

'Our Business is Your Future'
— Celebrating our 30th Year



Mercia
Management Ltd

Mercia

Training Programme 2012

Electrical Training Health and Safety First Aid I.T. Training Human Resources
Management Training Personal Development Consultancy Services
Apprenticeships National Vocational Qualifications

Welcome to Mercia p2

Apprenticeships p3

Commercial Training Department & Mercia Retainer Service..... p4

Electrical

Changes to City & Guilds Courses under BS7671:2008, the 1st Amendment	p5
Fast Track Private NVQ	
Electrotechnical Level 3 City & Guilds 2356	p5
Electrical Awareness (Mercia Accredited)	p5
Portable Appliance Testing	
The Management of Electrical Equipment Maintenance C&G 2377-32.....	p5
Portable Appliance Testing	
Inspecting and Testing C&G 2377-22.....	p5
2382-12 Requirement for Electrical Installations 17th Edition	
Wiring Regulations.....	p6
Certificate in Fundamental Inspection, Testing & Initial Verification C&G 2392-10	p6
2394 Level 3 Initial Verification of Electrical Installations	p6
2395 Level 3 Periodic Inspection, Testing and Reporting of Electrical Installations.....	p6

Health & Safety

Emergency First Aider in the Workplace (EFAW).....	p7
First Aid at Work Qualifier (FAAW).....	p7
First Aid - Re-Qualifier	p7
First Aid - 'Bolt On' Options or Stand Alone Sessions.....	p7
Fire Marshalls	
+ 'Bolt-On' optional Use of Fire Extinguishers.....	p8
Fork Lift Truck Training (RTITB Accredited)	p8
Pendant Crane & Slings / Lifting Training.....	p8
Control of Substances Hazardous to Health	
CIEH Principles of COSHH	p8
CIEH Level 2 Award in Health & Safety in the Workplace	p9
IOSH Managing Safely	p9
NEBOSH – General Certificate in Occupational Health and Safety	p9
NEBOSH – Fire Safety & Risk Management Certificate	p9
Risk Assessment: CIEH Level 2 Award in Principles of Risk Assessment	p10
Risk Assessment: CIEH Level 3 Award in Risk Assessment Principles and Practice	p10
Safety in the Mounting and Use of Abrasive Wheels	p10

Asbestos Awareness.....	p10
Safe Working in Confined Spaces	p10
Confined Space Entry.....	p10
Safe Working with Display Screen Equipment.....	p10
Safe Working at Heights	p10
Level 2 Award in Principles of Manual Handling (CIEH Accredited)	p11
Safe Manual Handling - Training the Trainer.....	p11
Safe Techniques for Manual Handling (Inanimate Objects)	p11
Safe Techniques in Moving/Handling People	p11
SPA – Safety Passport Alliance - Passport to Safety.....	p11

Information Technology

Information Technology.....	p12
-----------------------------	-----

Human Resources

Discipline, Grievance and Employee Counselling	p13
Developing an Absence Management Policy.....	p13
Dealing with Absence	p13
Interviewing and Selection	p13
Avoiding Discrimination and Harassment in the Workplace	p13
Performance Development and Reviews	p13
Integrated Quality, Environmental & Safety System Auditing	p14
Internal Quality Systems Auditing ISO9001:2008.....	p14
Internal Environmental System Auditing ISO14001	p14

Management

ILM Award in Team Leading (VRQ Level 2)	p15
ILM Certificate in Team Leading (VRQ Level 2)	p15
ILM Award in First Line Management (VRQ Level 3).....	p15
ILM Certificate in First Line Management (VRQ Level 3).....	p15
ILM Award in Management (VRQ Level 5).....	p15

Personal Development

Achieving Excellence in Customer Service	p16
Telephone Techniques.....	p16
Assertiveness	p16
Presentation Skills.....	p16
Time Management	p17
Train the Trainer	p17
CIEH Level 3 Award in Training Skills & Practice (TSP)	p17
CIEH Level 3 Award in Preparing to Teach in the Lifelong Learning Sector (PTTLs).....	p17

Booking Form.....	p18
--------------------------	------------

Welcome to the Mercia Management Ltd Training Programme for 2012

We are delighted to welcome you to our 30th Anniversary course and services brochure. As always, it is crammed with course ideas and guidance to fulfil your staff development and training requirements.

Remember we are here not only to assist with training but we can help you with your Employment, HR and Health & Safety issues too.

Please take a moment to browse through our brochure. We're confident that we can bring the solutions that strengthen the foundations of your business.

Visit our website:

www.merciamanagement.co.uk

Head Office & Training Facilities:

Mercia Management Ltd.
55 Waterloo Road
Wolverhampton
WV1 4QQ

t: 01902 713552

f: 01902 390960

e: sales@merciam.co.uk

A detailed map is available on our website.

Mercia Management Ltd is an Equal Opportunities Employer.

Mercia Management are proud to work in conjunction with the following organisations:



Apprenticeships

Mercia Management can offer your organisation the chance to access Government subsidised Apprenticeship programmes; these can be delivered to your existing staff or to staff that we can help you recruit.

Through our successful Apprenticeship scheme, we provide quality training and development programmes. These nationally recognised qualifications are delivered directly to your staff in the workplace. We can support Apprenticeships in the following sectors:

- Engineering
- Electrical Engineering
- Business Administration
- Information Technology
- Customer Service
- Engineering Manufacture
- Engineering Maintenance
- Supporting Teaching and Learning in Schools (Teaching Assistants).

Who is eligible? All staff aged 16+.

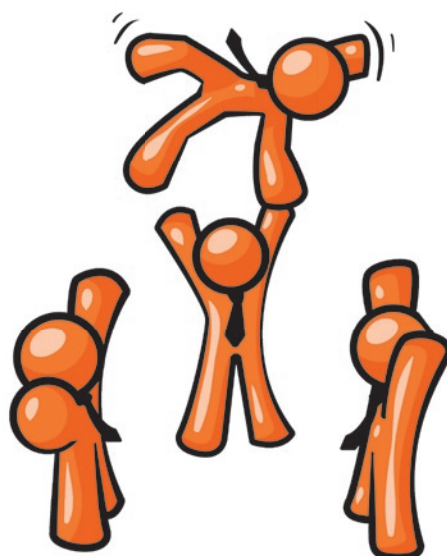
Who pays the training cost?

The majority of costs for qualifications are Government funded.

