





# **GM Training Services Training Prospectus**

 01469-588970  
Gwyn  07980002474

[www.gmtrainingservices.co.uk](http://www.gmtrainingservices.co.uk)

**Email:**  
[gwynmorgantraining@btinternet.com](mailto:gwynmorgantraining@btinternet.com)  
or  
[gwyn.morgan@btinternet.com](mailto:gwyn.morgan@btinternet.com)

# Fork Lift Truck

## Target Group

Any person required to operate industrial masted lift trucks.

## Course Content

- Introduction to masted lift trucks
- Counter Balance Principles
- Stacking & de-stacking
- Lift Truck stability
- Handling loaded pallets
- Difficult loads & conditions
- Driving & manoeuvring
- Health & Safety



This course is a two to five day course delivered by participative learning techniques and held at a suitable venue. It is also certified by AITT and a certificate is issued on completion.

# HIAB

## Target Group

People using HIABs either tractor or wagon mounted.

## Course Content

- Safe Use
- Health & Safety Issues
- Safe weight Loads
- Practical Use of
- Assessment

This course does not have a time frame but would usually be expected to have a duration of between 1&2 days depending on the previous experience of the operators being trained. This course can also be certified by National Plant if required (Hydraulic or Electric).

# Tractor Driving & Maintenance

## Target Group

Suitable for all tractor drivers, both novices and experienced drivers in agriculture, amenity, forestry, industrial and horticulture industries.

## Course Objectives

- To be able to carry out a risk assessment of the tasks in hand.
- Enter and leave the cab safely.
- Understand the purpose and meaning of the instrumentation.
- Understand the function of all controls.
- Understand the hazards associated with some controls.
- Start and stop the engine in a safe manner.
- Be competent in driving a tractor in a forward and reverse direction.
- Leave the tractor in a safe state.
- Understand reasons for daily checks.
- Competently perform checking of the lubrication, cooling and air intake of the engine, perform basic lubrication of the tractor and ensure the tractor is in a safe road going state.
- Attach a mounted implement and manoeuvre in a forward and reverse direction with a mounted implement.
- Attach a trailed implement and manoeuvre in a forward and reverse direction with a trailed implement.
- Leave unattached implements in a safe state.
- Correctly attach a PTO shaft between tractor and implement.
- Attach the PTO shaft guards correctly.
- Assess the minimum turning circle of the machine and the angle of the PTO shaft.
- Carry out basic operations using tractor mounted loader.

## Course duration

One to five days depending on experience, a LANTRA certificate of competence will be issued on successful completion of the course. *We Also offer mower training both pedestrian & ride on mowers please contact us for more details*

# Abrasive Wheels



## Target Group

This course is essential for people required to use any power driven grinding or cutting wheel. In accordance with the 1970 regulations each person using abrasive wheels must hold a certificate of competence.

This is a four to six hour course for which a certificate of competence is issued on completion.

## Course Objectives

As a result of this course, participants will be able to:

- Understand the nature of the hazards and identify the causes
- Identify and understand requirements and responsibilities under the current legislation
- Understand the characteristics of abrasive and their action
- Understand and interpret the marking system of abrasive wheels
- Recognise the need for careful handling of abrasive wheels and carry out visual check and ring tests (bench grinders)
- Understand and identify what speeds should be adhered to in wheel selection
- Identify main components and understand their functions
- Mount an abrasive wheel and /or a diamond blade
- Understand the difference between truing and dressing a wheel, undertake dressing a wheel and identify dressers (bench grinders)
- Adjust work rests correctly (bench grinders)
- Use operating precautions and be aware of avoiding hazardous conditions
- Demonstrate their knowledge on abrasive wheels and diamond blades
- Carry out daily maintenance on petrol powered machines

## Application of Pesticides (F.E.P.A -PA1 PA2 PA6)

A certificate of competence is required for those people who undertake spraying operations. Anyone who undertakes contract

work or supervises uncertified people must also have the certificate of competence. People over the age limit must also follow the code of practice.

