

2019

Training Courses and Assessments

First aid at work • Health & safety training
Emotional resilience training • Mental health training



mohs
workplace health

♥ *Bringing health to life*



ISO 9001 2015 FS 557227



Training Courses and Assessments 2019

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What we offer

- **Experienced trainers** – we deliver our courses in a professional yet relaxed way
- **Delegate interaction** – we encourage feedback after each session to help maintain/improve relevance, quality and our own high standards and expectations
- **Quality assurance** – MOHS undergoes annual ISO 9001 audits and our trainer teaching skills are audited regularly
- **Flexible approach** – we can tailor bespoke training courses for your workplace, e.g. we can combine or adapt courses to meet your specific needs, budgets and equipment
- **Training centre** – fully equipped facilities in West Bromwich* just off M5 junction 1 with limited free car parking

*We can also deliver our courses at clients' premises for larger groups of delegates.

Who we are

MOHS Workplace Health is an established, trusted reputable provider of accredited quality training courses and assessments.

A registered charity, we also specialise in occupational health, employee wellbeing and health promotion for organisations in both the private and public sectors.

To book a course or assessment

- email training@mohs.co.uk
- call 0121 601 4041
- go online at www.mohs.co.uk
- write to MOHS Workplace Health Ltd, 83 Birmingham Road, West Bromwich, B70 6PX
- fax 0121 601 5357

A packed lunch is available for £6 + VAT per person on full day courses. Please order at the time of booking.

Please visit www.mohs.co.uk/training-courses/ for course schedules, updates and any extra dates.

FIRST AID AT WORK TRAINING COURSES

Choosing a training provider

English law states that employers must provide adequate and appropriate equipment and personnel to assist injured or ill colleagues.

Organisations must conduct their own needs assessment to ensure that their first aiders are taught best and relevant practices in the first instance and that they maintain their learning and qualifications.

Our quality training team delivers sessions that comply with all the relevant standards and legal obligations that delegates will need to help them administer first aid at work to an exceptionally high standard.

This quality assurance includes us meeting all criteria of the pro forma checklist devised by the Health and Safety Executive (HSE) to help employers evaluate the competence of their first aid training providers.

The right knowledge can save lives

Workplace incidents in which people are hurt or injured will always happen. But having a trained first aider on hand can make a world of difference. Their presence and knowledge could even save an employee's life.

Our first aid courses provide practical 'hands on' learning combined with theoretical knowledge, and are designed to develop ability and instil confidence in workplace first aid delegates.

Legal compliance

Compliance with first aid at work legislation is statutory for all UK businesses. This legislation requires organisations to carry out a 'needs assessment' of their first aid requirements that considers:

- hazards and risks in the workplace
- number of employees
- accident history
- lone workers or those who need to travel as part of their role

This 'needs assessment' will determine whether an organisation requires its first aiders to go through the three day primary **first aid at work (FAW)** course or the one day **emergency first aid at work (EFAW)** course.

MOHS can help you undertake your company's unique needs assessment. For details on the ways we can help you, call 0121 601 4041 or email training@mohs.co.uk.

After successfully completing either course, the first aider receives a certificate valid for three years.

To renew their respective certificates **before** they expire, first aiders will need to either attend a two-day **FAW** requalification course or retake the one-day **EFAW** course.

Ideally, first aiders should complete relevant refresher courses within the three-month period prior to their certificate's expiry date. If they fail to requalify, HSE states[†], *"Once certificates have expired the first aider is no longer considered to be competent to act as a workplace first aider."*

In addition, the HSE states[†], *"it is strongly recommended that first-aiders undertake annual refresher training."*

Organisations should select first aiders who:

- are generally fit and healthy
- possess an aptitude to absorb knowledge and skills
- can cope with stressful and physically demanding emergency procedures
- have duties that do not prevent them going immediately to an emergency
- have a good knowledge of English

We also advise organisations to appoint an additional first aider to cover absences.

[†]<http://www.hse.gov.uk/firstaid/first-aid.htm>

Information contained in this booklet was correct at time of going to print.

Anaphylaxis

Duration	3 hours
Qualification	basic life skills, anaphylaxis certificate
Cert Validity	1 year
Cost	£80 + VAT pp
Dates	As required
Venue	MOHS Training Centre*
Places	6*

A short yet informative course for anyone who needs training to deal with a severe allergic reaction.

Course overview

- Care of the unconscious casualty
- CPR
- Signs and symptoms of anaphylaxis
- Management of anaphylaxis

It is recommended this course is repeated annually.

* We can deliver group training onsite at clients' premises for between 3 and 12 delegates

Defibrillator Training

A sudden cardiac arrest (SCA) occurs when the heart suffers an electrical malfunction that causes it to beat irregularly.

Casualties become unconscious and lose a pulse within seconds. They can die within minutes unless they receive immediate treatment through defibrillation.

Defibrillation remains the only treatment proven to restore a normal heart rhythm.

In the UK, there are more than 30,000 sudden cardiac arrests every year. The survival rate is less than 1 in 10.

The victim's chance of survival falls by around 7 – 10% with every minute that defibrillation is delayed.[†]

MOHS can train people how to use an AED, even tailoring the course to meet the requirements of a client's own defibrillator.

