language, tone of voice and whether the behaviour demonstrated, is assertive, aggressive or passive
- Recognise the different human responses to conflict and how to manage them
- Identify potential triggers to conflict
- Assess and reduce the risks in conflict situations
- Identify the different phases in behaviour
- Identify levels of threat from people, the environment, and weapons
- Know how to put their own safety first in a conflict situation including exit routes and attitude
- De-escalate conflict in emotive situations- including non-verbal communication
- Know how to resolve conflict and good practice following any conflict situation



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# COSHH Awareness

This course is designed to provide an understanding of the hazards and risks when using hazardous substances at work. The training will give learners confidence and enable them to gather appropriate information regarding substances and contribute to the development of safer and more healthy working practices.

## Who needs this qualification?

Any employee required to use hazardous substances as part of their normal working practices.

## Why is this training important?

This course will prepare employees to contribute to safer use of hazardous substances in cooperation with their managers and supervisors.

## Course content

- Introduction to COSHH Regulations
- Definition, types and recognition of substances hazardous to health
- Methods of entry into the body and health effects
- COSHH Risk Assessments
- Hierarchy of control measures
- Use of personal protective equipment
- Emergency procedures

## Learning outcomes

Upon completion of the course, learner will be able to:

- Understand the health and safety risks relating to hazardous substances
- Identify the various hazard symbols
- Recognise the different types of hazardous substances and the ill-effects they can cause
- Understand COSHH regulations
- Conduct a COSHH risk assessment

**Certificated by:** Ouch Learning & Development

**Duration:** Half day

**Assessment:** No formal assessment

**Prerequisites:** None

**Validity of award:** 3 years

**Learner-to-trainer ratio:** Maximum 12 learners per trainer

**Delivery formats available:** Face-to-face / Live online

**In-house / onsite training available**

## COSHH Awareness



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# COSHH Management

COSHH training is your secret weapon against workplace risks. By learning to assess and control the risks associated with hazardous substances, you're essentially putting on a safety shield for yourself and your team. This course provides learners with the knowledge and skills to recognise the risks associated with hazardous substances and how to control them.

## Who needs this qualification?

This course is suitable for those in managerial or supervisory roles who have a responsibility for the control of hazardous substances. This includes workplaces in manufacturing, cleaning, healthcare, transport, utilities office environments and classroom environments.

## Why is this training important?

Understanding COSHH means you can work smarter, not harder. You'll know how to use, store, and dispose of substances in a way that minimizes risk and maximizes efficiency. It's all about keeping you and your colleagues safe from the harmful effects of hazardous substances. COSHH training ensures you know how to handle these materials without putting your health at risk.

## Course content

- Understand what is meant by hazardous substances
- Hazards and risks of hazardous substances
- Legislation
- COSHH assessment
- The Hierarchy of Control
- Monitoring exposure

**Certificated by:** Ouch Learning & Development

**Duration:** 1 day

**Assessment:** Multiple choice exam

**Prerequisites:** None

**Validity of award:** 3 years

**Learner-to-trainer ratio:** Maximum 12 learners per trainer

**Delivery formats available:** Face-to-face / Live online

**In-house / onsite training available**

## COSHH Management

### Learning outcomes

Upon completion of this course, learners will be able to:

- Understand the definition of hazardous substances
- Understand the primary health effects of substances
- Understand RIDDOR and the latest statistics
- Understand the routes of entry
- Know the legislation associated with hazardous substances
- Understand Material Safety Data Sheets and their relevance to risk assessment
- Understand the Hierarchy of Control
- Understand Occupational Exposure levels



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# Accident / Incident Investigation

Our accident and incident investigation training will give you a broad understanding of the accident investigation process, looking at the benefits of accident prevention and putting the emphasis on practical training exercises and real-life case studies.

## Who needs this qualification?

Training is suitable for line managers, supervisors, safety representatives and anyone with the responsibility for investigating accidents.

## Why is this training important?

This one-day course will provide delegates with a broad understanding of the principles and practice of accident investigation. It will enable organisations to meet their moral and legal obligations to investigate accidents and incidents and learn from safety failure.