Candidates will:

- Learn how to use pesticides appropriately & safely & keep proper records
- Understand how to store pesticides correctly
- Learn how to clean equipment & dispose of unused or unwanted pesticides & containers
- Cover procedures for dealing with contamination & poisoning incidents

Modules Available

- Safe use of pesticides – foundation module (PA1) - mandatory
- Hand held applicators (PA6)
- Ground crop sprayers (PA2)
- Other applications – misting & fogging etc

## Important Note – Grandfather Rights

Please note the exemption under grandfather rights expired on 26 November 2015, **everyone** who uses PPPs authorised for professional use now **must** have a certificate.

In addition, it is now an offence for anyone to purchase PPPs authorised for professional use unless they have ensured that the intended end user has a certificate.

## First Aid Appointed Person



Target Group

This course is applicable to every member of the workplace to ensure immediate assistance should illness

or injuries occur. There is a legal requirement to have a suitable number of trained First Aiders to meet the company's needs. A "risk assessment" should be undertaken to determine the level at which first aiders must be available. This needs to ensure cover for any foreseeable requirements.

## Course Content

### **Managing Incidents**

Assessment of incidents, communication and how to delegate.

### **Priorities of First Aid**

Understanding the importance of prioritisation.

### **First Aid Equipment**

The correct usage of equipment and when its use is applicable.

## **Delivery Method**

This is a one-day course delivered by participative learning and can be held either in-house or at a local venue. A certificate of attendance is issued on successful completion of the course.

# First Aid

## First Aid at Work



### Target Group

This course is applicable to people likely to deal with injuries in the workplace or on external sites where injuries may occur. The number of first aiders required to have a first aid at work certificate is determined by the industry in which they work, the number of accidents that have occurred within the workplace and the control measures identified during the risk assessment process.

### Course Content

This course is much more in depth than the 1-day course and covers such things as: -

- Triage
- CPR
- Managing First Aid situations
- Bleeding
- Broken Bones
- Occupational diseases
- Diabetes
- Epilepsy

### **Delivery Method**

This is a 3-day course delivered by participative learning and can be held either in-house or at a local venue. A First Aid at Work certificate is issued to candidates who successfully complete the course & the written & practical exam.



# Manual Handling & Lifting



## Target Group

Under the Manual Handling Regulations it is a legal requirement that all employees are given manual handling & lifting training. It also a requirement under the new care standards that all staff involved in the lifting & moving of clients undertake this training every year. This course is therefore applicable to all members of the workforce to safeguard their health & safety.

## Course Content

**Good manual handling techniques** – The main principles involved for safe manual handling practices.

**Manual handling injuries** – Recognition and avoidance of manual handling injuries, common injuries

**Handling aids** – The need for handling aids and their usage.

**The Law** – employers & employees' duties

**Physiology of the spine** – how the spine works when involved in lifting etc.

**Practical session** – practical use of lifting belts, sliding sheets, turn tables & hoists & slings

## Delivery Method

Delivery of this course is by participative learning techniques and can be held at either your own premises or a local venue over a half day. A certificate of attendance is offered.



# Health & Safety in the Workplace

## **Target Group**

This course is applicable for all members of the workforce to ensure they have an understanding of health & safety and what is required of both the employer & the employee.

## **Course Content**

- Legislation
- Health
- Safety
- Welfare
- The workplace and workplace equipment
- Risk assessment
- Manual handling
- Hazardous substances
- Ergonomics and workstation design
- Transport and vehicles
- Noise and vibration

## **Delivery Method**

This is a 1-day training course followed by a multiple-choice examination leading to a certificate issued by the Chartered Institute of Environmental Health.

**We also offer level 3 supervising health & safety and also health & safety risk assessment. Please contact us for details**

# **Lantra Awards Level 1 Award in Health and Safety in a Construction Environment (QCF)**

This Qualification is designed for learners who wish to develop their knowledge and understanding in health and safety in a construction/fencing environment, enabling them to work effectively and efficiently in the workplace. It also is a route to achieving a FISS/CSCS green card. It will suit a number of different needs, enabling those who are successful to continue and complete further training and/or assessment within construction industries, including progression to an Award, Certificate or Diploma at the same level and or higher level Qualifications or progression in the workplace. This Qualification is available for learners aged 16+.

