



**SCHOOLS
COURSE
CATALOGUE**

INTRODUCTION

With 25+ years experience, Premier Partnership is the training partner of choice for a wide range of employers including local authorities, government agencies, the NHS, 'blue light' organisations, universities, and successful private sector companies across the UK.

Named Outstanding Training Organisation of the Year by the Chartered Management Institute (CMI), and shortlisted for the 2021 CIPD People Management Awards in the "Best HR/L&D Supplier" category, we offer a range of dynamic, engaging and creative blending learning tailored to employers' ever-changing needs from core skill programmes to specialist training for the emergency services, NHS and government departments.



Our passionate and professional team has drawn on years of experience to build up a nationwide network of 800+ specialist partners who deliver more than 30,000 courses to the UK public sector and private companies annually, with a 93.5% learner satisfaction rate.

PREMIER PARTNERSHIP AND EALING BOROUGH COUNCIL



Premier Partnership have supported Ealing Borough Council for several years with a wide range of learning and development solutions to support all areas of the council.

Working on the ESPO Framework Contract 383 for the provision of a Managed Training Service, Ealing BC receive a complete service for all training requirements including the sourcing and negotiation with suppliers, course scheduling, delivery, monitoring, administration, evaluation and reporting.

Responding to a surge in demand for L&D services from educational establishments in Ealing, Premier are delighted to open this agreement to schools within the borough who can now book individuals on to the different courses Premier provide. This catalogue gives you an overview of the ESPO agreement, how to book and what training is available for your school.

ESPO TERMS

Working under the ESPO 383-17 framework Premier have with Ealing Council, all schools in the Borough are afforded the same terms in the agreement. These are:

Cancellation Terms:

If the Customer provides at least 5 clear Working Days' notice of cancellation before the planned date of delivery of the course(s), no charges will be payable.

If the Customer gives less than 5 clear Working Days' notice of cancellation before the planned date of delivery of the course(s), the Customer shall pay 100% of the fee for the course(s) as relevant.

Payment Terms:

On receipt of a valid invoice from the Service Provider the Customer shall pay all sums properly due and payable to the Service Provider into their nominated bank account with cleared funds, within 30 Working Days.

Full terms and conditions are available on request by contacting your Relationship Director **kyle.hughes@premier-partnership.co.uk**.

HOW TO BOOK

If you are an existing client with Premier Partnership and have completed a Client Set Up Form, please submit your requirement to your nominated Account Executive.

If you or your school are new to Premier Partnership, please contact your Client Relationship Director: **kyle.hughes@premier-partnership.co.uk** in the first instance, or direct your enquiry to: **enquiries@premier-partnership.co.uk**.

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IOSH WORKING SAFELY

Duration: 1 Day

Course Aims:

To give managers and supervisors an understanding of everyone's safety and health responsibilities in the workplace

Course Objectives:

On completion of this course the learner will be able to:

- Describe the key reasons to manage safety and health in the workplace
- Define the key terms relating to safety and health
- Identify how the law can have an impact on safety and health in the workplace
- Describe how to assess, reduce and control risk in the workplace
- Identify workplace hazards and risks, their impact and how to manage them
- Identify how to evaluate and respond to an incident
- List the benefits and characteristics of an effective health and safety management system
- Describe the principles that underpin good safety and health performance

QUALSAFE EMERGENCY FIRST AID AT WORK

Duration: 1 Day

Course Aims:

The QA Level 3 Award in Emergency First Aid at Work (RQF) is a regulated and nationally recognised qualification designed for those who have a specific responsibility at work, to provide first aid in a range of emergency first aid situations. It is also ideal for people who have a specific responsibility to provide basic first aid in voluntary and community activities.

Course Objectives:

Learners will develop the skills and knowledge needed to deal with a range of emergency first aid situations, including:

- Managing an unresponsive casualty
- CPR
- Choking
- Shock
- Wounds and bleeding and minor injuries

FIRE EVACUATION

Duration: ½ Day

Course Aims:

To provide essential information to fire wardens/marshal to carry out fire drills and fire evacuations safely.