Can I get help with recruiting a suitable Apprentice?

We can help you recruit a suitable Apprentice. Mercia Management can also work with you to check eligibility of your current staff and help you access training at the lowest cost possible.

Please contact the Recruitment Team on 01902 713552 to discuss your requirements further.



Commercial Training Department

Our team of dedicated sales personnel are on-hand to offer advice and information on Health and Safety, First Aid at Work, Management Training and numerous courses to suit your needs. Courses are held publicly at Mercia Management or alternatively they can be held In-Company at your premises and tailored to your industry's specific requirements.

All our expert tutors have a wealth of experience in their field and we aim to deliver the best possible training for you and your employees.

Please contact us on 01902 713552

Helen Nicks BA (Hons) M.A.

Commercial Training & Marketing Manager

Samantha Powell

Commercial Training Consultant

Sue Turner

Commercial Training Administrator

Course Objectives

All courses have additional information available which has not been printed in this programme. For course overviews please contact the sales team.

Booking Instructions

- Simply photocopy the booking form on page 18.
- Note the terms and conditions of booking.
- Complete all sections clearly, a separate form is required for each course you require. (Extra booking forms are available by fax, email or post)
- Sign each form.
- Payment is required on booking unless a credit account has been agreed. Include your Purchase Order numbers where necessary.
- All cheques to be made out and posted to Mercia Management Ltd.
- If you would like to pay by credit/debit card please call us with your card details.
- Post or fax the booking form back to us at least ten working days prior to course commencement, fax 01902 390960.
- We will get confirmation out to you as soon as possible.

Mercia Retainer Service

Health, Safety, Employment Law & Policies Complying with Health & Safety legislation & Employment Law is a continuous requirement for all employers. Mercia offer the services of qualified professionals at a fraction of the price of recruiting your own staff.

How the Service Operates Subscribers will have a confidential telephone link with the appropriate Mercia advisor for advice and guidance on HR and health and safety matters. As members of the Mercia Retainer Service you will be entitled to the following (dependent on your preferred option):

- Preparation of a Safety Policy or review your existing Policy (including free site survey & report) or review your Contracts of Employment.
- Annual review and updating of your Safety Policy
- Reporting of accidents to the Health & Safety Executive
- Use of our name to assure customers you receive professional advice
- Advice on Health & Safety issues
- Advice on Employment Conditions & Contracts
- Advice on Discipline, Redundancy and Equal Opportunities & Discrimination
- Quarterly Advice Line newsletter
- Telephone advice line available 0900 to 1700 hours Monday-Friday.

Advice Line News To ensure companies are aware of the latest developments in Employment, Safety Law & Training issues, Mercia produces a quarterly newsletter

for members. A company may choose either of the following services:

Option 1 Membership for Health & Safety or Employment Law

Option 2 Membership for both services

Note: Additional services can be provided at a price agreed with the client, as and when needed, as detailed below:

- Provision of accredited Health & Safety training
- Writing Contracts of Employment
- Safety Audits/Site Inspections
- Writing of Employee Handbook & Company Policies
- Accident Investigations
- Development of Discipline & Grievance Procedures
- Fire Precautions/Planning/Risk Assessments/First Aid Training/Advice
- Training on Employment Issues
- Plant & Tool Training/Advice on Inspection/Maintenance
- Full Risk Management Package inc. General Risk COSHH, Manual Handling, Noise, PPE, DSE Assessments etc.

For more information please contact:

Jenni A. Spencer Retainer Membership & Employment Law Advice

David Walters, Grad IOSH, MIIRSM, Dip NEBOSH Health & Safety Consultant/Tutor

Changes to City & Guilds Courses under BS7671:2008, the 1st Amendment.

The new 1st Amendment BS7671:2008 (2011) Requirement for Electrical Installations: IET Wiring Regulations 17th Edition, came out in July 2011 and comes into effect 1st January 2012.

All City & Guilds courses requiring BS7671:2008 (2011) knowledge have been updated to comply to this new standard. With these, a number of courses are being redeveloped to bring them in line with the QCF, the Qualifications and Credit Framework.

City & Guilds courses affected are as follows:

- 2382-10 17th Edition Wiring Regs (Level 3)
- 2392-10 Fundamental Inspection, Testing and Initial Verification (Level 2)
- 2391-10 Inspection, Testing and Certification of Electrical Installations (Level 3)
- 2377-11 & 12 Portable Appliance Testing

All electrical course information is current to City & Guilds specifications at time of going to press (October 2011). Further qualification updates are due to be announced, please call for details.

Fast Track Private NVQ

Electrotechnical Level 3 City & Guilds 2356

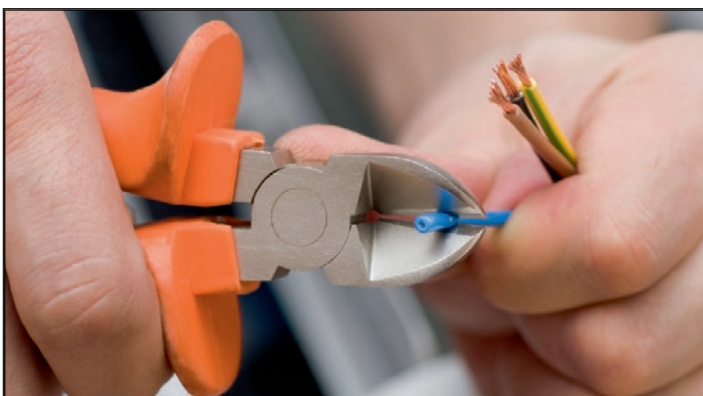
Applications for a JIB 'Gold Card' (ECS) currently requires the delegate to hold an Electrotechnical NVQ 3 and work at 'Fully Qualified Electrician' status.

This course is aimed at experienced and practicing electricians (holding the C&G 2330, 2360 or equivalent) who need a quick turnaround for the NVQ 3 award.

The qualification is attained by evidence gathered from the workplace, which is assessed and verified by our centre staff.

Registrations available to 31st July 2012.

Start this course at a time to suit you and work and complete at your own pace.



Electrical Awareness (Mercia Accredited) (1 day)

Description

This short course is aimed at providing non electrical personnel with the skills and knowledge to enable them to carry out specified electrical maintenance.