## Course content

- Reasons for managing risks
- Legislation
- Definitions
- Risk assessments
- Human failure
- Accident investigation
- Behavioural safety
- Performance influencing factors

## Learning outcomes

Upon completion of the course, learners will be able to:

- Have a broad and robust understanding of accident investigation
- Use applicable accident investigation procedures
- Be able to collect, analyse and communicate data
- Have an understanding of strategies to ensure the organisation learns from safety failure

**Certificated by:** Ouch Learning & Development

**Duration:** 1 day

**Assessment:** No formal assessment

**Prerequisites:** None

**Validity of award:** 3 years

**Learner-to-trainer ratio:** Maximum 12 learners per trainer

**Delivery formats available:** Face-to-face / Live online

**In-house / onsite training available**

## Accident / Incident Investigation



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# Behavioural Safety Awareness for Construction

This course aims to create a compelling argument for everyone to work safely and look out for their colleagues. The behavioural safety awareness course is highly interactive and encourages delegates to discuss and reflect on the impact of their and their colleagues' behaviours. We can only effectively contribute to the goal of safe and healthy work for everyone by understanding, making decisions and acting according to one's roles, responsibilities, and priorities. The achievement of this goal is improved by developing everyone's ability, commitment, and empowerment to conduct observations, report unsafe (and safe) behaviours and conditions, and make appropriate and respectful interventions where necessary.

## Who needs this qualification?

This course is suitable for any person working in the construction industry.

## Why is this training important?

Construction work takes various forms. However, most would agree that many activities carried out during construction work have the potential to result in serious injury and fatalities. Behavioural safety awareness training enables employees to recognise safe/unsafe acts and conditions and appropriately intervene and respond to these issues if they arise. Reinforcing positive behaviours and appropriately responding to human failure (errors and violations) support an organisation's risk management process. Behavioural safety awareness training provides delegates with the knowledge, skills, and tools to recognise and report/respond to unsafe behaviours and human factors that influence the likelihood of errors and violations.

## Course content

- Introduction to individual/team behaviour and consequences
- Introduction to Human Factors and how they influence behaviour (introduction to Ouch Human Factor evaluation tool 'Possible and Preferable')
- Description and examples of Human failure (errors and violations)
- Introduction to communication styles
- Communication barriers and how to address them (Introduction to Ouch approach: Permission Granted)
- Reporting of safe and unsafe behaviours and conditions

**Certificated by:** Ouch Learning and Development – approved by CITB

**Duration:** Half day

**Assessment:** Multiple choice exam

**Prerequisites:** None

**Validity of award:** 3 years

**Learner-to-trainer ratio:** Maximum 12 learners per trainer

**Delivery formats available:** Face-to-face / Live online

**In-house / onsite training available**

**Open courses available**

## Behavioural Safety Awareness for Construction

- The importance of consistent and immediate intervention
- Positive and negative behaviours and their impact on safety performance

Where beneficial, in-house courses can be contextualised to support an organisation's culture and approach to health and safety management.

### Learning outcomes

Upon completion of the course, learners will be able to:

- Recognise the importance of behaving safely and healthily
- List safe/unsafe behaviours and conditions that influence safety standards
- Recognise and respond to factors that influence behaviour (Human Factors: Possible and Preferable tool)
- Describe communication styles
- Identify and address barriers to communication (Permission Granted)



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# Behavioural Safety Management for Construction

This course explains how frontline supervisors and managers can influence behaviours, and how human failures (errors and violations) can contribute to accidents, ill-health or incidents. It also demonstrates how adopting a human factors approach to managing health and safety-related risk will contribute to safe and healthy workplaces and activities. This course emphasises the crucial role of supervisors and managers in managing safe and healthy work and how facilitating respectful, open and engaging two-way communication creates an environment where unsafe acts are addressed and positive health and safety behaviours are consistently reinforced.

## Who needs this qualification?

This course is suitable for those in managerial or supervisory roles within the construction industry.

## Why is this training important?

Research shows that people's behaviour plays an important role in the number of work-related ill-health, dangerous occurrences, major injuries, and fatalities. The ultimate benefit of effective behavioural safety approaches to construction work is that they can help reduce unsafe acts and promote safe and healthy behaviours. Frontline behavioural safety leadership can positively impact people's safety behaviour, and it has the potential to reduce incidents. Not only does this increase safety at work, but it will also reduce the cost of absence due to workplace injury.