Course Objectives:

By the end of this course delegates will understand/be able to:

- The purpose and requirement of a fire emergency plan
 - The development and maintenance of a fire evacuation procedure
 - Outline the perception and behaviour of people in the event of a fire
 - Outline appropriate training requirements.
- Topics include:
- Emergency evacuation procedures
 - Fire drills
 - Human behaviour during a fire alarm

MANUAL HANDLING

Duration: ½ Day

Course Aims:

To enable people to lift and move loads safely.

Course Objectives:

On completion of this course the learner will be able to:

- Understand the current legislation surrounding manual handling
- Understand and apply the Kinetic Theory approach to manual handling activities
- Understand what is Manual Handling
- Undertake dynamic risk assessment in relation to manual handling operations
- Understand the effects on the body of a poor manual handling technique

MENTAL HEALTH AWARENESS

Duration: ½ Day

Course Aims:

Give you the skills and confidence to deal with the impact of mental health issues in your workplace.

Course Objectives:

On completion of this course the learner will be able to:

- Understand the issues surrounding mental health; including stigma and discrimination
- Understand what is legally required of you under the Equality Act 2010
- Recognise and identify the signs & symptoms
- that someone has a mental health issue
- Confidently deal with the impact of mental health issues experienced by clients/colleagues including difficult conversations & mental health emergencies in the workplace

BASIC LIFE SUPPORT

Duration: ½ Day

Course Aims:

To provide delegates with essential first aid theory knowledge.

Course Objectives:

On completion of this course the learner will be able to:

- Understand the chain of survival Know how to assess casualties
 - Be able to treat choking and shock
 - Know how to give CPR, use an Automatic External Defibrillator (AED)
 - Understand the importance of the recovery position
 - Give first response treatment for Catastrophic bleeding injuries
- Topics include:
- Chain of survival
 - Incident and casualty assessment
 - Choking and shock recognition
 - CPR and AED theory
 - Catastrophic bleeding

MANAGING DIFFICULT CONVERSATIONS

Duration: 1 Day

Course Aims:

This course is designed to help participants develop skills and confidence to tackle challenging conversations, which may arise from managing change and/or performance of teams and individuals.

Course Objectives:

On completion of this course the learner will be able to:

- Identify why some conversations may be defined as difficult
- Describe the steps involved in planning for these conversations
- Demonstrate the skills needed for these conversations and achieve the outcomes required
- Review the specific situations that they find most challenging and have developed strategies for dealing with these.

ASSERTIVENESS AND SELF CONFIDENCE

Duration: 1 Day

Course Aims:

To build an understanding of what assertiveness is and how to demonstrate both self-confidence and assertiveness at work.

Course Objectives:

On completion of this course the learner will have:

- An understanding of what assertiveness is and how it differs from passive, aggressive or passive-aggressive behaviours
- Discussed the benefits of coming across assertively and confidently
- Explored how to come across assertively in both our verbal and non-verbal communication
- Shared some ideas for how to say “No” in a polite and professional way
- Have practised how to use a structured approach to conveying our opinions and views confidently and succinctly

BUILDING RESILIENCE AND STRESS MANAGEMENT

Duration: 1 Day

Course Aims:

To enable participants to understand pressure and stress, and develop their resilience to manage challenging times as effectively as possible

Course Objectives:

At the end of this workshop delegates will have:

- An understanding of:
The difference between pressure and stress
What resilience really means
- Identified some of their own stress indicators
- Explored a range of techniques for minimising the negative impact of stress
- Evaluated which stress management techniques might work best for each of them personally

EMOTIONAL INTELLIGENCE

Duration: ½ Day

Course Aims:

To build an understanding of how to use emotional intelligence to manage the impact we have when engaging with, and influencing, our customers.