## **Learning Outcomes**

The learner will

Know the principles of risk assessment for maintaining and improving health and safety at work

Know the importance to safe manual handling in the workplace

Know the importance of working safely at height in the workplace

Know the risks to health within a construction environment

Know the importance of working around plant and equipment safety.

To achieve this Qualification, learners must attain in total a minimum of 4 credits from the mandatory unit:

Health and Safety in a Construction Environment

# Lantra Awards Technical Award in Working at Heights Awareness and Risk Assessment

**Product code:** CLSA37X

**Summary / introduction:**

Working at any height can be dangerous, therefore it is important that if you, or a member of your team are working at height, that you are aware of and understand fully the relevant regulations and safety requirements so that any potential accidents can be avoided.

**Target audience:**

Our course is available to you if you or your team operate at heights, whether you are a manager, supervisor, or simply work at height yourself. This one-day non-assessed attendance course will provide you with a certificate of attendance.

**Description:**

Our Working at Heights and Risk Assessment course will provide you with the general legal and health and safety requirements, and our experienced instructors will help you to gain a greater understanding of regulations and risk assessments so to ensure safe systems at work making sure you or a team member stay safe.

**Product objectives:**

On completion of this course you will be able to:

Be aware of accidents that happen while working at heights.

Relate the general requirements of the Health and Safety at Work etc Act 1974 to their own work activities.

Gain a greater understanding of regulations and guidance relating to working at heights.

Be aware of varied means of access to working at heights.

Carry out a risk assessment relating to working at heights.

Plan further specific work based training to ensure safe systems of work.

**Course / product type:** Training Course

**Assessment type:** Training Only

**Course / product delivery:** Theory and practical based

**Language:** English

**Duration:** 1 Day

**Min number of learners:** 1

**Max number of learners:** 12

**Category:** Health and Safety and First Aid

Working Safely at Heights

# Food Hygiene



## Target Group

All persons who are involved in the preparing, handling and packaging of food products are legally obliged to demonstrate a knowledge and understanding of food hygiene and safety regulations.

## Course Content

- The Law
- Food safety hazards
- Taking temperatures
- Refrigeration, chilling & cold holding of foods
- Cooking, hot holding & re-heating of foods
- Food handlers
- Principles of safe food storage
- Cleaning
- Food premises & equipment

## Delivery Method

This course is delivered by participative learning techniques and can be held either on site or at a suitable venue. Food Hygiene is a 6-hour course certificated by the Chartered Institute of Environmental Health Officers.

**We also offer intermediate & advanced food hygiene please contact us for details**



# FIRE SAFETY /FIRE MARSHAL



## Target Group

All employees working within the company.

## Course Content

Triangle of combustion – what is required for a fire to take place. Identifying sources of ignition, fuel and oxygen. Learning ways in which fire can spread. Classes of fire and common causes of fire. Fire detection and warning systems. Providing for disabled people, good housekeeping and fire risk assessment. Learning about fire extinguishers and their uses.

The aim of the course is to give employees a basic understanding of fire and fire safety. At the end of the course will be a practical “hands on” session where trainees will be able to use an extinguisher and understand how it works. There will also be a demonstration (if possible) as to what happens when water is applied to a chip pan fire.

### Course Content

- Triangle of combustion – what is required for a fire to take place. Identifying sources of ignition, fuel and oxygen.
- Ways in which fire can spread – Conduction, convection and radiation. Methods of extinguishing fire – Cooling, starving and smothering.
- Classes of fire – class A, B, C, D, and electrical. Common causes of fire.
- Fire detection/warning systems – brief outline on detectors and alarm systems. Means of escape from buildings – escape routes and fire doors etc.
- Providing for disabled people. Good housekeeping – reducing fire risks through good management. Fire risk assessments – brief guide.
- Extinguishers – colour coding, what each extinguisher is used for, which extinguishers not to use for certain types of fires.
- Practical session.

The course will finish with a multiple-choice test and issue of a certificate of attendance.

