
**HR & EMPLOYMENT LAW
LEADERSHIP
MANAGEMENT
PERSONAL DEVELOPMENT
HEALTH & SAFETY
CLIMATE & ENVIRONMENT
LEAN, PROCESS IMPROVEMENT
& EFFECTIVE PRODUCT DESIGN
APPRENTICES &
TECHNICAL SKILLS
INFORMATION & RESEARCH**

Training and Consultancy 2015

Help Your People Be All They Can Be

In challenging times, it's more important than ever to be sure that you're maximising the potential of your employees.

At EEF, we work in partnership with thousands of companies like yours all over the UK, helping them stay dynamic and future focused.

Nobody has a greater depth of insight into the challenges you face as an employer, and the issues around them. And nobody knows better how to bring out the very best in your people across a range of disciplines.

From one-off training courses to get your people up to speed with the latest developments to full consultancy support, our services are backed up by hands-on, practical knowledge. And delivered by some of the most experienced, qualified practitioners in the business.

We can help get your people ready for the challenges ahead. The ones they know about – and the ones they don't.

Benefits of membership

If your business is a member of EEF, you can enjoy a discount on all our training. To find out more about how we can benefit your business, visit www.eef.org.uk

CONTENTS

4-52	LEADERSHIP, MANAGEMENT AND PERSONAL DEVELOPMENT / HR AND EMPLOYMENT LAW
53-104	HEALTH, SAFETY, CLIMATE AND ENVIRONMENT
105-137	LEAN, PROCESS IMPROVEMENT AND EFFECTIVE PRODUCT DESIGN
138-148	APPRENTICES AND TECHNICAL SKILLS
149-150	INFORMATION AND RESEARCH
151	EXPORT AND INTERNATIONAL TRADE
152-154	UNDERSTANDING YOUR BUSINESS INSIDE AND OUT UNLOCK SAVINGS AND VALUE YOU CAN'T GET ANYWHERE ELSE OUR TRAINING CENTRES
155	COURSE INDEX

We hope you find this brochure useful in finding the training or consultancy solution you're looking for. If you would like to know more, visit www.eeftraining.org.uk

LEADERSHIP, MANAGEMENT AND PERSONAL DEVELOPMENT / HR AND EMPLOYMENT LAW

LEADERSHIP, MANAGEMENT AND COACHING QUALIFICATIONS

– Leadership, Management and Personal Development Training and Consultancy Services	6
– Management and Leadership Qualifications - flow chart	8
– ILM Level 2 Award in Leadership and Team Skills	9
– ILM Level 3 Award in Leadership and Management	11
– CMI Level 5 Award in Management and Leadership	13
– ILM Coaching Qualifications – flow chart	15
– ILM Level 3 Award in Coaching	16
– Advanced Presentation Skills	18
– Behaving Assertively	19
– Coaching Skills for Managers	20
– Commercial Negotiation Skills	21
– Effective Meetings	22
– Essential Selling Skills	23
– Exceptional Customer Service	24
– Finance for Non-Financial Managers	25
– Instructional Techniques for Workplace Trainers	26
– Interpersonal Communication Skills	27
– Making the Business Case for Training	28
– Managing and Delivering Projects	29
– Managing People for Results	30
– Managing Performance (Appraisal Skills and Performance Objectives)	31
– Managing Stress	32
– Presentation Skills	33
– Resolving Conflict	34
– The New Team Leader	35
– Time Management and Prioritisation	36
– Train the Trainer	37

HR AND EMPLOYMENT LAW

– HR and Employment Law Training and Consultancy Services	38
– Absence Management (Fit for Work)	41
– Bullying and Harassment	42
– Developing your Employee Representatives	43
– Handling Discipline and Grievance	44
– Managing Underperformance (Conduct and Capability)	45
– Managing Within the Law	46
– Mediation and Managing Conflict in the Workplace	
– Focus on Bullying and Harassment	47
– Mock Tribunal	48
– Pre-Retirement Workshop	49
– Recruitment And Selection: Right Person, Right Job	50
– Working Successfully with Trade Unions	51

If you don't see the course you would like to book, please call our team on **0845 293 9850** to ask about how we can create tailored training for you.

To book any of the courses listed in this section, please call us on **0845 293 9850**

or contact your local team:

Birmingham **0121 456 2222**

Bristol/Bridgend **0117 906 4819**

Cambridge/Hook/London **0195 471 2350**

Gateshead **0191 497 3240**

Melton **0166 448 4270**

Sheffield **0170 978 2930**

Warrington **0161 777 2511 / 0161 777 2510**

Woodland Grange **0192 633 6621**

Leadership, Management and Personal Development

Strong leadership, management and personal skills are essential to success, but few people have these skills as natural strengths. Our comprehensive management, leadership and personal development courses can help you speed up the process; creating powerful, effective people who will help drive your business forward.