Main Course Objectives

Proposed outcomes include: Statutory requirements of working with electricity, hazards of electricity, safe isolation procedures, preparing and terminating conductors, basic circuit components recognition, basic testing procedures etc. Many companies use this course to help introduce flexibility to their workforce as part of a multiskilling programme. The course has a 'hands-on' practical

approach, placing emphasis on safe working practice and on the development of useful, practical skills.

Who Should Attend

The structure and content of the course is aimed at those who currently fulfil a maintenance role, for example mechanical fitters and is designed to provide basic electrical skills such as first-line electrical maintenance tasks. It is also aimed at anyone simply wishing to improve their current skills base and C.V.

There is no requirement for prior electrical knowledge or qualifications.

Training Dates

Please call for details

Portable Appliance Testing

The Management of Electrical Equipment Maintenance C&G 2377-32
(1 day + online exam)

Description

This course is for managers and all other personnel who have the responsibility for setting up and monitoring an inspection system for portable appliance testing.

Training Dates

Please see 2377-22 below

Delegates must bring a copy of the IEE Code of Practice for In-Service for Inspection and Testing of Electrical Equipment (3rd Edition) (ISBN: 9780863418334)

Portable Appliance Testing

Inspecting and Testing C&G 2377-22
(1 day + online + practical exam)

Description

This is a course designed for practitioners who undertake the inspection and testing of portable appliance equipment.

Delegates must bring a copy of the IEE Code of Practice for In-Service for Inspection and Testing of Electrical Equipment (3rd Edition) (ISBN: 9780863418334)

Training Dates (PAT 32 & 22)

6th March **Exam** 7th March,
14th June **Exam** 15th June,
18th Oct. **Exam** 19th Oct.

**(Closing date for enrolment is one week prior to exam)
It is essential for delegates on both of the PAT courses to have a basic understanding of electrical safety.**

2382-12 Requirement for Electrical Installations 17th Edition Wiring Regulations (BS7671: 2008 incorporating amendment No.1: 2011)

This qualification replaces the 2382-10 & 2382-20.

Delegates who have already achieved the 17th Edition qualification can either:-

- Attend a half day seminar to study the 1st Amendment prior to sitting the 2 hour online exam, which will test the whole of the 17th Edition not only the changes or
- Attend the three-day course before taking the exam.

Amendment Half Day Training Dates (2 hour exam) (17th Edition Holders only)

20th January (Exam 20th January)
12th March (Exam 12th March)
25th May (Exam 25th May)

17th Edition Three-day Course 2382-12 Training Dates: (2 hour exam)

10th, 17th & 24th February (Exam 27th February)
14th, 21st & 28th May (Exam 29th May)
14th, 21st & 28th September (Exam 1st October)
5th, 12th & 19th November (Exam 20th November)

Please note: both courses require that delegates need to bring their own copies of the IEE Wiring Regulations 17th Edition BS7671:2008 ISBN: 9781849192699
(Closing date for the enrolment is one week prior to the exam)



Certificate in Fundamental Inspection, Testing & Initial Verification C&G 2392-10 (2 days + Online Exam + Practical Assessment)

Description

This qualification is designed as a first step qualification in inspection and testing. It is aimed at the less experienced in this area and is designed to introduce candidates to the basic aspects of inspection and testing and verification process.

Who Should Attend

Practicing Electricians with responsibility for inspection, testing and certification of electrical systems. Electricians who require an update prior to going onto the 2394 & 2395. Applicants must hold the C&G 2382 qualification.

(Closing Date for enrolment is one week prior to exam)

Training Dates

20th & 27th February.
Practical Exam 5th March.
Online Exam 6th March.

10th & 17th September.
Practical Exam 24th September.
Online Exam 25th September.

Delegates must bring copies of the following:
IEE Wiring Regulations 17th Edition BS7671:2008 ISBN: 9781849192699

IEE Guidance Note 3 Inspection & Testing (5th Edition) ISBN 9780863418570 (To April 2012)
From April onwards:
IEE Guidance Note 3 Inspection & Testing (6th Edition) ISBN 9781849192750



The 2391-10 Inspection, Testing Certification of Electrical Installations has been split into two Level 3 qualifications:-

2394 Level 3 Initial Verification of Electrical Installations (One Knowledge Test + One Practical Assessment)

Deals with electrical installation certificates and Minor Electrical Installation Works Certificates.

Training Dates:

Please call for details.

2395 Level 3 Periodic Inspection, Testing and Reporting of Electrical Installations (One Practical Assessment + One Written Exam)

Covers Electrical Installation Condition Reports.

Training Dates:

Please call for details.

Delegates must bring copies of the following:
IEE Wiring Regulations 17th Edition BS7671:2008 ISBN: 9781849192699

IEE Guidance Note 3 Inspection & Testing (5th Edition) ISBN 9780863418570 (To April 2012) From April onwards: IEE Guidance Note 3 Inspection & Testing (6th Edition) ISBN 9781849192750

These courses are not suitable for beginners. For an introductory course to these programmes please see 2392-10. In addition to relevant practical experience, delegates must possess a good working knowledge of BS7671 to C&G 2382 standard.

Registration for the 2391-10 closed on 31st December 2011. If you are already registered for the full qualification and hold the 2391-302 but need to sit the theory exam 2391-301 unit, we are running two exams sittings on 15th March 2012 (enrol by 31st January) and 12th July 2012 (enrol by 31st May).

The correct health and safety education can help you avoid learning from costly mistakes. Let us provide you with a solid foundation in workplace health and safety standards and courses.

We are one of the leading providers of NEBOSH and IOSH courses, manual handling and core health and safety training. Mercia's courses are perfect for occupational safety professionals seeking qualification for career development or any member of the workforce looking to increase health and safety awareness and skills.

Our expert advisors are also available for on-site Risk and Fire Assessments to keep companies fully up to date with all the latest health and safety rules, regulations and training needs.

Also see: Retainer Service — Page 4

Emergency First Aider in the Workplace (EFAW) (1 day) (HSE Approved)

Description

This course provides first aid knowledge and skills for emergency response and provides back-up support for the company first aiders.

Who Should Attend

The course qualifies all successful candidates to act as the 'Emergency First Aider' in the workplace in accordance with Health and Safety Executive recommendations.

Main Course Objectives

By the end of the course, candidates will have confidence and knowledge to provide Emergency Aid.

Training Dates

22nd February,
12th June,
9th October.

First Aid at Work Qualifier (FAAW) (3 days) (HSE Approved)

Description

This certificated course is designed for personnel requiring to be trained in accordance with the Health and Safety Executive.