Course Objectives:

On completion of this course the learner will be able to:

- Understand the role emotional intelligence plays in empathising with and understanding customers and their needs
- Demonstrate the benefits of being able to read emotions in faces and body language
- Increase their awareness of their own emotions in different situations and how to manage those emotions positively
- Identify various ways of using emotions to connect with, persuade and manage people
- Use tools and techniques that can boost emotional intelligence

NEGOTIATION SKILLS

Duration: 1 Day

Course Aims:

To enable participants to apply a range of techniques and develop the necessary skills in order to be more effective in negotiations with others.

Course Objectives:

On completion of this course the learner will be able to:

- Understand the difference between negotiation and Influencing
- Identify the pros and cons of different negotiating styles
- Use practical techniques and skills for achieving win-win outcomes
- Prepare for and apply a process of negotiation

PERSONAL IMPACT AND EFFECTIVENESS

Duration: 1 Day

Course Aims:

To develop confidence and conviction when dealing with others at work.

Course Objectives:

On completion of this course the learner will be able to:

- Describe and demonstrate how to create impact and build confidence
- Explain the importance of self-awareness in managing your personal impact
- Audit your current impact on others
- Demonstrate an ability to communicate appropriately with others, including senior managers
- Identify what others may want and expect from them
- Explain the importance of taking responsibility
- Describe the key benefits of networking and build a networking plan
- Explain the importance of personal organisation, prioritisation, and time management

MANAGING YOUR TEAM

Duration: 1 Day

Course Aims:

To provide delegates with the essential skills to lead, organise and motivate in order to obtain the best performance from a team by gaining maximum effort, commitment and co-operation from team members in the achievement of objectives.

Course Objectives:

On completion of this course the learner will be able to:

- Identify the skills and characteristics of successful team leaders
- Understand the different leadership styles and strategies for team development
- Understand how to develop your teams' strengths
- Manage different personalities and encourage mutual respect for harmonious team working
- Manage team meetings and briefings and delegate duties effectively
- Resolve conflict and deal with difficult circumstances positively and confidently
- Maintain on-going continuous development of the team.

MANAGING CHANGE

Duration: 1 Day

Course Aims:

To instil confidence within managers when facing and managing change and identify how to do so effectively.

Course Objectives:

On completion of this course the learner will be able to:

- Explain change management concepts and approaches
- Recognise the need for change
- Plan for reactions and resistance to change
- Distinguish between appropriate and inappropriate approaches to managing change
- Manage their own behaviour through change
- Use positive techniques to handle future change

IOSH MANAGING SAFELY

Duration: 1 Day

Course Aims:

To give managers and supervisors an understanding of everyone's safety and health responsibilities in the workplace.

To enable managers and supervisors to recognise how they can influence, control and monitor risk to improve safety and health issues in the workplace.

Course Objectives:

On completion of this course the learner will be able to:

- Describe the key reasons to manage safety and health in the workplace
- Define the key terms relating to safety and health
- Identify how the law can have an impact on safety and health in the workplace
- Describe how to assess, reduce and control risk in the workplace
- Identify workplace hazards and risks, their impact and how to manage them
- Identify how to evaluate and respond to an incident
- List the benefits and characteristics of an effective health and safety management system
- Describe the principles that underpin good safety and health performance

HEALTH AND SAFETY FOR MANAGERS

Duration: 1 Day

Course Aims:

To raise awareness about health and safety in the workplace

To engage staff in understanding and fulfilling their responsibilities for health and safety at work.

Course Objectives:

On completion of this course the learner will be able to:

- Identify how the law can have an impact on safety and health in the workplace
- List the benefits and characteristics of an effective health and safety management system
- Describe the principles that underpin good safety and health performance
- Describe how to assess, reduce and control risk in the workplace
- Identify workplace hazards and risks, their impact and how to manage them

WRITING EFFECTIVE REPORTS

Duration: 1 Day

Course Aims:

To develop the necessary skills to write business reports, focusing on structure and presentation, and building interesting, logical, factual flowing documents.