[†]Source: British Heart Foundation

Automated External Defibrillator (AED)

Duration	4 hours
Qualification	AED proficiency certificate
Cert Validity	1 year
Cost	£470 + VAT
Dates	As required
Venue	Client's premises*
Places	Max 8 delegates

An automated external defibrillator (AED) is a portable electronic device that uses electrical therapy to stop cardiac arrhythmia, allowing the heart to establish an effective rhythm.

This course is highly recommended for employees with access to an AED. No previous first aid training is required but qualified first aiders will find it useful to extend their life saving skills.

Course overview

- Recognition of responsiveness
- Emergency procedures
- CPR
- Correct use of AED

*Defibrillator training is **also available at MOHS Training Centre** on set dates for interested parties who want to learn how to save lives using a defibrillator.

2019 dates (all AM start):	Jan 28 th	Feb 13 th	Mar 28 th	Apr 23 rd	May 2 nd	Jun 17 th
Cost: £63.50 + VAT pp	Jul 22 nd	Aug 19 th	Sep 6 th	Oct 14 th	Nov 11 th	Dec 16 th

Automated External Defibrillator (AED) Requalification

'AED Requal' is a short refresher course that we hold at clients' premises*. It's for people who have completed the AED course and are due for reassessment.

*Defibrillator requalification training is also available at MOHS Training Centre on set dates for people wanting to take a refresher course.

Duration	2 hours
Qualification	AED certificate of competence
Cert Validity	1 year
Cost	£335 + VAT
Dates	As required
Venue	Client's premises*
Places	Max 8 delegates

Cost: **£40 + VAT pp** | 2019 Dates:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
AM	11 th	26 th	12 th	4 th	23 rd	10 th	8 th	9 th	27 th	30 th	22 nd	13 th
PM	28 th	13 th	28 th	23 rd	2 nd	17 th	22 nd	19 th	6 th	14 th	11 th	16 th

AED defibrillator and AED training offer

We can offer a new AED defibrillator and the accompanying AED training course for up to eight employees delivered onsite by one of our highly experienced trainers, for an amazing discounted price.

For more details, contact us direct - training@mohs.co.uk - or visit our website.

Primary First Aid at Work (FAW)

Duration	3 consecutive days or 1 day per week over 3 consecutive weeks
Qualification	first aid at work certificate
Cert Validity	3 years
Cost	£225 + VAT pp
Dates	Jan 7-9, 15-17, 22-24, 28-30 Feb 4-6, 13-15, 19-21, 26-28 Mar 4-6, 11/18/25, 13-15, 19-21 Apr 2-4, 9-11, 15-17, Apr 29 th -May 1 st May 8-10, 14-16, 20-22, 28-30 Jun 4/11/18, 4-6, 11-13, 24-26 Jul 4/11/18, 2-4, 16-18, 29-31 Aug 5-7, 13-15, 20-22 Sep 2-4, 11-13, 17-19, 23-25 Oct 1-3, 1/8/15, 15-17, 21-23, 29-31 Nov 4-6, 12-14, 18-20, 26-28 Dec 2-4, 10-12, 16-18
Venue	MOHS Training Centre*
Places	12

Dates in **black** run over three consecutive days while dates in **red** are held one day a week over three consecutive weeks.

FAW is a comprehensive three-day training course covering all the practical skills required by a first aider in the workplace. It will equip the delegate with the confidence and knowledge to cope with first aid situations.

Course overview

- Role of the first aider
- Managing an emergency / situation assessment
- Recording incidents and actions
- Use of available equipment
- Preventing cross infection
- Providing treatment for:
 - bones, muscles, joints, spine, chest, eyes
- Treating injuries / conditions such as:
 - cuts, grazes, bruises
 - minor burns / scalds
 - small splinters
 - sudden poisoning
- Treating casualties who are:
 - unconscious (including seizure)
 - choking
 - wounded
 - bleeding
 - in shock
- Recognising onset of major illness and providing appropriate treatment for:
 - heart attacks
 - strokes
 - epilepsy
 - asthma
 - diabetes
 - anaphylactic shock
- Introduction to Automated External Defibrillator (AED)

*We can deliver group training onsite at a client's premises for up to 12 delegates for £1,990 + VAT



First Aid at Work (FAW) Requalification

FAW Requalification updates the practical skills and knowledge of first aiders who need to renew their FAW certificate.

First aiders must complete the two-day course before their FAW certificate expiry date to maintain the qualification otherwise they will need to retake the full three day FAW course again.

Course overview

It covers the same content as the Primary First Aid at Work course (see previous page), plus any new recommendations or updates.

Duration	2 days
Qualification	FAW certificate
Cert Validity	2 years
Cost	£145 + VAT pp
Dates	Jan 9-10, 14-15, 23-24 Feb 7-8, 11-12, 18-19 Mar 4-5, 11-12, 20-21 Apr 1-2, 15-16, 24-25 May 9-10, 16-17, 20-21 Jun 5-6, 19-20, 26-27 Jul 1-2, 10-11, 23-24 Aug 1-2, 12-13, 27-28 Sep 9-10, 16-17, 25-26 Oct 9-10, 21-22, 28-29 Nov 7-8, 12-13, 25-26 Dec 2-3, 9-10, 18-19
Venue	MOHS Training Centre*
Places	12

*We can deliver group training onsite at a client's premises for up to 12 delegates for £1,230 + VAT



Emergency First Aid at Work (EFAW)

Duration	1 day
Qualification	EFAW certificate
Cert Validity	3 years
Cost	£123 + VAT pp

Dates	Jan 4, 31
	Feb 6, 25
	Mar 7, 26
	Apr 8, 29
	May 8, 28
	Jun 3, 18
	Jul 9, 25
	Aug 8, 29
	Sept 5, 23
	Oct 7, 24
	Nov 4, 21
	Dec 5

Venue	MOHS Training Centre*
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Places	12
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EFAW is a one-day course for first aiders who do not need the three-day first aid at work (FAW) course.