Who Should Attend

All personnel designated Company First Aiders.

Main Course Objectives

To ensure that all the delegates understand the Regulations and their necessity and have the confidence and knowledge to provide First Aid treatment.

Training Dates

16th, 17th & 23rd January;
20th, 21st & 27th February;
22nd, 23rd & 29th March;
23rd, 24th & 30th April;
24th, 25th & 31st May;
18th, 19th & 25th June;
12th, 13th & 19th July;
10th, 11th & 17th September;
11th, 12th & 18th October;
12th, 13th & 19th November;
3rd, 4th & 10th December.

First Aid Re-Qualifier (2 days) (HSE Approved)

Description

All personnel who hold a First Aid Certificate must renew it within THREE YEARS. This course offers a refresher designed in accordance with the Health and Safety (First Aid) Regulations (1981). A copy of the candidate's original First Aid at Work Certificate must be supplied for auditing purposes.

Who Should Attend

All personnel designated Company First Aiders and holding an existing valid First Aid Certificate.

Main Course Objectives

To update existing certificate holders and renew certification.

Training Dates

26th & 27th January,
13th & 14th February,
12th & 13th March,
19th & 20th April,
14th & 15th May,
21st & 22nd June,
16th & 17th July,
23rd & 24th August,
27th & 28th September,
15th & 16th October,
26th & 27th November,
13th & 14th December.

First Aid

'Bolt On' Options or Stand Alone Sessions

First Aid with Casualty Simulation

One day Course in First Aid including realistic casualty scenarios adapted to your business requirements. e.g. burns, electrical shock, falls, crush injuries etc.

Pediatric First Aid

One day sessions available for fully qualified First Aiders, two-day courses for non qualified people.

Automated External Defibrillator (AED)

Half day session for fully qualified First Aiders and CPR trained individuals. Half day session for re-qualifiers and one day course for people with no previous

CPR training.

Basic Life Support (BLS) - (½ Day)

Anaphylaxis - (½ Day)

Oxygen Administration - (½ Day)

Specific Trauma Treatments - (½ Day)

Epilepsy - (½ Day or 1 Day)

Safeguarding - (1 Day)

All of the above courses are delivered In-Company or at Mercia offices, tailored to your specific requirements by our fully qualified and experienced trainers.

Please call us for details.



**Fire Marshalls (½ day)
+½ day 'Bolt-On' optional Use of Fire Extinguishers**

Description

The training is aimed at personnel who are existing or recently elected Fire Marshalls and will emphasise specific duties and responsibilities of this important role. This course is intended to outline the theory of fire, fire classification and the requirements for fire procedure and evacuation.

Training Dates

15th March,
27th June,
25th October.



Various bespoke fire training courses are available.

Please call to discuss your requirements.

**Control of Substances Hazardous to Health
- CIEH Principles of COSHH (½ Day)**

Description

An important part of managing safety in the workplace is the control of hazardous substances. Apart from the requirement of the Health and Safety at Work Act (1974) there are COSHH Regulations (2002) placing specific requirements on those who control hazardous substances.

Who Should Attend

Anyone required to handle or control areas using hazardous substances including Managers, Supervisors and operators at all levels.

Main Course Objectives

To understand the requirements of the COSHH regulations.

To enable interpretation of Material Safety Data Sheets, and review control measures objectively.

Training Dates

Please call for details

**Fork Lift Truck Training (RTITB Accredited)
Counterbalance and/or Reach
(In-Company)**

Courses include

3 to 5 Day training for Novices
2 to 3 Day training for Experienced but unlicensed
1 Day training to renew licences

Conversion Training

1 day for 1 candidate
1½ days for 2 candidates
2 days for 3 candidates

Who Should Attend

Novice and Experienced FLT drivers catered for.

Main Course Objectives

Please call the sales team to discuss your particular requirements.

Training Dates

Please call for details.



Fork Lift Instructor Training Courses also available.

- All delegates attending Fork Lift Truck training will be registered on the NORS website as a legal requirement.
- Each delegate must bring 2 passport sized photographs of themselves to their training.

Pendant Crane & Slings / Lifting Training (In-Company)

Description

The above courses offer two day training for novice level candidates or a one or two day refresher course for experienced candidates. This training is carried out on the customers premises with a maximum rate of 3 trainees per instructor.

Training Dates

Please call for details.

In-Company training also available:-

- Banksman Training
- Mobile Elevated Work Platform (IPAF or RTITB accredited)
- Tower Scaffold Training (PASMA or non-accredited)

Definitions:

Novice

Little or no prior experience of driving any type of fork lift truck.

Experienced

Has had at least 3 months experience of driving a fork lift truck but has had no formal training.

Conversion

Already certificated on one type of truck e.g. has received formal training and certification on a counterbalance fork lift truck and now needs to operate a reach fork lift truck.

CIEH Level 2 Award in Health & Safety in the Workplace (1 day including exam)

Description

This course incorporates the fundamental health and safety knowledge necessary across all occupations and is intended to give a good knowledge of health and safety principles. Upon successful completion, delegates will receive the nationally recognised CIEH Level 2 Award in Health & Safety in the Workplace.

Who Should Attend

Accommodates all levels of employee.

Main Course Objectives

- To make delegates aware of their responsibilities under relevant Health and Safety Legislation.

Training Dates

14th March,
11th July,
8th November.

IOSH Managing Safety (Institute of Occupational Safety and Health) (4 days including exam + work based project)

Description

Designed for Supervisors and Managers who need to manage health and safety. This four day course (exam on last day plus a work-based project) covers the topics necessary to manage safety in compliance with health and safety legislation. On successful completion of the course, delegates will receive an accredited IOSH certificate, which is a foundation qualification.

Who Should Attend

Managers, Supervisors, Safety Executives and Safety Committee members who

have specific health and safety responsibilities at work.

Main Course Objectives

- Delegates will gain an in-depth understanding of management principles in relation to health and safety issues.
- Understand the legal requirements placed on employers, employees, contractors etc.

Training Dates

- A** 28th & 29th February,
6th & 7th March,
B 28th & 29th June,
5th & 6th July,
C 24th & 25th September,
1st & 2nd October.