Course Objectives:

On completion of this course the learner will be able to:

- State the structure for effective reports
- Demonstrate the critical steps to preparation
- Analyse and illustrate findings
- Identify how layout and design increase the readability of your reports
- Write clear, evidence based, compelling conclusions and recommendations
- Proof read and rewrite parts of a document

COACHING SKILLS FOR LEADERS

Duration: 1 Day

Course Aims:

To equip the participants with the necessary confidence, skills and competencies to start to use coaching techniques in their role .

Course Objectives:

On completion of this course the learner will be able to:

- Explain what coaching involves and what it doesn't
- Describe some of the drivers for behaviour and how they might be used in coaching and feedback
- Prepare for coaching and feedback sessions to maximise their effectiveness
- Run sessions using some specific models

RECRUITMENT, SELECTION AND INTERVIEWING

Duration: 1 Day

Course Aims:

To identify the key steps that are required to establish an effective recruitment and selection process that supports organisations in selecting the right people for posts.

Course Objectives:

On completion of this course the learner will be able to:

- Explain the business benefits of using a structured recruitment and selection process
- Identify the legislation that governs recruitment and selection
- Describe how job specifications can be written to encourage strong applicants
- State the different methods an organisation may utilise for the application process
- Describe how interviewers can effectively prepare to interview candidates
- Explain how to help candidates perform effectively at interview.

HANDLING DIFFICULT CONVERSATIONS

Duration: 1 Day

Course Aims:

This course is designed to help participants develop skills and confidence to tackle challenging conversations, which may arise from managing change and/or performance of teams and individuals.

Course Objectives:

On completion of this course the learner will be able to:

- Identify why some conversations may be defined as difficult
- Describe the steps involved in planning for these conversations
- Demonstrate the skills needed for these conversations and achieve the outcomes required
- Review the specific situations that they find most challenging and have developed strategies for dealing with these.

FACILITATING IN THE REMOTE ENVIRONMENT

Duration: 1 Day

Course Aims:

To enable participants to design and deliver facilitated sessions via remote platforms, achieve maximum participation and to be the most effective they can in delivery or content.

Course Objectives:

On completion of this course the learner will be able to:

- Identify how and why training and facilitating remotely is different
- Develop existing F2F strategies for us in the virtual environment
- Use best practice to design and deliver engaging and participative remote events
- Develop confidence in using remote platforms effectively.

INTRODUCTION TO PROJECT MANAGEMENT

Duration: 1 Day

Course Aims:

To equip participants with the necessary skills and knowledge to manage projects.

Course Objectives:

On completion of this course the learner will be able to:

- Understand the skills and competencies required to lead a project
- Know and be able to articulate the qualities of a good project manager and how to motivate teams
- Recognise and effectively manage risks within all types of project work
- Understand the cycle of a project: project initiation, definition, planning, delivery and closure
- Understand time and resources necessary for a project
- Structure how to schedule activities and monitor progress during a project
- Identify how to communicate effectively with others involved in or affected by a project
- Know how to close a project, reviewing success against plans, budgets and benefits.
- Recognise and build key project management skills such as delegating, prioritising, tasking and listening
- Practice dealing with poor performance or disruptive team members
- Build a personal development plan to further develop their capability after the event

TRAIN THE TRAINER

Duration: 2 Days

Course Aims:

To introduce or improve the skills needed for training individuals in the workplace.

Course Objectives:

On completion of this course the learner will be able to:

- Understand the 4 different learning styles and their own preferred learning style;
- Assess the learning needs (and likely preferred style) of their trainees and the range of different delivery methods available to meet these needs;
- Consider how to structure learning sessions to accommodate the different learning styles
- Understand: Kolb's Learning Cycle; the Systematic Approach to Training; and the benefits of planning (using different tools to deliver training sessions);
- Consider the value of writing Learning Aims and SMART Objectives for learning sessions;
- Consider how to measure the impact of the training that has that has been delivered
- Plan, prepare, and Practice delivering a short presentation;
- Practice giving constructive feedback to colleagues

TIME RESOURCE AND PRIORITY MANAGEMENT

Duration: 1 Day

Course Aims:

To enable delegates to consider where their time goes and how effectively it is used. To improve their time management skills, prioritise their workload and maximise the resources available to them.