Course overview

- Role of the first aider
- Managing an emergency / situation assessment
- Recording incidents and actions
- Preventing cross infection
- Use of available equipment
- Treating minor injuries (cuts, grazes, burns and scalds)
- CPR
- Health and safety (first aid) regulations

It also provides instruction on dealing with casualties who are:

- unconscious (including seizure)
- wounded
- bleeding
- choking
- in shock



*We can deliver group training onsite at a client's premises for up to 12 delegates for £925 + VAT

First Aid at Work (FAW) Annual Refresher - CPR

Duration	3 hours
Qualification	certificate of attendance
Cert Validity	n/a
Cost	£42 + VAT pp

Dates	Jan 3, 18, 25
	Feb 1, 12, 22
	Mar 8, 27
	Apr 8, 18, 26
	May 2, 14, 30
	Jun 10, 17, 28
	Jul 8, 16, 29
	Aug 5, 19, 29
	Sept 2, 11, 20
	Oct 4, 14, 25
	Nov 11, 15, 29
	Dec 5

Venue	MOHS Training Centre
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Places	12
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FAW Annual Refresher is a short but important session that allows qualified first aiders to update their skills and knowledge during their first aid certificate validity period.

HSE strongly recommends that trained first aiders refresh their knowledge and update their skills annually.

The course covers existing, new, and/or revised procedures.



*We can deliver group training onsite at a client's premises for up to 12 delegates for £335 + VAT

Emergency Paediatric First Aid

Emergency Paediatric First Aid is an accredited qualification one day course. It provides professionals working with young children, e.g. teachers, au pairs, childminders, nursery staff, playgroup leaders, with the skills and confidence to assess and react appropriately to an emergency.

The course provides theoretical and practical training in emergency first aid techniques that are specific to children with ages ranging from infancy to the onset of puberty.

Course overview

- Responsibilities and reporting
- Assessment of the situation
- Resuscitation
- Dealing with an unresponsive casualty
- Minor injuries
- Epilepsy
- Wounds and bleeding

Duration	1 day
Qualification	Level 3 Certificate Award
Cert Validity	3 years
Cost	£85 + VAT pp
Dates	As required
Venue	MOHS Training Centre*
Places	12



*We can deliver group training onsite at a client's premises for up to 12 delegates for £720 + VAT

Paediatric First Aid

The Paediatric First Aid two day course fulfills the requirements of EYFS. It enables first aiders to deal promptly and competently with situations that may arise when supervising or caring for babies, infants and young children.

Course overview

Covers all the elements delivered in the Emergency Paediatric First Aid syllabus (see above) plus additional topics such as:

- fractures and dislocations
- injuries to the head, neck, back, eyes, ears or nose
- bites or stings; burns or scalds
- minor injuries
- chronic medical conditions
- sudden illness
- anaphylaxis and shock

Duration	2 days
Qualification	Level 3 Certificate Award
Cert Validity	3 years
Cost	£125 + VAT pp
Dates	As required
Venue	MOHS Training Centre*
Places	12



*We can deliver group training onsite at a client's premises for up to 12 delegates for £1,100 + VAT

HEALTH AND SAFETY TRAINING / ASSESSMENTS

Safe working practices are essential to help protect the workforce. They're also a legal requirement under legislative acts, including the Health and Safety at Work Act 1974 (HASAWA).

We've designed our courses/assessments to meet all corporate requirements and ensure delegates develop knowledge and best practice methods to minimise workplace risks.

Delegates will achieve a greater understanding of the principles of their course, acquire necessary skills and contribute to reducing the potential for injuries and incidents.

Fire Safety Award Level 2

Duration	1 day
Qualification	HABC level 2 award in fire safety
Cost	£90 + VAT pp
Dates	As required
Venue	MOHS Training Centre*
Places	12

The Fire Safety Award Level 2 is a full-day course, accredited by Highfield Awarding Body for Compliance (HABC). It is for anyone involved in workplace fire safety management including managers, supervisors, team leaders, fire wardens / marshals and those working in potential fire risk areas.

Course overview

- Hazards and risks associated with a workplace fire
- How a fire risk is controlled
- Principles and practice of fire safety management at work
- Role and function of the nominated fire warden / marshal

*We can deliver group training onsite at a client's premises for up to 12 delegates



Food Hygiene Levels 1 and 2

It is a legal requirement that all food handlers are trained according to their food handling work activities.

Accredited by Highfield Awarding Body for Compliance (HABC), our food hygiene courses help food business operators prove they have displayed due diligence, and are legally compliant, by enrolling their food handlers on a course suitable for the work they do.

Level 1

Food hygiene Level 1 is a half-day course for food handling operatives in catering, hospitality, manufacturing and retail environments who require a basic knowledge of food safety to ensure safe food production.