A key advantage of implementing a behavioural safety model based on the management of human factors is that it encourages multi-level engagement, proactive participation and collaboration, whereby everyone contributes to the health and safety management process. Managers and supervisors support an organisation's strategic aims by delivering safe and healthy work. Identifying and addressing unsafe behaviours and conditions and proactively seeking opportunities to reinforce positive behaviours is a vital aspect of a manager's and supervisory role.

## Course content

- Introduction to human failure: errors and violations
- Human Factors and their contribution to human failure

**Certificated by:** Ouch Learning and Development – approved by CITB

**Duration:** 1 day

**Assessment:** Multiple choice exam

**Prerequisites:** Behavioural Safety Awareness in Construction certificate within the previous 36 months

**Validity of award:** 3 years

**Learner-to-trainer ratio:** Maximum 12 learners per trainer

**Delivery formats available:** Face-to-face / Live online

**In-house / onsite training available**

**Open courses available**

## Behavioural Safety Management for Construction

- Proactive methods of reducing the likelihood of human error and violations
- Definition, recognition and management of unsafe acts and conditions
- Introduction to communication styles
- Methods of promoting open communication that reinforces safe behaviour and challenges/re-educates unsafe behaviour. (Introduction to Ouch approach: Permission Granted)
- Introduction and use of the Ouch human factors evaluation tool 'Possible and Preferable'
- Introduction to behaviour change models
- Describe how Supervisors and Managers have a significant role in influencing human failure and behaviour change management
- Describe the human factors contributing to human failure (errors and violations)
- Utilise the 'Possible and Preferable' tool to reduce the likelihood of human failure during the planning, design, management and supervision of work environments and systems of work
- Explain the importance of managers' and supervisors' early engagement and positive communication in supporting safe and healthy work environments and systems of work
- Utilise a 'Permission Granted' approach to facilitate and support respectful and effective communication
- List common approaches to behaviour change and common barriers to change
- Identify the behaviour patterns associated with each behaviour type

Where beneficial, in-house courses can be contextualised to support an organisation's culture and approach to health and safety management.

### Learning outcomes

Upon completion of the course, learners will be able to:

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# Driver CPC Introduction to Health & Safety

Qualified drivers must complete 35 hours of periodic training every 5 years to keep their Certificate of Professional Competence (CPC) to drive a lorry, coach, or bus. This course has been approved by the DVSA and qualifies for 3.5 Driver CPC hours (this module must be completed in conjunction with another 3.5 hour Driver CPC module to obtain the minimum 7 hours required).

This Driver CPC training program provides essential knowledge and skills in health and safety to help drivers protect themselves and others while on the road.

Each driver's details will be uploaded to the DVSA database within 5 working days of completing the course.

## Who needs this qualification?

Any potential, new or existing bus, coach or lorry drivers requiring Driver CPC Health and Safety training.

## Why is this training important?

The aim of Driver CPC training is to reduce road casualties by ensuring and maintaining all bus, coach and lorry drivers are up to date with legislation and trained to a high standard. This course will enable employers to comply with the Health and Safety at Work Act, which ensures staff are trained in safe work practices.

## Course content

- Why is health and safety important?
- Legislation
- Employer / employee responsibilities
- Accidents at work
- Case studies
- Health and Safety Enforcement
- Working at height
- Vehicle ergonomics
- Noise / vibration

**Certificated by:** Ouch Learning and Development – approved by DVSA

**Duration:** 3.5 hours (must be taken with a second module to gain the minimum 7 CPC hours)

**Assessment:** No formal assessment

**Prerequisites:** A CPC card or valid driver's licence for buses, coaches, or lorries

**Validity of award:** 3 years

**Learner-to-trainer ratio:** Maximum 12 learners per trainer

**Delivery formats available:** Face-to-face

**In-house / onsite training available**

## Driver CPC Introduction to Health & Safety

### Learning outcomes

Upon completion of the course, learners will be able to:

- Understand why health and safety is important
- Identify the three factors of accident causation
- Be aware of health and safety legislation and the employer/employee responsibilities
- Know the importance and legal requirements of accident reporting
- Work at height safely with knowledge of how to assess the risks
- Identify ways to prevent injury occurring due to seating positions and use
- Use control measures to reduce noise and vibration risks



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Driver CPC hours uploaded to DVSA

# Driver CPC COSHH Awareness

Qualified drivers must complete 35 hours of periodic training every 5 years to keep their Certificate of Professional Competence (CPC) to drive a lorry, coach, or bus. This course has been approved by the DVSA and qualifies for 3.5 Driver CPC hours (this module must be completed in conjunction with another 3.5 hour Driver CPC module to obtain the minimum 7 hours required).