NEBOSH - General Certificate in Occupational Health and Safety (10 days + 2 exam days)

Description

The Management of Health and Safety at Work Regulations 1999 requires, that an employer must appoint one or more persons who are "competent in health and safety matters". This nationally recognised qualification is the most appropriate route for gaining sound initial training in occupational safety and health. It is the foundation course for people who wish to progress in health and safety practice or for managers with specific responsibilities with regard to this activity.

Who Should Attend

Managers, Supervisors, Safety Executives and Team Leaders.

Main Course Objectives

- To enable facilitation of an effective pro-active approach to health and safety.
- A stepping-stone towards further progress onto the NEBOSH Fire Safety & Risk Management Certificate.

NEBOSH Diploma and/or degree in Safety, Health and Environmental Studies.

- Successful candidates can be accepted by the International Institute of Risk and Safety Management (IIRSM) for Associate Membership (AIIRSM), and where individuals can show five years health & safety experience along with their NEBOSH General Certificate pass they can apply for IOSH Technician Membership (Tech IOSH)

Training Dates

4th, 11th, 18th & 25th April;
2nd, 9th, 16th, 23rd & 30th May;
6th June.
Written Exams: 15th June.
Practical Exam: TBA.

26th September;
3rd, 10th, 17th, 24th & 31st October;
7th, 14th, 21st & 28th November.
Written Exams: 7th December.
Practical Exam: TBA.

NEBOSH - Fire Safety & Risk Management Certificate (5 days + 2 exam days)

Description

The NEBOSH Fire Safety & Risk Management Certificate is widely acclaimed as the leading accredited fire safety qualification in the UK. The course constitutes the fire safety elements of the qualifications (FC1 and FC2) and is ideal for anyone with responsibilities under the Regulatory Reform (Fire Safety) Order 2005.

Who Should Attend

Managers, Supervisors, Employee representatives and those embarking on a role with fire safety responsibilities.

Main Course Objectives

- To equip holders with skills and knowledge to contribute to the conduct and review of fire risk assessment, fire prevention and protective measures within most workplaces.
- Help organisations meet their legal duties under fire safety and general health & safety law and to protect both people and business reputation.

Training Dates

17th, 23rd & 24th February;
1st & 2nd March.
Written Exam: 9th March (pm)
(Enroll by 15th January)

16th, 22nd, 23rd, 29th & 30th November.
Written Exam: 7th December (pm)
(Enroll by 15th October)

Designed for those who have already achieved the NGCI unit of the National General Certificate within the past five years.

IOSH & NEBOSH courses are available In-Company.

Dates to suit you.

Please call for details.

Risk Assessment: CIEH Level 2 Award in Principles of Risk Assessment (1 day)

Description

The CIEH Level 2 Award is designed to help improve the workplace culture for occupational health and safety.

therefore give all employees the ability to contribute to the process and act always to protect their own health and safety and that of others.

Who Should Attend

Raises employees awareness of the concept of risk assessment in the work environment therefore suitable at all staff levels.

Training Dates

Please call for details.

Main Course Objectives

- Its main purpose is to enable learners to understand the basic principles of risk assessment. This qualification will

Safety in the Mounting and Use of Abrasive Wheels (½ day)

Description

Under the Provision and Use of Work Equipment Regulations (1998) companies are required to train their employees in the safe use of abrasive wheels and grinding machines.

surrounding this area.

- To train in health and safety in such areas as handling, storage, dressing, balancing and potential hazards.

Training Dates

31st January,
26th April,
30th August,
5th December.

Who Should Attend

Supervisors, persons who mount abrasive wheels and Managers with the responsibility for Health and Safety.

Main Course Objectives

- To inform and update the delegate in current legislation and regulations

Risk Assessment: CIEH Level 3 Award in Risk Assessment Principles and Practice (1 day + work based project)

Description

There is a legal requirement under the Health and Safety at Work Act (1974) to provide safe systems of work and a safe working environment. This requirement is extended to include risk assessments and planning of operations by several of the regulations. This one day course is designed to look at the general requirements of many of these regulations and learn the techniques of risk assessment.

implementing safe systems of work and maintaining a safe working environment.

Training Dates

8th March,
13th September.

Who Should Attend

Any person who will be expected to either enforce company policy or arrange workplaces in any way that may affect the health and safety of employees, visitors, contractors and members of the public.

Main Course Objectives

- To ensure that the persons have an understanding and working knowledge of the requirements of the law surrounding risk assessments, planning and

Asbestos Awareness (½ day)

Safe Working in Confined Spaces (½ day)

Confined Space Entry (1 day)

Safe Working with Display Screen Equipment (½ day)

Safe Working at Heights (½ or 1 day)

All the above courses are delivered on an In-Company basis.

Training is tailored to meet your specific requirements, arranged on dates to suit you and offers an efficient and cost effective option for staff group training.



Manual Handling

—Health & Safety Training

Level 2 Award in Principles of Manual Handling (CIEH Accredited)

(½ day) (No practical session)

Description

HSE figures for industrial accidents reported each year show that manual handling, lifting and carrying of loads causes most "over three-day" injuries. The Manual Handling Operations Regulations (1992) give employers guidance on the measures which should be taken to avoid injuries resulting from manual handling.

Who Should Attend

Anyone who undertakes manual handling operations or is responsible for those that do.

Main Course Objectives

- This course looks at correct procedures for manual handling to ensure legislative compliance and also ensures that delegates are aware of the problems that incorrect handling can cause and how.

Training Dates

10th February,
14th June,
23rd October.

Safe Manual Handling —Training the Trainer

(1-2 people 1 day, 3-6 people 2 days)

Description

Formal training techniques and presentation skills for persons who have the responsibility to instruct others in manual handling.

Training Dates

Please call for details.



Safe Techniques for Manual Handling

(Inanimate Objects)

(CIEH Accreditation optional)

(1 day inc. practical session)

Description

This course is more in-depth than the half day option and includes a practical session giving full instruction and practical guidance on safe lifting techniques.

Training Dates

Please call for details.

Safe Techniques in Moving/Handling People

(1 day including practical session)

(In-Company Only)

Description

Practical based course including requirements of Health & Safety rules for lifting, use of slings/hoists, principles of movement, risk assessment and correct patient lifting techniques.

Training Dates

Please call for details.

SPA – Safety Passport Alliance

—Passport to Safety

(1 day)

Description

The passport is a nationally recognised accredited training course designed to provide proof that basic Health & Safety has been covered. A Safety Passport Card will be issued on successful course completion.

Who Should Attend

Managers, Supervisors, Team Leaders, Operators and Installation Engineers.