Course overview

- Introduction to food safety and hazards
- Microbiological hazards and controls
- Contamination hazards and controls
- Personal hygiene
- Cleaning and disinfecting equipment and premises

Duration	4 hours
Qualification	Food hygiene level 1
Cost	£48 + VAT pp
Dates	As required
Venue	MOHS Training Centre*
Places	12

*We can deliver group training onsite at a client's premises for up to 12 delegates

Level 2

Food hygiene level 2 is a full day course for food handling operatives who require more in depth knowledge and understanding of food safety than that offered in level 1.

Course overview

Content is the same as level 1 but in addition covers:

- food safety and HACCP
- paper based exam

Duration	6 hours
Qualification	Accredited level 2 food handling
Cost	£72.50 + VAT pp
Dates	As required
Venue	MOHS Training Centre*
Places	12

*We can deliver group training onsite at a client's premises for up to 10 delegates



HEALTH AND SAFETY ADVISORY SERVICE

Employers have a statutory requirement to provide a safe working environment for their employees. They are legally required to assess risks in the workplace so that they can enforce a plan to control the risks.

We offer a range of assessments that can identify and address issues and provide practical and cost effective solutions, including compliance with legislation, regulation and good practice.

Please note: we do not undertake risk assessments for organisations, but we work with them to help develop their own assessments.

Our team of health and safety advisors can offer specialised and expert advice on:

- ergonomic assessments
- noise assessments
- risk assessment guidance
- safety audits

We can give general advice via phone or email, but more precise guidance may require us to visit your site.

MOHS can also provide health surveillance via the occupational health side of our business. Please contact us for further information or visit our website.

Ergonomic Assessments

Ergonomic assessments are suitable for employees with musculoskeletal disorders, existing medical conditions, disabilities or specific requirements such as reduced mobility or age related conditions, e.g. arthritis.

These assessments can also be used to help people returning to work following an extended absence.

The individual is assessed to ascertain their requirements, which includes discussing any work related issues and observations of their workstation and tasks performed.

Following the assessment, a report is prepared identifying legal requirements and recommending appropriate adjustments such as suitable equipment, postural changes and task design and, where appropriate, equipment suppliers.

The daily rate for an ergonomic assessment, including report, is £325 + VAT, pro rata. Prior to the visit, our assessors will endeavour to establish the nature of the issues to determine the level of work required.

MOHS offers the following ergonomic assessments:

- **Age related assessments** – to enable older workers to function effectively, it is vital to understand how they work, both physiologically and psychologically.

By ensuring you tailor the work to fit the employee and their physical and mental capabilities, age should no longer be a barrier to continued working.

You can harness new technologies and innovative work practices to support older workers, including adaptations to equipment and to the workplace environment.

Special attention is given to tasks that may be physically demanding or performed in challenging environments.

- **DSE (display screen equipment) workstation assessments** – using a computer for long periods, with incorrect posture or poorly positioned equipment, can cause musculoskeletal injuries and aggravate existing medical conditions.

All aspects of the workstation and tasks are considered.

Changes can be made immediately following the assessment, including advice on posture and body use.

We can provide a 3-hour group session for up to 12 delegates to advise on all aspects of DSE workstation requirements for £335 + VAT.

- **Vehicle assessments** – we can assess a vehicle to determine its suitability for the driver and their intended tasks. This may include seated driving position, ease of access, operation of controls and loading.
- **Workplace assessments** – Workplace assessments offer practical and cost effective solutions to ergonomic problems, workplace injuries and provide advice on legal compliance, regulation and good practice.

Noise Assessments

The Control of Noise at Work Regulations 2005 stipulate that employers must carry out noise assessments for any workplace likely to produce more than 80dB.

To meet these regulations you may need:

- access to specialist practitioners
- advice on creating a hearing conservation programme
- health surveillance as required by legislation

Using specialised audiometry equipment onsite, we can assess and effectively manage safe noise levels in a workplace.

The daily rate for a noise assessment is £475 + VAT pro rata. We will discuss details of the overall cost, including a bespoke report, with concerned clients – usually via a phone call or site visit – prior to us performing the noise assessment.

Risk Assessment Guidance

Our team of health & safety advisors can help organisations complete their own risk assessments by providing the advice they need to ensure the risk assessment process is compliant, applicable and workable.

We can also attend interdepartmental meetings to help smooth the process and provide skilled and experienced guidance on a one to one basis.

Our advisors can also help with requirements from outside bodies such as insurance companies, legislative regulators and customers.

Cost of the risk assessment guidance is £475 + VAT per day (pro rata).

Safety Audits

A safety audit can cover either a particular task or process or involve a more general overview.

One of our advisors will discuss your requirements with you prior to a site visit. This will ensure the audit is conducted efficiently, has meaningful outcomes and ensures compliance with best practice, legislative and regulatory requirements.

We will then provide an in depth report that details our findings, highlighting areas that may need further investigation and include any recommendations for improvements.

The cost of the safety audit, including your bespoke report is £475 + VAT per day (pro rata).

IOSH WORKPLACE SAFETY COURSES

Whatever your industry, protecting the health of your employees and ensuring a safe working environment is critical.

Our two IOSH-accredited courses, both delivered in an effective and interactive way, provide the skills and knowledge to help reduce incidents and accidents at work.

Managing Safely

This 3-day course helps line managers/supervisors understand their health, safety and environmental responsibilities and provides the knowledge and skills they need to manage key issues in their teams.