**We also offer fire risk assessments please contact us for details**



# COSHH

## (Control of Substances Hazardous to Health)

All companies employing 5 people or more must have a written COSHH assessment and provide suitable training & information to those people handling or exposed to hazardous substances and ensure safe working practices. This can be either a ½ day or one-day course depending on the depth of training required.

### Target Group

This qualification is designed for those who use substances hazardous to health at work. It introduces candidates to substances, the risks and controls available, and outlines what to expect from a control of substances hazardous to health (COSHH) assessment. The qualification will prepare employees to contribute to the safer use of hazardous substances in their workplaces.

Designed for: All employees

Course duration: Half day

### Outline programme

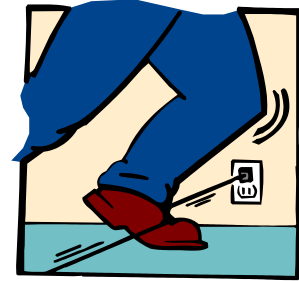
The qualification covers the following topics:

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

# Risk Assessment

## Target Group

This course is applicable for all members of the workforce



## Outline Programme

- Main causes of accidents and ill health, and their implications for people in the workplace
- Legal requirements for risk assessment
- Principles of risk assessment including:
  - hazards, risks and control measures
  - the five steps of risk assessment
  - the hierarchy of control
  - risk assessment review and record keeping.

## Qualification information:

Designed for: any employee

Course duration: one-day training programme



# Chainsaw Operation & Maintenance

## Target Group

This course is aimed at any person required to operate & maintain a chainsaw; it will cover all aspects of safe handling, usage & maintenance

## Course Objectives

### To enable learners to:

- state and identify the necessary personal protective equipment required, report on its condition and locate the various standard marks
- state and identify required safety and health features on a chainsaw
- identify faults and defects on a chainsaw and cutting equipment and decide which the operator can remedy and which require a service engineer's attention
- select and identify correct tools to enable maintenance to be carried out and report on their serviceability
- carry out correctly all routine maintenance in accordance with the manufacturer's instruction book and/or the Lantra Awards workbook
- prepare the chainsaw for use with the correct fuel/oil mix and chain lubrication
- start the chainsaw from both cold and hot in a safe manner
- carry out pre-cutting safety tests and state the procedures if the chainsaw fails these tests
- state the possible hazards/risks when carrying out maintenance or operational tasks
- cross-cut timber accurately to required lengths
- assess and explain the terms 'tension' and 'compression' in timber
- adopt safe procedures to remove a trapped guidebar
- handle and stack timber in a safe manner
- organise site safety and state the precautions required
- understand Risk Assessment procedures
- assess trees to be felled for hazards and associated risks
- prepare trees to be felled and identify escape routes
- fell trees which have a diameter up to 200mm/8" safely and accurately using different but appropriate techniques
- delimb felled trees in a safe and effective manner
- select and use hand tools and maintain them in safe condition
- take down hung-up trees using hand tools
- state techniques which must not be used.

**NB: The correct protective clothing must be worn by those undertaking chainsaw operations.**

## Delivery Method

A 4-day course delivered by participative learning & practical assessment, a LANTRA certificate will be issued on successful completion of the course.

# Strimmers & Brushcutters

<b>Target audience</b>	Any person employed in agriculture, horticulture, landscaping and grounds maintenance who is, or will be, required to operate brushcutters/trimmers.  Inexperienced members may require longer than the stated guide times to fully utilise the information supplied.
------------------------	---

## Course objectives

- State and comply with safety and legal requirements of a brushcutter/trimmer, with an emphasis on safe practices, warning signs and guards.
- State and identify the correct protective clothing to wear and the standards required.
- Perform routine maintenance in accordance with the manufacturer's handbook.
- Identify faults and defects on a brushcutter/trimmer and decide which the operator can easily remedy, and which should be referred to a specialist engineer.
- Identify which cutting head to select for the relevant operating conditions.
- Carry out fuel mixing correctly and be able to start the brushcutter/trimmer from both a hot and a cold condition in a safe manner.
- Operate the brushcutter/trimmer in a safe manner having regard for the safety of themselves, the public, property and environmental factors.
- Plan systematic working operations.
- Use the manufacturer's instruction book and parts list.