Main Course Objectives

- To provide an awareness of current and future British and European Legislation and provide delegates with basic health and safety training and industry led specific safety issues.

Training Dates

19th March,
18th July,
26th October.

Delegates will need to bring 2 passport sized photographs of themselves and their National Insurance Number to the training session.

Computer training totally customised to your needs and your budget.

Our IT tuition is designed to enable you to develop computer skills across a wide range of Office applications including Word, Excel, PowerPoint, Publisher, Access and Outlook.

Training is delivered through tailored workshops, either for small groups, 2+ delegates or as one to one coaching.

Half or full day sessions based entirely on your requirements are held either at your premises or at Mercia Management.

You choose the dates.

Please call the sales team to discuss your specific requirements.

Benefits Include:

- Dates to suit you.
- Tailored training to meet your specific needs.
- Skills needs analysis.
- Delegates from your own organisation.
- Freedom to develop questions and ideas.
- Cost and time effective.

for example learn how to use...

- **Word for letters, reports, mail merge, tables and flyers.**
- **Excel for accounts, charts, graphs and data records.**
- **PowerPoint for presentations.**
- **Publisher for flyers, newsletters, business stationery, calendars and brochures.**
- **Access for client databases and business records.**
- **Outlook for email, diaries, reminders and planners.**

- Introductory, Intermediate or Advanced levels.
- Individuals or group training catered for.
- Half day, full day or block bookings available.



Our H.R. courses have a strong emphasis on workplace application; no matter what stage of your career you are at we will have a level of study to suit.
One-to-one and group training available, please

Speak to us on 01902 713552 and ask us about our In-Company pre-course consultation.

Also see: Employment Law Retainer Service — Page 4

Discipline, Grievance and Employee Counselling (1 day)

Description

Employers who mishandle discipline and grievance issues in the eyes of tribunals will automatically be committing an unfair act. This allows tribunals to award 50% extra on unfair dismissal claims etc. This workshop will practice applying discipline, dealing with grievances and counselling for performance or conduct improvement.

Main Course Objectives:

- Update on current legislation and ACAS Code of Practice.
- To understand the steps

required in disciplining employees.

- To reduce the risk of complaints to the Employment Tribunal.
- To be aware of current legislation and good HR practice.
- To train management on the correct methods of handling discipline, grievance.

Who Should Attend:

Managers in production, service or administrative functions who have responsibility for employee discipline.

Interviewing and Selection (1 day)

Description

This one day workshop examines the pitfalls of interviewing and selection and gives guidance on job interviewing and selection techniques to avoid costly mis-match and discrimination.

Main Course Objectives:

- To practice interviewing

using candidate and job requirement specifications.

- To understand the need to avoid discrimination in employee recruitment.

Who Should Attend:

Staff responsible for recruitment and selection of personnel.

Avoiding Discrimination and Harassment in the Workplace (1 day)

Description

Discrimination awards by tribunals are unlimited. The law is also becoming more complex due to European law. This workshop covers the practical application of equal opportunities and avoidance of tribunal claims.

Main Course Objectives:

Course sample contents include:

- Current legislation and codes of practice.
- Direct and indirect discrimination avoidance in recruitment.
- Promotion and training.
- Harassment and bullying.
- Handling complaints.
- Pending legislation.

Who Should Attend:

Management and Senior Employees.

Performance Development and Reviews (1 day)

Description

Many Managers have responsibility for reviewing their staffs' performance within a formal appraisal system. To work properly, performance development needs to be supported by the very special skills of appraisal interviewing

Main Course Objectives:

- Identifying the purpose and scope of the performance review.

- Outline preparation steps to review.
- Conducting the review.
- Identify training and development needs and set performance improvement targets.
- Using the review as an opportunity to facilitate change.

Who Should Attend:

Directors, Managers and others responsible for conducting performance reviews.

Developing an Absence Management Policy (½ day)

Description

Absence Management costs all business sectors millions of pounds each year. Reduction and control of absence requires a clear absence

monitoring policy and action plan to improve it.

This programme is designed to develop an effective policy for both short and long term absence.

Dealing with Absence (½ day)

Description

The CBI and Chartered Institute of Personnel Development reported that during 2010 in the UK some 190 million working days were lost due to absence. It is calculated that each employee took an average 6.5 days off sick which amounted to a loss of approximately £17bn. to employers. This programme introduces delegates to the practical

methods of dealing with absence, understanding how to conduct return to work interviews, dealing with long-term sickness absence, and applying discipline and counselling to improve attendance.

Who Should Attend:

Directors, Managers, Supervisors and anyone who has to deal with and monitor absence.

Equality & Diversity (1 day)

Description

This programme is appropriate for those who wish to gain underpinning knowledge and understanding of equality & diversity. It will specifically enable learners to understand the legal issues, conduct, codes of practice and policies surrounding the creation of a culture

that promotes equality and values diversity.

Main Course Objectives:

Programme elements include:

- The key features of a culture which promotes equality and values diversity.
- The importance of the promotion of equality and valuing of diversity for an

effective workplace.

- Understanding behaviour appropriate to the promotion of equality and valuing of diversity.
- How to actively help others in the promotion of equality and valuing of diversity.
- How to contribute effectively to promote equality and value diversity.

Who Should Attend:

Open to all who are preparing to work, or who are already working in a wide range of occupational areas inc. Team Leaders, Managers, Senior Administrators, Trainers and Assessors.

Integrated Quality, Environmental & Safety System Auditing (1 or 2 days)

Description

This course provides a practical workshop on the needs and requirements for undertaking effective internal audits of integrated quality and environmental systems. The workshop will enable your company to develop a team of internal auditors capable of objectively assessing the system to ISO9001:2008,

ISO14001:2004 and OHSAS 18001 requirements. Throughout the course we will focus on using internal audits of the integrated systems as a continuous improvement tool and not just as a means of gaining or maintaining registration.

Main Course Objectives

- The need and benefits of an integrated system.

- Quality/Environmental shared procedures and distinct procedure.
- Audit requirements, a guide to conducting audits.
- Practical audits on the company system.
- Evaluation of audits undertaken.

Who Should Attend

This is aimed at organisations who operate integrated Quality

ISO9001:2008, Environmental ISO14001:2004 & OHSAS 18001 operating systems.

Training Dates

In-Company Training, customised to your own specific requirements. An in depth 2 day workshop also available.