This course is designed to provide an understanding of the hazards and risks when using hazardous substances at work.

Each driver's details will be uploaded to the DVSA database within 5 working days of completing the course.

## Who needs this qualification?

Any potential, new or existing bus, coach or lorry drivers requiring Driver CPC COSHH Awareness training.

## Why is this training important?

The aim of Driver CPC training is to reduce road casualties by ensuring and maintaining all bus, coach and lorry drivers are up to date with legislation and trained to a high standard. This course will prepare employees to contribute to safer use of hazardous substances in cooperation with their managers and supervisors.

## Course content

- Introduction to COSHH Regulations
- Definition, types, and recognition of substances hazardous to health
- Methods of entry into the body and health effects
- COSHH Risk Assessments
- Hierarchy of control measures
- Use of personal protective equipment
- Emergency procedures

**Certificated by:** Ouch Learning and Development – approved by DVSA

**Duration:** 3.5 hours (must be taken with a second module to gain the minimum 7 CPC hours)

**Assessment:** No formal assessment

**Prerequisites:** A CPC card or valid driver's licence for buses, coaches, or lorries

**Validity of award:** 3 years

**Learner-to-trainer ratio:** Maximum 12 learners per trainer

**Delivery formats available:** Face-to-face

**In-house / onsite training available**

## Driver CPC COSHH Awareness

### Learning outcomes

Upon completion of the course, learners will be able to:

- Identify hazardous substances and the main risks involved
- Understand the primary health effects of hazardous substances
- Be familiar with the legislation and RIDDOR statistics in relation to COSHH
- Be familiar with COSHH hazard symbol and safety data sheets
- Evaluate risk and be aware of control measures that can be used



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# Driver CPC Conflict Resolution

Qualified drivers must complete 35 hours of periodic training every 5 years to keep their Certificate of Professional Competence (CPC) to drive a lorry, coach, or bus. This course has been approved by the DVSA and qualifies for 3.5 Driver CPC hours (this module must be completed in conjunction with another 3.5 hour Driver CPC module to obtain the minimum 7 hours required).

This course is designed to provide a foundation in conflict resolution, with emphasis on the importance of personal safety.

Each driver's details will be uploaded to the DVSA database within 5 working days of completing the course.

## Who needs this qualification?

Any potential, new or existing bus, coach or lorry drivers requiring Driver CPC Conflict Resolution training.

## Why is this training important?

The aim of Driver CPC training is to reduce road casualties by ensuring and maintaining all bus, coach and lorry drivers are up to date with legislation and trained to a high standard. This course will prepare drivers to manage conflict and diffuse situations, as well as maintaining their own personal safety.

## Course content

- Introduction to work related violence
- Legislation relating to violence at work
- Self defence
- Conflict escalation (risk factors)
- Resolving confrontational situations
- Personal safety

**Certificated by:** Ouch Learning and Development – approved by DVSA

**Duration:** 3.5 hours (must be taken with a second module to gain the minimum 7 CPC hours)

**Assessment:** No formal assessment

**Prerequisites:** A CPC card or valid driver's licence for buses, coaches, or lorries

**Validity of award:** 3 years

**Learner-to-trainer ratio:** Maximum 12 learners per trainer

**Delivery formats available:** Face-to-face

**In-house / onsite training available**

## Driver CPC Conflict Resolution

### Learning outcomes

Upon completion of the course, learners will be able to:

- Understand the terminology used in conflict resolution
- Understand the laws that apply to businesses and their employees
- Understand the concepts of a safe working environment and how the risk of conflict can be assessed.
- Ability to recognise potential confrontational situations and defuse conflicts before they escalate to serious violence
- Appreciate the importance of personal safety



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Driver CPC hours uploaded to DVSA

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