Course Objectives:

On completion of this course the learner will be able to:

- Identify the key principles behind respecting own and others' time
- Use tools and techniques in order to use time effectively
- Participate in activities to reinforce learning
- Create an action plan for personal improvement in efficiency and effectiveness
- Examine how resources available can help and hinder prioritisation and look at overcoming them.
- Examine how to manage time and other resources assertively

CV WRITING

Duration: ½ Day

Course Aims:

This half-day workshop is for anyone and everyone who has to apply for a job. The workshop focuses on participants' own individual CVs with 1-1 tuition and advice from the tutor.

Course Objectives:

On completion of this course the learner will be able to:

- Produce your own CV.
- Tailor your CV to the Job/Person Specification.
- Eliminate unnecessary material.
- Project confidence and a positive attitude through the words they use.
- Complete an application form.
- Structure and format your CV for maximum impact.

CHANGE MANAGEMENT

Duration: ½ Day

Course Aims:

The purpose of this three hour workshop is to enable the participant to consider the changes that are going on in the organisation and assess how they might deal with them more effectively.

Course Objectives:

On completion of this course the learner will be able to:

- Explain the need for organisational change in an ever changing environment.
- List and describe the stages of the change curve and recognise them in yourself and others.
- Identify the support people might need to help them move through transitions and where to find it.
- Describe the 'Circle of Influence' and why it is important to focus on the things that can be controlled or influenced.
- List ways to keep well whilst going through organisational change and be more resilient.

ENGAGING EQUALLY/WORKING WITH DIVERSITY

Duration: 1 Day

Course Aims:

The course, which is highly reflective and experiential, will raise awareness of patterns of communication that can be influenced by prejudices and stereotypes. It also investigates the use of language and encourages engagement around different cultures, styles and backgrounds. In a clear and non-jargon-filled way, it will also help participants to recognise the moral, business and legal case for Equalities.

Course Objectives:

On completion of this course the learner will be able to:

- Be confident when dealing with issues of diversity.
- Know the underlying case for diversity and equality legislation.
- Be able to talk about aspects of your own culture and background.
- Be able to use language in an appropriate and professional manner.

INTERVIEW SKILLS

Duration: ½ Day

Course Aims:

This workshop is for anyone and everyone who has to attend an interview for a job either within their own organisation or outside it. The workshop focuses on increasing personal confidence in attending interviews and giving participants the opportunity to practise being interviewed in a safe but realistic environment.

Course Objectives:

On completion of this course the learner will be able to:

- Prepare a CV.
- Prepare for an interview.
- Understand competency-based interviewing.
- Assess your transferable skills both for within LBE and outside.
- Recognise and respond appropriately to questioning techniques.
- Provide structured answers to competency-based questions.
- Project positive body language and one's areas of strengths.
- Practise, observe and receive feedback on interview practice sessions.
- Know what type of questions to ask in interviews.

RECRUITMENT AND SELECTION

Duration: ½ Day

Course Aims:

This one-day workshop will enable managers to recruit and select employees in line with Ealing's policies on recruitment and organisational change.

Course Objectives:

On completion of this course the learner will be able to:

- Apply Ealing's procedures around recruiting and interviewing internal candidates.
- Recruit and select staff competently and fairly, meeting legal requirements and best practice guidance
- Use a variety of methods to assess candidates against the selection criteria
- Prepare a range of questions to gather evidence and base their selection decisions on
- Plan to integrate internal staff into the team/service area.

UNCONSCIOUS BIAS

Duration: 1 Day

Course Aims:

The workshop is to provide participants with the opportunity to work on strategies and tools to mitigate the impact of unconscious bias in interactions, processes and structures.

Course Objectives:

On completion of this course the learner will have:

- Discussed and explored what is meant by 'Unconscious Bias' in the workplace.
- Identified instances of unconscious bias in the workplace, explored why these occur and the impact they can have in the workplace.
- Described and applied evidence-based techniques to identify, challenge, prevent and remove areas of unconscious bias in the workplace.
- Demonstrated an increased awareness of their own behaviours and employed techniques to check any personal instances of unconscious bias at work.
- Examined practical strategies, tools and actions to reduce the impact of unconscious bias in decision making and managerial behaviours within the organisation.
- Identified and discussed key areas for their personal and professional skills development.

