

GM Training Services Training Prospectus

Training to Grow Growing with Training



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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).

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 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

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

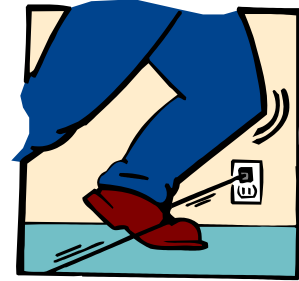
The qualification covers the following topics:

- 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

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

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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.