This is a 2-day course for novices or a 1-day course for experienced operators (evidence required) for which a LANTRA certificate of competence will be issued on successful completion.

# Woodchipper

## Target group

Any person employed in arboriculture, forestry, horticulture, landscaping and grounds maintenance who is or will be required to operate woodchippers. Inexperienced members may require longer than the stated guide times to fully utilise the information supplied.

People involved in:

- arboriculture
- forestry
- utilities
- estate management
- woodland industries
- local authorities
- conservation
- horticulture
- land-based industries.

## Course objectives

- Produce a site specific risk assessment for wood chipping operations.
- State the principles of HSE legislation and safety guidelines for using a woodchipper.
- Select the appropriate PPE and state the maintenance requirements.
- Carry out operator checks and identify the safety features of a woodchipper.
- Carry out routine operator maintenance.
- Inspect and identify defects on the blades.
- Prepare machine prior to operation, start the machine, carry out safety checks and stop machine.
- Prepare a work area and a range of materials for chipping and identify hazardous materials not to be chipped.
- Use approved techniques to chip woody brush and both short and long sections of timber safely and effectively.
- State the procedure for removing blockages.
- State the safety and environmental factors associated with the disposal of woodchips and the various end uses of woodchips.
- Prepare machine for transport and storage.

This is a one-day course with a LANTRA certificate issued upon successful completion of the course

# Basic Tree Survey and Inspection

## Course Details

Title: Basic Tree Survey and Inspection

Type: Training Course

Duration: 1 Day

Our basic one-day Tree Inspection Training Course aims to provide you with the knowledge to be able to identify a hazardous tree, determine the level of risk and then decide on an appropriate course of action.

So, whether you have an interest in trees, or are responsible for trees through your work, then this one-day basic tree inspection course could be for you.

## Who is it for?

Our course is aimed at a wide group of people, for example you could be employed as a local authority highway inspector, or work in the forestry, woodland or arboricultural field. You could be a park ranger, or work on an estate, it may be that you are a farmer or other type of landowner; it could be that you are an employee who has the responsibility for trees in the course of their work. Additionally, our course could be useful if you work with trees in a voluntary capacity.

## What will you get from it?

- State the legal and safety implications of hazardous trees.
- Maintain your own health and safety while carrying out Basic Tree Survey and Inspection.
- Recognise hazardous trees.
- Determine level of risk.
- Decide on an appropriate course of action.
- Collect and maintain adequate information.
- Recognise your own limitations.

## The things you need to know:

Duration: 1 Day

Max no of learners: 14

## Venue Requirements

Classroom facilities with space and seating for up to 15, with light, heating and power, toilet facilities, tea and coffee provision.

Outside

Ideally, a selection of trees with a variety of identifiable signs and symptoms to use as an exercise in tree survey and inspection.

This is a one-day course with a LANTRA certificate issued upon successful completion of the course

# Excavators

## Target Group

Anyone who uses or will be using a tracked 360° excavator below 10 tonnes in the land-based industries or construction industry.

## Course objectives

- Identify the basic construction and components, and the purpose and use of all controls and gauges.
- Identify and comply with manufacturer's instructions in accordance with the operator's handbook, other information sources and applicable legislation.
- Carry out all pre-use and running checks.
- Configure the excavator for site travel.
- Travel the machine over varying types of terrain including rough undulating ground and substantial inclines.
- Manoeuvre the excavator in confined areas.
- Set the machine to excavate.
- Excavate below ground level on a variety of excavations in different ground types.
- Place spoil into various sizes of vehicles/hoppers.
- Grade, spread and level different types of terrain.
- Remove and re-attach buckets.
- Place the machine in an out-of service condition.
- Explain the loading and unloading procedures on and off a transporter.

This a one to nine-day course depending on the experience of the operator, a LANTRA certificate issued upon successful completion of the course

# Dumpers

**Becoming proficient in operating this machinery is an essential and valued operator's skill for any contract, large or small.**

Overview in brief

This course will equip you with the knowledge and confidence to operate the machine safely, protecting both you and those around you.