ASBESTOS AWARENESS

Duration: ½ Day

Course Aims:

To enable individuals to understand best practice when working with or managing the risks from Asbestos

Course Objectives:

On completion of this course the learner will be able to:

- Have an awareness of the properties of asbestos
- Understand the possible health consequences caused by exposure to asbestos
- Identify some of the likely uses and locations for asbestos products in buildings
- Know how to avoid the risks from asbestos
- Explain the general emergency procedures should asbestos be discovered/disturbed

ELECTRICAL SAFETY

Duration: ½ Day

Course Aims:

This course provides delegates with an understanding of the principles, hazards and risks associated with the use of electricity in the workplace and the control measures that should be taken when working with electrical systems or using electrical equipment in all workplace conditions. It also outlines the possible first aid measures required involving electrocution and shocks.

Course Objectives:

On completion of this course the learner will be able to:

- Demonstrate understanding of the legislation around electrical safety.
- Understand how electrical current, voltage and electrical components work.
- Understand the hazards and risks associated with the use of electricity and the effects on the body.
- Assess the risks associated with electrical systems.
- Demonstrate understanding of first aid procedures involving electrical shock.
- Demonstrate understanding of control measures, that should be taken when working with electrical systems.
- To know their limitations.

HEALTH AND SAFETY AWARENESS FOR LINE MANAGERS

Duration: ½ Day

Course Aims:

To provide staff with an understanding of the general principles of health and safety and their own responsibilities in the workplace. The workshop will provide delegates with specific content on common workplace hazards and measures to improve their own safety and the safety of others.

Course Objectives:

On completion of this course the learner will be able to:

- Appreciate their legal, moral and financial responsibilities.
- Have discussed Types of hazards in their workplace.
- The nature of hazards associated with workplace activities.
- The control measures for key hazards.
- Be aware of policies and procedure in their workplace and the impact using the current Ealing council Policy.

LONE WORKER AND DIFFICULT SITUATIONS

Duration: 1 Day

Course Aims:

To impart the knowledge of the risks and controls to personal safety while lone working.

Course Objectives:

On completion of this course the learner will be able to:

- Identify what systems and processes are in place to keep staff and service users safe.
- Explain the importance of reporting incidents
- Describe what could constitute as a risk or an unacceptable behaviour.
- Define what personal actions can be considered to improve basic personal safety
- Explain the stages of prevention, diffuse and withdrawal.
- Explain importance of debriefing after incidents and Identify options to maintain resilience.

FIRE WARDEN (without live fire)

Duration: ½ Day

Course Aims:

This programme provides staff with an understanding the basic principles and procedures of being a Fire Warden/Marshal to maximise fire safety.

Course Objectives:

On completion of this course the learner will be able to:

- Understand fire regulations.
- Be aware of their role and responsibilities.
- Be aware of human behaviour involving fires.
- Understand the chemistry of fire and how fire spreads.
- Be aware of hazards and how to spot them.
- Understand the fire safety features within buildings.
- Understand the different types of extinguisher and how to use them.
- Have the knowledge of what action to take if needed in an emergency.
- Organise safe evacuation procedures

RISK ASSESSMENTS

Duration: ½ Day

Course Aims:

This programme provides staff with an understanding the basic principles and procedures of conducting a risk assessment.

Course Objectives:

On completion of this course the learner will be able to:

- Identify hazard and likelihood data and assess risks.
- Identify tools and techniques to be able to priorities risk.
- Record general risk information effectively and appropriately.
- Implement general risk control strategies and recommend short to long-term risk controls.
- Define general risk management requirements, responsibilities and accountabilities.
- Carry out quality assurance of the general risk assessment processes.
- Develop an auditable approach to assist general risk management.

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