Internal Quality Systems Auditing ISO9001:2008 (1 or 2 days)

Description

This course provides a practical workshop on the needs and requirements for undertaking effective internal audits of the quality system. The workshop will enable your company to develop a team of internal auditors capable of objectively assessing the system to ISO9001:2008 requirements. Throughout the course we will focus on using internal audits of the quality system as a continuous improvement tool and not just as a means of gaining or maintaining registration.

- Establishing a quality system.
- Assessment and registration.
- Audit requirements, a guide to conducting audits.
- Making internal audits part of your continuous improvement programme.

Who Should Attend

Any personnel at any level nominated by their company to serve as an Internal Quality Auditor.

Training Dates

In-Company Training, customised to your own specific requirements. An in depth 2 day workshop also available.

Main Course Objectives

- The need for quality assurance.

Internal Environmental System Auditing ISO14001 (½ or 1 day)

Description

The half day workshop aims to provide information about the principles of environmental management systems. Delegates will have an understanding of how to gain management commitment, identify environmental aspects, write an environmental policy and implement environmental management programmes. The one day workshop enables your company to develop a team of internal auditors capable of objectively assessing the system to ISO14001 standards in terms of compliance with your manual.

Main Course Objectives

- The need for an EMS.
- Establishing an EMS, integration with ISO9001:2008.
- Audit requirements, a guide to conducting audits.
- Practical audits on the company system.
- Evaluation of audits undertaken.

Who Should Attend

Any personnel at any level nominated by their company to serve as an Internal Quality Auditor.

Training Dates

In-Company Training, customised to your own specific requirements.

Institute of Leadership and Management Training

The Institute of Leadership and Management (ILM) is an awarding body which aims to build leadership and management at the individual, team and organisational levels. ILM provides managers in every sector and at every level with the active support they need to advance in management.

These ILM programmes lead to nationally recognised qualifications and ILM membership.

All our ILM programmes are also available as In-Company training.



Award in Team Leading (VRQ Level 2)

(3 day programme)

Certificate in Team Leading (VRQ Level 2)

(10 day programme - 7 day if Award already taken)

Description

A programme for those who are ideally already working in formal teams or groups whether as team leaders or team members. This highly practical programme can generate significant payback for your employer in terms of cost savings and quality improvements in your workplace. There are no formal entry requirements.

For those wishing to attend a shorter programme, we also offer the **Award in Team Leading (VRQ Level 2) which consists of the first 3 days only of the 10 day Certificate programme.**

Sample Course Contents:

Developing Yourself as a Team Leader, Developing the Work Team, Maintaining a Healthy and Safe Work Environment, Motivating the Work Team to Perform, Using Information to Solve Problems.

Award Training Dates:

14th, 21st & 28th March;
12th, 19th & 26th June;
11th, 18th & 25th September.

For Certificate Level: Please call for details.

Certificate in First Line Management

(VRQ Level 3) (15 day programme — 10 days if Award previously taken)

(Please call for details)

Description

Both the Award and the Certificate in First Line Management qualifications are designed to improve your performance in your organisation through their strong focus on your specific job role. These highly practical programmes can generate significant payback for your employer in terms of cost savings and quality improvements in your workplace. Successful candidates on either the Award or Certificate

programme become eligible for Associate Membership of ILM (AMInstLM)

Sample Course Contents:

Building the Team, Solving Problems and Making Decisions, Achieving Objectives through Time Management, Introduction to Leadership, Understanding the Communication Process in the Workplace, Managing Conflict in the Workplace, Managing Stress, Motivating to Perform in the Workplace, Managing Projects etc.

Award in First Line Management

(VRQ Level 3)

(5 day programme)

Description

A programme for those people who are likely to become or already are, first line managers but have had little or no formal training. Successful candidates on either the Award or Certificate programmes become eligible for Associate Membership of ILM (AMInstLM)

Sample Course Contents:

Building the Team, Solving Problems and Making Decisions, Achieving Objectives through Time Management, Introduction to Leadership,

Understanding the Communication Process in the Workplace, Managing Conflict in the Workplace.

Training Dates:

- A** 19th January, 2nd & 16th February, 1st & 15th March,
- B** 17th & 31st May, 14th & 28th June, 12th July,
- C** 20th September, 4th & 18th October, 1st & 15th November.

Award in Management

(VRQ Level 5)

(7 day programme)

Description

The Award in Management is for those people likely to be either practising or aspiring middle managers, particularly for those who have received little or no formal management training, but who may hold a degree qualification. They are highly practical programmes and can generate significant payback for your employer in terms of cost savings and quality improvements in your workplace. Successful Award candidates become eligible to apply for Associate

Membership of ILM (AMInstLM).

Sample Course Contents:

Understanding the Management Role, Leading Innovation and Change, Managing Stress and Conflict in the Organisation, Managing Projects in the Organisation.

Training Dates:

13th & 27th September, 11th & 25th October, 8th & 22nd November, 6th December.

Achieving Excellence in Customer Service (1 day)

Description

Do you really care for your customers? This course trains individual staff to develop excellent communication skills whether face to face or by telephone etc. The training encourages the treating of other colleagues as internal customers and leads the delegates to a first class approach to customer service.

Who Should Attend

All staff dealing with external and internal customers.

Main Course Objectives

- To develop a positive and realistic approach towards customers and colleagues and to create a higher level of customer satisfaction.

Training Dates

Please call for details.

Assertiveness (1 day)

Description

When dealing with people – the real success is the ability to achieve an outcome where everyone is satisfied. This course explores the way in which to improve communication with others and recognise the difference between passive, aggressive and assertive behaviour.

Who Should Attend

People at all levels who need to improve their confidence and personal effectiveness.

Main Course Objectives

- To understand and practice the skills of assertive behaviour and achieve more through direct and clear communication.

Training Dates

Please call for details.

Telephone Techniques (1 days)

Description

The telephone today is the most widely used form of communication due to its convenience, cost effectiveness and speed. However, this creates more unskilled users than efficient ones. This course is designed to enhance the skills of anyone who spends time on the telephone from receptionist to the sales team.

Who should attend

This course has been designed to upgrade any

personnel involved in the use of the telephone at work.

Main Course Objectives

- To demonstrate the importance of a professional approach.
- To accentuate the advantage of teamwork
- To be aware of the impression your company makes to customers over the telephone

Training Dates

Please call for details.