This course offers a range of certificate options depending on your needs:

- Articulated chassis up to 15 tonnes
- Articulated chassis above 15 tonnes
- Rigid chassis up to 15 tonnes tracked
- Rigid chassis up to 50 tonnes tracked
- Rigid chassis up to 15 tonnes wheeled
- Rigid chassis up to 50 tonnes wheeled.

The finer details

This training course has been developed to help you understand how to safely operate a dump truck.

The amount of instruction you will require will depend largely upon your previous experience and sessions will be adapted to meet your needs. Course duration will depend on experience and will be from one to four days.

The training course will consist of theory and practical sessions, followed by assessment. Course sessions include:

- Plant Safety and the Law
- Machine Knowledge and Preparation for Work
- Travelling and Manoeuvring the Machine
- Machine Operation
- Securing Loads and Safe Transportation
- Theory Assessment
- Practical Assessment.

If successful in meeting the required standards assessed, you will be awarded a certificate of competence and a Lantra skills ID card for your chosen certificate option.

This course is for you if you need to become proficient in safely operating a dump truck.

# Dumpers – Forward Tipping

Training (with Assessment) Competence with Modules Duration Notes: The expected duration for the course is three days, however please note this may vary according to factors such as level of experience, modules or attachments selected, or the ratio of Instructors to Learners.

Delivery Method: Classroom and practical demonstration and assessment  
Introduction Becoming proficient in operating this machinery is an essential and valued operator's skill for any contract, large or small.

Overview in brief

Forward tipping dumpers are considered to have one of the highest rates of accidents, causing serious injuries and even fatalities. This course will equip you with the knowledge and confidence to operate the machine safely, protecting both you and those around you. This course offers two certificate options: operating either a tracked or wheeled machine depending on your needs. The finer details This training course has been developed to help you understand how to operate a forward tipping dumper safely. The amount of instruction you will require will depend largely upon your previous experience and sessions will be adapted to meet your needs. Course duration will depend on experience and will be from one to four days. The training course will consist of theory and practical sessions, followed by assessment.

Course sessions include:

- Plant Safety and the Law
- Machine Knowledge and Preparation for Work
- Travelling and Manoeuvring the Machine
- Machine Operation
- Securing Loads and Safe Transportation
- Theory Assessment
- Practical Assessment.
- If successful in meeting the required standards assessed, you will be awarded a certificate of competence and a Lantra skills ID card for your chosen certificate option.



# Lorry Loaders

Training (with Assessment) Competence with Modules Duration Notes: The expected duration for the course is three days, however please note this may vary according to factors such as level of experience, modules or attachments selected, or the ratio of Instructors to Learners.

Delivery Method: Classroom and practical demonstration and assessment

Overview in brief This course will equip you with the knowledge and confidence to operate the machine safely, protecting both you and those around you. This course offers a range of certificate options for the most common crane attachments depending on your needs. The amount of instruction you will require will depend largely upon your previous experience and sessions will be adapted to meet your needs. Course duration will depend on experience and will be from one to four days. The training course will consist of theory and practical sessions, followed by assessment.

Course sessions include:

Safe Lifting Operations and the Law

- Machine Knowledge and Preparation for Work
- Machine Operation
- Theory Assessment
- Practical Assessment.

If successful in meeting the required standards assessed, you will be awarded a certificate of competence and a Lantra skills ID card for your chosen certificate option.



# Skid Steer Loaders

Training (with Assessment) Competence with Modules Duration Notes: The expected duration for the course is two days, however please note this may vary according to factors such as level of experience, modules or attachments selected, or the ratio of Instructors to Learners.

Delivery Method: Classroom and practical demonstration and assessment

## Overview in brief

This course will equip you with the knowledge and confidence to operate the machine safely, protecting both you and those around you. This course offers two certificate options: operating either a tracked or wheeled machine depending on your needs.