Open Courses

Our open courses, delivered by expert tutors at regional centres across the country, are invaluable for individuals who have specific training needs. We keep course sizes to a minimum to encourage collaborative working rather than a 'chalk and talk' approach, to create an environment in which experience, observations and learning can be shared between delegates.

Customised Training

We will work with you to identify exactly what you need and design highly focused training in partnership with you to meet those requirements. This could be a short course that addresses specific needs or an extensive programme matched to your strategy, objectives and management development plans. Built into the analysis stage will be a clear plan to measure the business benefits we deliver so you can identify the return on your expectation or investment. In addition, the programme can also be accredited or recognised by an awarding body so people receive a qualification or achievement certificate.

Consultancy

Whether you're developing the skills of particular managers or preparing your team to instigate, embrace and implement change, we can help.

With one-on-one coaching, intensive performance management, action learning sets or issues-based teamwork days, we'll help your leaders and managers see beyond the challenges they face today to the opportunities they must grasp for tomorrow.

We will work with you to:

- carefully analyse the real development needs of your people and the results you want them to be able to achieve
- design and deliver comprehensive, innovative programmes that meet your needs exactly, using a blend of delivery methods
- select tutors and consultants whose knowledge, skills, experience and personalities match your challenges, sector and preferred working style
- link training and coaching to practical business situations and tangible return on investment – a practitioner's approach, not an academic's.

Where desired, training can be linked to national occupational standards and accredited by professional bodies, including the Institute of Leadership and Management (ILM) and the Chartered Management Institute (CMI) (see pages 8-17).

Psychometric Testing, Tools and Techniques

We are able to offer a comprehensive range of psychometric testing options that can be delivered over the internet or face to face:

MBTI

One of the most respected psychometric instruments ever devised and one on which many other systems have drawn their inspiration and approach. MBTI is a highly practical tool to support the development of individuals and teams; it provides a useful method for understanding people by looking at eight personality preferences that everyone uses at different times. Relevant for teambuilding, coaching and for anyone who needs to understand their natural strengths and work effectively with those who are different to themselves.

15FQ+ Personality Report

A paper- or internet-based system which provides a comprehensive and detailed report covering interpersonal style, thinking style, coping style, team role, leadership style, subordinate style, influencing style, career theme and 16 personality traits.

Strength Deployment Inventory (SDI)

Whilst not officially recognised as a psychometric questionnaire, this document can provide a valuable insight into values and communication styles - providing pragmatic and extremely useful insights into influencing and persuading others.

Occupational Testing

We can undertake occupational testing across the following areas:

– Abstract Reasoning Test

- Applied Technology Test Battery Series (numerical estimation, mechanical comprehension, fault finding, spatial checking, following instructions, diagrammatic thinking)
- Clerical Reasoning Test
- Contact Centre Scenario Test
- Critical Reasoning Test
- Customer Contact Test Battery (customer contact styles, relationships with people, thinking style, feelings and emotion)
- General Reasoning Test
- Graduate Reasoning Test
- Management and Graduate Test Battery (verbal and numerical critical reasoning)
- Technical Test Battery (mechanical and spatial reasoning and visual acuity).

Examples of the reports produced from these tests are available on request.

Insights

We offer a range of events which are highly participative, with facilitator-led input, group discussions and activities using *The Insights Discovery Personal Profile*. This psychometric personal development tool produces a 25-page report, giving participants a transformational insight into themselves and others.

Assessment/Development Centres

We have extensive experience of assessment and development centre design and delivery. We can work with you to define, design and co-deliver events to help you recruit and select the best staff for particular roles or positions.

We can also help you identify crucial and important skills gaps in staff competencies and identify an appropriate development plan to help improve performance and results.

MANAGEMENT AND LEADERSHIP QUALIFICATIONS

We offer a range of professional qualifications to suit all levels of management and leadership from supervisors to strategic managers. We'll help you identify the one that is right for your people, whether it's a short award programme for a team leader who is stepping into their first management role or a certificate programme for a group of middle managers who want to improve their ability to get the best out of their team.

Delegates find that our use of case studies, syndicate activities, self-assessments and development plans, to name just a few of the methods we use, make our management and leadership qualifications hugely enjoyable and motivational. Our combination of theory and practice also makes it easy for delegates to apply learning to their workplace.

Which qualification?

There are usually no formal entry requirements; it is more important that the content and level of learning is appropriate for individuals at different stages in their management career.