Course overview

Eight units are covered:

- introducing managing safely
- assessing risks
- controlling risks
- understanding your responsibilities
- identifying hazards
- investigating accidents and incidents
- measuring performance



Duration	3 days: options: 3 x consecutive days, or 3 x 1 days over 3 weeks
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Qualification	IOSH accredited Managing Safely certificate
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Cost	£400 +VAT pp
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Dates	As required
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Venue	MOHS Training Centre*
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Places	12
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*We can deliver group training onsite at a client's premises for up to 12 delegates for £2,500 + VAT

Working Safely

All employees should understand the importance of working safely and this 1-day course explains what they need to know – in a refreshing and informal way.

The course will help them focus on health and safety issues and explain how changing workplace behaviour can make a real difference to employee health, safety and wellbeing.

Course overview

Four units are covered:

- introducing working safely
- defining hazard and risk
- identifying common hazards
- improving safety performance

Duration	1 day
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Qualification	IOSH accredited Working Safely certificate or a credit card sized 'passport' card
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Cost	£150 + VAT pp
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Dates	As required
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Venue	MOHS Training Centre*
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Places	12
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*We can deliver group training onsite at a client's premises for up to 12 delegates for £1,000 + VAT

Manual Handling

Duration	3 hours
Qualification	Certificate of attendance
Cost	£420 + VAT for a 3-hour session for up to 8 delegates or £770 +VAT for 2 separate 3-hour sessions for up to 8 delegates (16 in total) held on 1 day
Dates	As required
Venue	Client's premises

Employers have a legal obligation to properly assess and control manual handling risks, and injuries caused through poor manual handling are a common reason for sickness absence.

We offer two courses, one for operators who may be at risk from manual handling injuries, the other for managers/supervisors who need to understand potential risks and comply with legal requirements.

For operators

This revised and improved course, delivered by a RoSPA qualified trainer, teaches all aspects of safe manual handling, including lifting techniques and LITE (Load, Individual, Task, Environment) as well as providing a good understanding as to why safe manual handling is so important to an employee's health and wellbeing now and well into the future.

Our training is flexible and is designed for those who undertake manual handling activities in their working role. It can be customised so that delegates can experience handling objects which they would normally encounter in their workplace.

Course overview

- Legal requirements
- Base positions and movements
- Good handling techniques
- Basic physiology (spine anatomy, structure and function)

Duration	4 hours
Qualification	Certificate of attendance
Cost	£550 + VAT for up to 8 delegates
Dates	As required
Venue	Client's premises

For Managers/Supervisors

This slightly longer course involves our RoSPA accredited trainers demonstrating how to complete risk assessments and offering advice on hazards present in the workplace.

Course overview

- Legal requirements
- Ergonomics
- Risk assessment
- Implementing safe handling policies

Specific Hazards including CoSHH Regulations

This 3-part course offers specialist training for first aiders and those working in environments with specific hazards.

We've structured it so that operators need only attend morning sessions to complete modules 1 & 2, whereas first aiders must attend the whole day.

The separate modules allow training to be adapted to any specific hazard including cyanide and hydrofluoric (HF) acid.

Course overview

Module 1 (limited to 12 delegates comprising first aiders and operators):

- CoSHH regulations
- basic risk assessment (chemicals)

Module 2 (limited to 12 delegates comprising first aiders and operators):

- poisons
- hydrogen cyanide (HCN)
 - safety / effects / treatment
- hydrofluoric acid (HF)
 - safety / effects / treatment

NB: modules 1 and 2 must be retaken every three years

Operators complete a multiple choice paper assessment at the end of module 2. Passing the assessment gives them a specific hazard awareness certificate.

Module 3 (limited to 6 delegates: first aiders only)

- CPR
- oxygen
 - safety / therapy / bag, mask and oxygen CPR
- assessment
- automated external defibrillator (optional)

Following completion of module 3, first aiders will be assessed using a multiple choice paper and trainer observation. If successful, they will receive a specific hazards awareness certificate and a competency in oxygen therapy, bag and mask.

NB: module 3 must be retaken annually

Duration	Operators: 3.5 hours; First Aiders 6 hours
Qualification	Certificate of attendance and competency
Cost	£525 + VAT for modules 1 and 2 for up to 12 delegates £360 + VAT for module 3 for up to 6 delegates £885 + VAT for the whole day if completing modules 1, 2 & 3
Dates	As required
Venue	Client's premises

STRESS MANAGEMENT AND PERSONAL RESILIENCE TRAINING

Being under pressure at work for short periods is normal and may even help overall performance.

But too much pressure over a prolonged period will lead to employees feeling overwhelmed and unable to cope. The resultant stress can cause ill health.

Our workshops provide the skills and knowledge to manage stress to achieve resilience and attain mental and physical wellbeing. We can deliver our courses here at the MOHS Training Centre or onsite at a client's premises.

We are also very aware that mental illness can take many shapes and forms, affecting individuals in unique ways. As such, we also create bespoke programmes to meet the specific corporate needs and budgets.

Employers are legally required to assess the risk of stress-related ill health arising from work activities and to take action to control that risk.

We can also provide stress risk assessments on an organisation's stress management and wellbeing policies.

Managing Stress at Work

No one expects to go to work and feel zero pressure. In fact, a certain amount of pressure actually helps us perform at our very best.