Course duration will depend on experience and will be from one to four days. The training course will consist of theory and practical sessions, followed by assessment. Course sessions include:

- Plant Safety and the Law
- Machine Knowledge and Preparation for Work
- Travelling and Manoeuvring the Machine
- Machine Operation
- Attachments
- Securing Loads and Safe Transportation
- Theory Assessment
- Practical Assessment. If successful in meeting the required standards assessed, you will be awarded a certificate of competence and a Lantra skills ID card for your chosen certificate option.

# Mobile Elevating Work Platforms (MEWPs)

At a glance... Training (with Assessment) Competence with Modules Duration Notes:  
The expected duration for the course is one day, however please note this may vary according to factors such as level of experience, modules or attachments selected, or the ratio of Instructors to Learners.

Delivery Method: Classroom and practical demonstration and assessment Introduction  
Becoming proficient in operating this machinery is an essential and valued operator's skill for any contract, large or small.

Overview in brief This course will equip you with the knowledge and confidence to operate the machine safely, protecting both you and those around you.

This course offers a range of certificate options depending on your needs: • Mobile boom  
• Mobile vertical • Push around vertical • Static boom • Static vertical

Course duration will depend on experience and will be from one to four days.

The training course will consist of theory and practical sessions, followed by assessment.

Course sessions include:

- Plant Safety and the Law
- Machine Knowledge and Preparation for Work
- Travelling and Manoeuvring the Machine
- Machine Operation
- Theory Assessment
- Practical Assessment. If successful in meeting the required standards assessed, you will be awarded a certificate of competence and a Lantra skills ID card for your chosen certificate option.

# Supervisory Skills

This course is designed to introduce supervisors to the skills & requirements of management and covers the following topics:

- Planning & prioritization
- Communication
- Disciplinary procedures & disciplining staff
- Assessing staff
- Staff management techniques

# Communication Skills

This course is designed for all staff to ensure suitable & effective communication in the work place. The course covers the following topics:

- Ways to communicate
- Barriers to communication
- Planning communication both written & verbal
- Listening skills
- Presentation skills

# Conflict Resolution & Personal Safety

This qualification provides employees with a foundation in conflict resolution, with emphasis on the importance of personal safety to enable them to protect themselves in the face of confrontational behaviour.

## Who needs this qualification?

Appropriate for all employees in the public and private sector whose work brings them into contact with others; including colleagues, customers, members of the public, patients or clients.

## Why is this training important?

Work-related violence is on the rise and employers have a duty of care to provide a safe place of work. This is not easy in environments where the potential for conflict and aggression is high.

## Learning outcomes

- Understand the terminology used in conflict resolution
- Knowledge of 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

## Delivery Method

This is a one-day course delivered by participative learning, the training session is followed by a 30-question multiple-choice examination leading to a certificate issued by the Chartered Institute of Environmental Health for candidates who achieve 20 or more correct answers.

# STRESS MANAGEMENT

## Short Summary:

The stress management course covers a range of required soft skills to master the art of productivity. Topics include time management, people skills, exercises, motivation, diet, influence techniques, mentality, assertiveness and so on. This course is full of exercises which are presented after each topic is explored. A great emphasis has been placed on changing the mentality of a stressed person which is usually the main source of the hectic unhappy life a delegate might be experiencing.

In this highly practical course participants will learn:

## What is Stress?

- What is the impact of stress at individual or organisational level?
- How to monitor yourself to detect the early signs of stress
- What are the myths about stress?
- Can stress be good?
- How to take advantage of stress to increase your performance
- How to interact with people and manage your stress to get maximum results
- How to manage the impact of stress on your life

## How to Monitor Stress

- How to look for signals that tell you how stressed you are
- Why monitoring these signals is the first critical step in addressing stress
- How to read body language signals
- How to observe your emotions when getting stressed and respond to them accordingly

## How to Avoid Extreme Distress

- What is distress?
- How to be assertive when communicating with others and how can this help you to reduce your stress
- How to organise and use time management to increase performance and reduce stress
- How to delegate to maximise your throughput

- What are the critical body language signals in assertive communication?

