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<https://www.trainingdevelopmentacademy.com>

Equality & Diversity Course

Areas covered

- What is meant by the term 'equality and diversity'
- Consequences of inequality
- Human rights
- The Equality Act
- Inclusive and exclusive models of society
- Promoting inclusion
- Creating fairer workplaces

Who is it aimed at?

This course is useful for all levels of employee and can be used as part of the induction process for new employees.

Duration: Assessment: 20 – 40 minutes, Multiple-choice questions

Display Screen Equipment (DSE)

Display Screen Equipment (DSE) Short Course is designed to ensure that users of DSE set up their work stations effectively and ergonomically, avoiding the health risks associated with their use. Learners undertaking this course will learn what DSE is, the health risks associated with its use, how to use DSE appropriately and the importance of correct posture and regular breaks. Finally, the course will outline the kind of support employers should provide for users of DSE at work.

Areas covered

- What is DSE?
- DSE health risks
- Workstation design
- Correct working position for DSE
- Portable equipment
- Identifying risks and safe working practices
- Eye tests and eyewear
- Assessing DSE

Who is it aimed at?

Any employee or manager who works with display screen equipment, such as display screens, laptops, touchscreens and other similar devices. This course can be used as a stand-alone module or included in an induction programme.

Duration: Assessment: 20 – 40 minutes, Multiple-choice questions

Introduction to Fire Safety in the workplace

Statistics published by the government suggest that more than 15,000 fires occur in workplaces and places where people gather in England every year. That works out at more than 40 fires every day.

Areas covered

- identifying the hazards and risks associated with fire in the workplace
- the main causes of fire in the workplace
- how fires start and how to reduce the likelihood of this occurring
- the duties, roles and responsibility of different people in the workplace in relation to fire safety
- what is meant by a 'means of escape' and the importance of maintaining them

Who is it aimed at?

All staff, particularly new starters in any workplace, where a basic understanding of fire safety is required.

Duration: 40 – 60 minutes, Multiple-choice questions

Level 2 Fire Safety

This course offers a comprehensive guide to best practice when it comes to fire safety. Ideal for managers, supervisors, team leaders, fire marshals and staff working in any area where there is a potential risk of fire. The course is also ideal for employee inductions.

Areas covered

- Introduction to fire safety
- The characteristics of fire
- Fire safety legislation
- Assessing and managing risk

Who is it aimed at?

This course is particularly useful for managers, supervisors and fire marshals and all staff working in any area of the business where there is the potential risk of fire.

Duration: 2 – 3 hours, Multiple-choice questions

Level 1 Health & Safety

The HSE estimates that there are approximately 600,000 non-fatal workplace accidents in Britain each year. Equipping workers with an awareness of how to work safely can minimise the risk of harm to your workforce. The costs associated with workplace injuries can be catastrophic

This course is an ideal introduction to health and safety in the workplace. Ideal as part of an induction process or awareness training for those working in low risk jobs the course covers the 8 key modules of an RQF level 1 health and safety qualification.

Areas covered

- Accidents including slips, trips and falls
- Legal responsibilities • Hazardous substances (COSHH)
- Workplace health, safety and welfare
- Work equipment
- Fire
- First aid
- Manual handling

Who is it aimed at?

Ideal for employee inductions, or anyone working within a low-risk environment.

Duration: 1 - 2 hours, Multiple-choice questions

COVID-19 Secure Office

Returning to work and continuing our way of life is a growing concern among many people in these difficult times. We have developed our COVID-19 Secure for Offices course to help protect your staff and give them the confidence to carry out their daily duties while knowing how to prevent infection within an office environment.

Areas Covered

- Coronavirus
- Risk assessment
- Getting to work • Common areas
- Working with customers and colleagues
- Cleaning
- Face and body coverings
- Handling deliveries
- Accidents and incidents
- Raising concerns

Who is it aimed at?

Ideal for employees returning to an office environment after working from home or being on furlough. This course covers all the areas of preventing infection when working within offices and provides the necessary office protocols to stay safe in relation to COVID-19

Duration: 40 – 60 minutes, Multiple-choice questions

Level 2 Customer Service

Good customer service is good for business. Ensure customer service in your business hits the right note with our e-learning. Learners will understand what is meant by, and how to deliver, good customer service in your organisation.

Areas Covered

- Customer service principles
- Customers' needs and expectations
- Behaviour and interpersonal skills
- Responding to problems or complaints

Who is it aimed at?

The course is useful for staff, managers and apprentices working within any business.

Duration: 1 - 2 hours, Multiple-choice questions

First Aid at Work

Legally, employers must provide adequate and appropriate equipment, facilities and personnel to ensure their employees receive immediate attention if they are injured or taken ill at work. Our First Aid at Work e-learning course gives learners the opportunity to undertake online first-aid training

Areas Covered

- Understanding the role and responsibilities of a first-aider
- Assessing an incident
- Managing an unresponsive casualty
- Recognising and assisting a choking casualty
- Managing a casualty – external bleeding and shock
- Managing a casualty – minor injury
- Conducting a secondary survey
- Administering first aid to a casualty with injuries (bones, head and spinal injuries, suspected chest injuries, burns or eye injuries, sudden poisoning or anaphylaxis, or a suspected major illness)

Who is it aimed at?

The course is ideal for any employee or manager who wishes to become a first-aider in the workplace.

Duration: 4 - 5 hours, Multiple-choice questions

Manual Handling

Come on, put your back in to it! In most jobs, in almost all sectors, there are elements of manual handling. And with the moving of objects there is often questionable advice from well-meaning friends and colleagues. Injuries as a result of manual handling equate to over one-third of all workplace injuries. This course provides the knowledge and skills to avoid you becoming a part of that statistic.

Areas Covered

- The definition of manual handling
- The LITE stairway to safety
- Safe lifting techniques
- Correcting lifting techniques
- Lifting with more than one person
- Examples of manual handling

Who is it aimed at?

Ideal for employee inductions, refresher training or anyone who will be involved in manual handling as part of their job role. The course can also be used as part of the on programme

element of the new apprenticeship standards, supporting the knowledge, skills and behaviours apprentices need to effectively integrate into the workplace.

Duration: 30 – 40 minutes, Multiple-choice questions