But too much pressure can be detrimental and, if experienced long term, can adversely affect health and happiness.

This 1-day course is the basic training necessary for companies to initiate a positive attitude and approach to reducing stress and enhancing wellbeing throughout the organisation.

Who should attend?

It is suitable for all staff and will provide the opportunity to learn the HSE definition of stress and how it is applied in the workplace.

Key benefits

- Provides HSE compliance for staff trained in how to recognise stress in self and others
- Early identification of stress and its possible causes reduces presenteeism (being at work but not being productive) and the possibility of costly stress related absence
- Increased self awareness helps develop a positive attitude to health and wellbeing and also improves performance and productivity
- Creation of a personal action plan underpins the course learning

Course content

- Employees will learn the difference between pressure and stress
- They will learn about the personal and external causes of stress and how negative behaviours relate to ill health outcomes from stress
- Employees will gain an understanding of wellbeing and resilience and will learn helpful coping strategies that can be applied immediately
- Employees will be encouraged to take responsibility for their own health and wellbeing
- Hints and tips to proactively manage stress are provided

Duration	1 day
Cost	£1,050 + VAT for up to 15 delegates
Dates	As required
Venue	MOHS Training Centre or onsite at a client's premises
Places	15

This course is delivered in association with Ann McCracken Consultancy

Emotional Resilience and Wellbeing Training

Duration	Half day
Cost	£525 + VAT for up to 15 delegates
Venue	MOHS Training Centre or onsite at a client's premises
Dates	As required
Places	15

This half day course enables staff to develop resilience skills during challenging times and reduce the impact of, or susceptibility to, stress.

Practical and interactive, this course will enable delegates to learn how to bounce back from difficulties with a greater sense of self responsibility and confidence.

Many organisations combine this course with one of our stress awareness or wellbeing courses.

Who should attend?

- Middle managers
- Line managers and staff

Key benefits

Managers and employees will:

- understand how resilience, stress and pressure relate to each other in the workplace
- learn how to increase their ability to cope with change and will manage setbacks effectively and with greater flexibility
- see setbacks more as challenges, boosting their own personal confidence in the process
- understand how a more adaptable approach to change improves the ability to solve problems creatively and remain optimistic and calm under pressure
- understand that developing a positive attitude encourages greater commitment, builds enthusiasm and enables supportive relationships with colleagues and fellow team members

Course content

- Pre course resilience assessment
- Explore the four key components of resilience and relate these components to common workplace situations
- Understanding the six sources of workplace pressure related to resilience, pressure and stress (HSE Management Standards)
- Emotional awareness will be reviewed in relation to the relevance it has to resilience and wellbeing
- A personal action plan with individual goals will enable each delegate to start taking personal responsibility for improving and developing their own resilience skills to enhance wellbeing

This course is delivered in association with Ann McCracken Consultancy

Resilience, Leadership and Performance

This practical and interactive course is dynamic and innovative, encouraging ways to 'hardwire' resilience into managers' management skills.

These skills will result in a more resilient and enabling leadership which will positively impact on performance, both individually and organisationally.

Who should attend?

- Senior managers
- Middle managers

Key benefits

Managers will:

- understand how resilience, stress and pressure relate to each other in the workplace
- learn how to cope with change and manage setbacks effectively and with greater flexibility
- see setbacks more as challenges, boosting their own personal confidence in the process
- understand how resilience improves the ability to solve problems creatively
- uncover the link between resilience and positive leadership to stay motivated and focused and help others to improve performance
- learn to build supportive relationships with colleagues and team members
- be able to evaluate tangible outcomes of the course against individual goals, identified from their online resilience report

Course content

- Pre course online resilience assessment looking at key components of resilience
- Exploring leadership style on performance, evaluating individual strengths and highlighting potential personal development areas
- Six sources of workplace pressure are reviewed through role play
- Emotional Intelligence is evaluated in relation to understanding employee wellbeing, positive management behaviors and higher job performance
- In depth personal action plan with goals worked on throughout the day to enable delegates to take effective personal strategies back into the workplace

Duration The course is held over 1 day and subsequent half day, one month apart

Cost £1,625 + VAT for up to 12 delegates

Venue MOHS Training Centre or onsite at a client's premises

Dates As required

Places 12

Follow up half day course

This follow up session, held 1 month later, provides an opportunity for managers to share their experiences and assess their new resiliency skills.

There will be a review of individual action plans / strategies and an evaluation of how effective leadership styles can enhance workplace performance.

This course is delivered in association with Ann McCracken Consultancy

Understanding Stress, Awareness of Suicidality and Building a Culture of Discipline

Duration	3 hours
Cost	£525+VAT
Dates	On application
Venue	Client's site
Places	20 max

Managers play a crucial role in the management of workplace stress. Understanding the issues, the benefit of overcoming them and the legal requirements is essential for today's leaders. This includes anyone with managerial/supervisory responsibilities, H.R. personnel and trade union representatives.

This 1-, 2- or 3-part workshop covers essential skills required for building a healthy, productive workplace.

Part One: Understanding Stress and Other Common Mental Health Problems

Morning - compulsory

- Identify what problems exist
- Why they're a problem for the employee and the broader organization
- What you can do to alleviate problems and the legal issues

Course content

The course uses simple tools to address, educate and reassure managers how to deal with stress, including action plans, basic coaching skills and examines the processes that facilitate higher standards in management.