### **How to Manage Physiological Stress**

- How correct breathing can help you to become more productive?
- How to use diet to manage stress
- What physical exercises work best to relive stress

### **How to Reduce Stress**

- How to use a set of eleven techniques to reduce stress? (These techniques are extensively explained and are accompanied with various exercises so delegates can practice them)

### **How to Say No**

- How being able to easily say no can relive your stress
- How to say no and offload work from your busy life

### **How to be Positive**

- How to use the power of *positive thinking* to master the art of stress management
- How to use *imagination* to address stress

**Audience:** Anyone

**Prerequisites:** None

**Course Duration:** 1 Day

**Course Level:** Beginner & Intermediate

# Assessment & Appraisal

## **Target Group**

This course is designed for any person responsible for staff development, particularly managers and supervisors.

## **Course Content**

Understanding the need for appraisals and their benefit to both the company and employee – the use of appraisals to assess performance.

## **Management Styles & Approach**

An introduction to differing management styles & approaches.

## **Planning an Appraisal System**

Design an appraisal system appropriate to the individual's workplace.

## **Preparing for Appraisal Interviews**

Understanding contributions necessary from both the interviewee and the interviewer.

## **Design of Appraisal Documents**

Design and produce clear and concise documents for use within the appraisal system.

## **Delivery Method**

This is a one-day course delivered by participative techniques and will be held at a suitable local venue.

# EFFECTIVE MANAGER

## A 3-day inter-active training course

### OBJECTIVES

At the end of this 3-day course, delegates will be able to:

- Define **Management and Leadership**, distinguishing between different styles and how they might impact on your business unit
- Understand principles of **Motivation and Delegation**, and apply them with positive effect in the workplace
- Identify poor use of their own and others' time and select and apply practical techniques to improve **Time Management** within their roles
- **Communicate** more effectively and assertively with people at all levels in the organisation
- Manage and contribute to **meetings**.
- **Plan work, and set objectives**, to improve team and personal performance

### CONTENT

- Leadership styles and their effect
- Motivation; theory, knowing your people, putting it to work
- Delegation; advantages, barriers, what to and how to
- The importance of planning and control
- Identifying Time – Stealers within the business



- Urgency v. importance when prioritising
- 20 ways to make better use of time
- Effective Communication; barriers, methods, the use of questions, listening skills, meetings and body language.
- Assertive behaviour – Maintaining respect for self and others in differing situations with people at all levels
- Managing the performance of others – agreeing objectives, giving feedback
- Action Plan

# GM Training Services

1

## TERMS AND CONDITIONS

### **CONFIDENTIALITY**

GM Training Services shall keep confidential any information it may learn about the Customer's trade or business activities except to the extent that the information is already known to GMT or becomes available in the public domain without the fault of GMT.

### **PAYMENT**

Payment shall be made at the time and in the manner stated in the quotation or if no such time and manner are stated, within 28 days following the date of invoice. In the event of non-payment within these terms GMT reserves the right to charge £25 per calendar month on all outstanding accounts. GMT reserves the right to change its quotation price at any time should client course specification change.

### **INSOLVENCY**

If the Customer becomes Bankrupt or makes an arrangement with Creditors to go into Liquidation, GMT may without notice suspend or terminate the Contract or the unfulfilled part thereof immediately.

### **CANCELLATION**

GMT reserves the right to invoice full course fees for courses cancelled within 7 days of the commencement of the start date, courses cancelled within 8 to 14 Days will attract charge of 50% of course fees.

Ten clear working days' notice is required if a candidate's place is to be cancelled. (Applies where per head fees are being charged)

### **LIMITATIONS OF LIABILITY**

GMT shall not be liable for any failure or the consequence of any failure to provide the service described in the quotation if such failure results from circumstances beyond GMT control. For the avoidance of doubt GMT has no obligation, duty or liability in Contract or otherwise beyond that of a duty to exercise reasonable skill and care.

### **LAW**

The Contract between GMT and the Customer shall be subject to the Law of England, and The English Courts shall determine any dispute that may arise under or in relation to the Contract.

### **VARIATION**

The acceptance of any quotation included the acceptance of the foregoing terms, which shall override any conflicting terms, which the Customer may subsequently seek to impose.