Presentation Skills (1 or 2 days)

Description

This course examines and trains in all areas of presenting and speaking confidently and effectively to groups of people.

Who Should Attend

1 day – aimed at delegates with little presentation experience.

2 day – for delegates with no previous experience.

Main Course Objectives

What is Communication?
Key interpersonal skills, pitfalls and problems and how to overcome them.

What is Confident Speaking?
Voice control, material collection and preparation, impact, timing and clarity of delivery.

Training Dates

Please call for details.



Time Management (1 day)

Description

Time management is extremely important. Do you ever find yourself saying "there aren't enough hours in the day"? Do you suffer information overload? Do you find it hard to delegate? Do you find it difficult to say No? Do you often take work home with you or work late? Because of work, do you spend less time with your family than you'd like? This course finds solutions to all these (and more) and puts you back in charge of your time and your workload.

Who Should Attend

Any person wishing to improve their personal

effectiveness and performance at work and to develop more control over their time.

Main Course Objectives

- Acquire techniques to take a close look at current work patterns, identify where time is lost and make appropriate change.
- Learn how to use wasted time more effectively and find time you never knew you had.
- Understand the reasons for delegation of work.

Training Dates

Please call for details.

Train the Trainer

(1-2 people 1 day - 3-6 people 2 days)

Description

This is a course for staff faced with the responsibility of training company personnel. Candidates practice formal training & presentation techniques for the workplace trainer. It focuses on practical job instruction.

Who Should Attend

Team Leaders, Supervision & Management who have no formal training qualifications or limited experience. This course is suitable for office, warehouse & production staff with responsibility for training.

Main Course Objectives

- To recognise common methods of identifying training needs of employees.
- To review common training methods & identify the appropriateness of each.
- Recognise the use & advantage of coaching and mentoring.
- Understand the role of trainer, coach & mentor.
- To analyse job/tasks & produce suitable training aids & documents.

Training Dates

Please call for details.

CIEH Level 3 Award in Training Skills & Practice (TSP) (3 days + micro-teaching session)

Description

This is the benchmark trainer skills qualification for CIEH registered trainers delivering training that is not publicly funded. It is ideal for first-time trainers who need to understand the basics of training skills and practice or those looking to refine their techniques.

Who Should Attend

This is an essential qualification for anyone wishing to become a CIEH registered trainer or to update and refresh their training skills and practice.

This qualification encourages a flexible approach to training delivery that takes account of the learners' needs and preferences. It covers initial assessment, planning and preparation, training delivery, assessments and evaluation.

Main Course Objectives

- Understand your own role and responsibilities in relation to training.
- Understand appropriate training and learning approaches in a specialist area.
- Demonstrate your session planning skills.
- Understand how to deliver inclusive sessions that motivate learners.
- Understand the use of different assessment methods and the need for record keeping.

Training Dates

Please call for details.

CIEH Level 3 Award in Preparing to Teach in the Lifelong Learning Sector (PTLS) (5 days + 1 micro-teaching session + 2 written assignments)

Description

This qualification sets the minimum standard for all those in or entering the teaching, learning and development sector. It introduces the knowledge and skills required by teachers to develop and deliver programmes, provide learning support and take responsibility in managing the learning process in post-16 education.

Who Should Attend

Anyone entering teaching or training roles or already in-service who needs to achieve the minimum threshold status as a teacher within the following:

- Further Education College
- Adult and community learning centre
- Work-based learning or training organisation

Since 2010 anyone who teaches courses that are publicly-funded now has to be qualified. This qualification meets the basic minimum

standard for those entering the lifelong learning profession and confers a threshold licence to teach.

Main Course Objectives

- Understand your own role, responsibilities and boundaries of role in relation to teaching.
- Understand appropriate teaching and learning approaches within a specialist area.
- Demonstrate your session planning skills — plan, deliver, observe and evaluate a micro-teaching session.
- Understand how to deliver inclusive sessions that motivate learners.
- Understand the use of different assessment methods.
- Understand and analyse the need for accurate record keeping and procedures that can be adopted — including internal and external assessment information.

Training Dates

Please call for details.

For the attention of Fax number



Mercia
Management Ltd

Mercia Management – Course Booking Form

Company Name:	Contact:
Address:	
Post Code:	
Tel No:	Email:
Fax No:	

Course details:

Title:	Course Date/s:	Venue:
---------------	-----------------------	---------------

Delegates Name/s:	Position:	Dietary/Learning or Access Difficulties etc.:	Fee:
1.			
2.			
3.			
4.			

Company contact name:

Name: (Print)	Position:
Signature:	Date:

Payment is due on course booking

Cheque enclosed for **£** (plus VAT)
Debit/Credit Card payments – please call us on 01902 713552

OR for agreed credit accounts state your

Purchase Order Number:

Please Return to:

Mercia Management Limited,
55 Waterloo Road, Wolverhampton WV1 4QQ
Tel: 01902 713 552 Fax: 01902 390 960

Data Protection Act 1998
Mercia Management is registered with the Information Commissioners Office for Data Protection. The information you provide on this form may be recorded on a database for information purposes only.

Payment of Fees
Fees include tuition, documentation and refreshments as applicable. To book, please send your payment together with this booking form. It is a condition of booking that payment is made in advance. On receipt of payment joining instructions will be forwarded at least 7 days prior to the course date. A VAT invoice will follow separately.

Cancellation & Transfer of Bookings
Cancellation of any course will be subject to charges as follows: termination notice received over 21 days prior to course commencement – no charge, between 10 and 20 days – 25% of course cost, less than 10 days – 100% of the course cost will be due. Where delegates fail to attend a course the full course cost shall be invoiced. **Transferring Courses** - if a delegate wishes to transfer to a later course there will be an administration charge of 25% of the course fee if it is within 15 working days of the original course date. Only one transfer is permitted, if the transfer is cancelled and the delegate fails to attend, the full course fee remains payable. Delegates pre-booked onto a course may be **substituted** by another delegate at any time prior to commencement to the course at no additional cost, although details of this change should be notified to Mercia at the earliest opportunity. We reserve the right to cancel or change any course at any time without prior notice & for whatever reason. In such circumstances, all monies will be refunded unless an alternative date can be agreed.



Mercia
Management Ltd

Mercia

55 Waterloo Road
Wolverhampton
WV1 4QQ

Tel: 01902 713552
Fax: 01902 390960

email: sales@merciam.co.uk

www.merciamanagement.co.uk