Key benefits:

- Develop a greater understanding of common mental health problems and the effects they have on individuals and organizations
- Gain greater confidence in addressing issues brought to them by staff experiencing the effects of common mental health problems
- Improve communication skills
- Improve management of emotional situations
- Awareness of the effects of authority
- Increase tolerance and understanding of emotional or distressed colleagues
- Develop greater signposting skills

See page 23 for optional items, Part 2 and Part 3, of this course.

This course and its modules are delivered in association with [Mind Health Development](#)

Part 2: Awareness of Suicidality

Afternoon, *optional*;

Duration: **1½ hours**

Awareness of Suicidality (suicidal intentions) teaches:

- The signs and symptoms of suicidal intention
- How to discuss the issue with employees
- Assessing risk and simple risk management
- How to work with an action plan

You **must** complete “Understanding Stress and Other Common Mental Health Problems” before this module.

Part 3: Building a Culture of Discipline

Afternoon, *optional*;

Duration: **1½ hours**

This evidence-based course utilizes the best of modern psychology to help us examine changes we can make to build cultures of discipline. Learn:

- How a culture of discipline can be achieved
- The attributes of leadership necessary for managing demands whilst reducing the possible adverse effects of focused pressure
- How to identify team members who are capable of belonging to a culture of discipline
- The habits required to maintain discipline and benefit from it in the long term

You **must** complete “Understanding Stress and Other Common Mental Health Problems” before this module.

Part 2 & 3 Costs & Availability:

You can take *either* Part 2 or Part 3 or both on the same day that you complete Part 1 of this course.

You cannot take either Part 2 or Part 3 without first completing Part 1.

Each additional module costs **£260 + VAT**.

Part 1 + one additional module:

So, if you took Part 1 + Part 2 *or* Part 3, you'd pay:

£525 + £260 = **£785 + VAT**

Duration: 3 hours + 1½ hours = **4½ hours** (plus breaks)

Part 1 + both additional modules:

If you took Part 1, Part 2 *and* Part 3, you'd pay:

£525 + £260 + £260 = **£1,045 + VAT**

Duration: 3 hours + 1½ hours + 1½ hours = **6 hours** (plus breaks)

Applied Suicide Intervention Skills Training (ASIST)

Duration	2 days
Cost	£150 + VAT pp
Dates	As required

In England and Wales, almost three million people have suicidal thoughts every year.

This two day workshop is intensive, interactive and practice dominated, and is designed to help delegates recognise risk and learn how to intervene to prevent the immediate risk of suicide.

Just as CPR skills make physical first aid possible, training in suicide intervention develops the skills needed for suicide first aid.

Who should attend?

Anyone who is likely to come into contact with those at risk of suicide.

Course content

ASIST has five key learning sections:

- **Preparing:** sets the tone, norms and expectations of the learning experience
- **Connecting:** sensitises delegates to their own attitudes towards suicide and creates an understanding of the impact that attitudes can have on the intervention process
- **Understanding:** focuses on providing delegates with the knowledge and skills to recognise risk and respond to the 'right here, right now' risk of suicide.
- **Assisting:** presents a model for effective suicide intervention so delegates can develop their skills through observation and supervised simulation experiences in large and small groups
- **Networking:** generates information about resources in the local community



This course is delivered in association with Kaleidoscope Commercials, part of the Kaleidoscope Plus Group

Mental Health Awareness Training for Managers

Managers need to recognise and understand some of the most common signs and symptoms of mental health conditions in the workplace to comply with the 2010 Equalities Act.

This full day training course provides an understanding of common mental health conditions in the workplace and the possible effects on individuals, teams and the organisation.

The course will enable delegates to recognise some of the signs, symptoms and behaviours of the most common disorders, and learn effective ways of managing an employee with either a suspected or diagnosed mental health condition.

All delegates will take our e-learning stress awareness programme as a pre course exercise.

Who should attend?

- Senior and middle managers

This course can also be adapted for line managers and team leaders – details on request

Key benefits

Delegates will:

- understand the stigma that surrounds mental health
- increase awareness of their own attitudes to mental health and illness
- understand the way stress impacts on mental health
- recognise and understand some of the most common signs, symptoms and behaviours of mental health conditions in the workplace
- gain confidence to deal with staff who may be experiencing mental health problems
- understand their legal requirements within the 2010 Equality Act

Course overview

- Examines how stress can cause and impact on mental health
- Looks at which common mental health conditions managers can expect in the workplace
- How mental health relates to the Equality Act 2010
- Offers possible options for managers when dealing with unwell staff at work
- How stress and common mental health issues in the workplace affect team wellbeing and performance and impact on absenteeism and presenteeism
- Learn to use a range of tools and techniques to manage those with mental health conditions
- Provides information for managers on existing workplace support and referral options

Duration	1 day
Cost	£1,050 + VAT for up to 15 delegates
Venue	MOHS Training Centre or onsite at a client's premises
Dates	As required
Places	15

This course is delivered in association with Ann McCracken Consultancy

Mental Health First Aid (MHFA) Training

Duration	2 days
Cost	£150 + VAT pp
Dates	As required



This course is delivered in association with Kaleidoscope Commercials, part of the Kaleidoscope Plus Group



One in four adults in the course of any one year experiences a diagnosable mental health problem.

Mental Health First Aid Training (MHFA), an internationally recognised programme, is designed to offer help to those experiencing a mental health problem before professional help is obtained.

The course teaches delegates how to recognise the signs and symptoms of common mental health issues, provides help on a first aid basis and delivers effective signposting towards support services.

Who should attend?

Anyone who is likely to come into contact with those at risk of mental health problems.

Course overview

MHFA provides delegates with a practical framework (a five step model) which includes the skills and understanding to enable them to support people experiencing signs and symptoms of mental ill health.

All delegates receive a manual containing all of the course information, to take away and read in their own time, with the aim of extending and sustaining their learning.

Course content

The MHFA course will teach you to:

- spot the early signs of a mental health problem
- feel confident helping someone experiencing a problem
- provide help on a first aid basis
- help prevent someone from hurting themselves or others
- help stop a mental illness from getting worse
- help someone recover faster
- guide someone towards the right support
- reduce the stigma of mental health problems

Group training can be delivered onsite at a client's premises for between 8 (minimum) and 16 (maximum) people

Mental Health First Aid (MHFA) Lite Training

This mental health first aid (MHFA) lite course is a 3-hour introduction to mental health awareness.

Duration	3 hours
Cost	£50 + VAT pp
Dates	On application

The session is a mix of instructor presentation and group interaction. The instructors provide a safe learning environment and support delegates through the whole course.

Who should attend?

Anyone (over the age of 16) likely to come into contact with those at risk of mental health problems. Due to the sensitive subject matter of this course, numbers are limited to 25 delegates.



This course is delivered in association with Kaleidoscope Commercials, part of the Kaleidoscope Plus Group

Key benefits

Delegates will:

- gain an understanding of the issues surrounding mental health
- gain an insight into how and why positive and negative mental health affects business.
- be able to work more effectively with people experiencing mental health problems

At the end the course, delegates will receive a certificate of attendance and a manual containing further information and resources.

Course content

Delegates will learn how to:

- identify the discrimination surrounding mental health problems
- define mental health & some mental health problems
- relate to people's experiences
- help support people with mental health problems
- begin developing a business case for promoting positive mental health in the workplace
- look after and safeguard their own mental health

The course also introduces ALGEE - a unique memory tool that delegates can use to provide mental health first aid.

Group training can be delivered onsite at a client's premises for between 8 (minimum) and 25 (maximum) people

DELEGATE INFORMATION

We look forward to meeting our delegates. Below are some guidelines to help them get the most out of their course:

- delegates are sent personalised joining instructions in advance of the course date. If, for some reason these do not arrive or if you made a late booking, please call 0121 601 4041 or email training@mohs.co.uk.
- delegates should dress comfortably in loose fitting casual clothing
- some activities may require slight physical exertion. Please contact us if there is any doubt about a delegate's suitability for a particular course.

Terms and Conditions

Bookings – must be confirmed in writing (email, fax or letter) and, where applicable, PO numbers provided.

Payment – must be made in full before the course start date.

Certificates to prove completion of course may be withheld until payment is made or a purchase order is given when booking.

Our standard payment terms are 30 days.

Transfers and cancellations – if you are booked on a course or have an assessment booked within the Training Department and you need to transfer to another date or a different course, or if you cancel a booking for whatever reason, the following charges apply:

- more than four weeks' notice prior to original course start date – no charge
- two to four weeks' notice prior to original course start date – 25% of fee
- less than two weeks' notice prior to original course start date – 50% of fee

Cancellations or transfers must be emailed to training@mohs.co.uk or faxed to 0121 601 5357 or sent by letter and received by MOHS by the due date.

Non attendance – if a delegate does not show for a course, and we have not been previously informed, the full course fee remains payable.

Late arrivals / missed sessions – if a delegate arrives late or is absent from a course, we reserve the right to refuse to accept them for training if we feel they will gain insufficient knowledge or skill in the time remaining. In all such cases, the full course fee remains payable.

Code of conduct – we reserve the right to refuse to teach a delegate who is or appears to be under the influence of drugs or alcohol or who presents inappropriate or offensive behaviour during a session.

Unforeseen circumstances – if, on the rare occasion, we have to cancel a course, the delegate will be given as much notice as possible and offered a free transfer to another course or a full refund.

Requalification courses – to be eligible to attend the two day requalification course, delegates must present a valid FAW certificate which is ‘in date’.

VAT – fees are subject to the current rate of VAT (valid exemptions apply).

Travel costs – for courses held at a client’s premises, we charge 60p per mile for journeys under 50 miles and £55 an hour for 50 miles or over.

Expenses – occasionally our trainers may require overnight accommodation. In such cases, the cost is agreed in advance with the client.

OCCUPATIONAL HEALTH AND WELLBEING SERVICES

MOHS also provides a full range of cost effective and proactive occupational health and wellbeing services including:

- absence management
- health surveillance / screening
- medical assessments, for example: safety critical worker, ill health retirement, new starter, fitness to task, etc.
- travel health advice and vaccinations
- drug & alcohol screening
- employee wellbeing and health promotion
- counselling and CBT therapy
- physiotherapy and back care treatments

These services are provided either on an ad hoc ‘pay as you go’ basis or as a managed contractual service with scheduled visits by a dedicated named advisor.

Please contact us to discuss your workplace health and wellbeing needs and/or your health & safety training / assessment requirements.



training@mohs.co.uk | 0121 601 4041 | mohs.co.uk

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