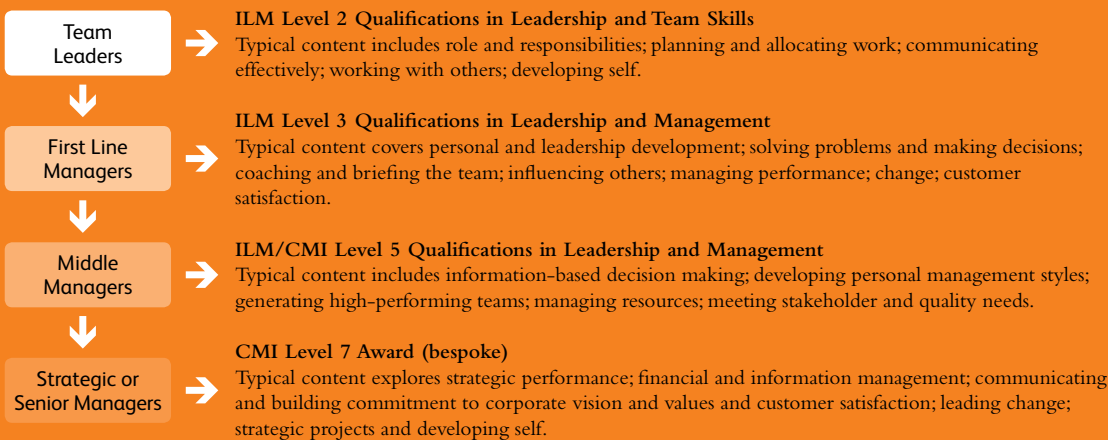
– **Level 2 qualifications** are aimed at team leaders, supervisors or those aspiring to their

first management role. Team leaders tend to focus on the shorter-term, day-to-day performance of the team: usually having responsibility for allocating tasks and ensuring that people are supported in their role and output conforms to the requirements of the organisation and its customers.

– **Level 3 qualifications** are aimed at managers who may be expected to deal with similar challenges to team leaders but may have superior technical knowledge and a greater degree of autonomy. They may also be involved in, but not have final decision on, recruitment and disciplinary matters.

– **Level 5 qualifications** are aimed at middle managers who are usually budget holders and are accountable for the performance of direct and indirect reporting lines. Generally they will have some degree of autonomy for allocating resources and be responsible for recruiting, promoting and disciplining people within defined boundaries and agreement with HR.

– **Level 7 qualifications** are designed for senior operational or strategic managers.



For more information on tailored, in-house programmes delivered at your company, please contact us on 0845 293 9850.

ILM LEVEL 2 AWARD IN LEADERSHIP AND TEAM SKILLS

A highly practical programme that provides team leaders with the tools they need to deliver bottom-line benefits to your business. Focusing on motivation and performance, communication and personal development, this is the ideal course for the first-time leader of people.

WHO SHOULD ATTEND?

Practising or aspiring team leaders, supervisors and those who have experience but no formal training.

BENEFITS OF ATTENDING

Through participating in this programme, delegates will:

- develop the key skills needed to operate successfully as a team leader
- be able to communicate clearly to enable strong team performance
- understand how to motivate different people to achieve results
- know how to deal with poor performers in a timely and supportive manner
- feel more confident undertaking their role and responsibilities

COURSE STRUCTURE

Benchmarked to national standards, the ILM Level 2 Award in Leadership and Team Skills is designed primarily for developing team leaders. It adds value to the minimum ILM requirements so is ideal for team leaders who want a qualification without committing to a long-term development programme. Delivered by experienced tutors who have held management positions, the training is practical, participative, fun and linked back to the workplace.

KEY TOPICS

Developing yourself as a team leader

- The roles, functions and responsibilities of a team leader
- Limits of authority and accountability
- Personal skills and abilities for effective team leading
- Using reflective learning skills to improve performance
- Receiving and responding positively to feedback
- Action planning to improve performance

Workplace communication

- Communicating effectively to give clear instructions and avoid misunderstandings
- Barriers to communication and how to overcome them
- Advantages and disadvantages of a range of communication methods
- Aspects of face-to-face communication (appearance, impact, body language, etc.)
- The importance of keeping records of oral and electronic communications
- The importance of different methods of recording essential information

Improving performance of the work team

- Organisational employment policies (timekeeping, absenteeism, conduct, performance) in relation to team members' performance
- Blending personal and organisational objectives
- Understanding the causes of underperformance and identifying underperformance in the team
- Recognising how the performance of individual team members affects overall team performance
- Interpersonal behaviour and positive and negative impacts on performance
- Motivational models at work
- Praising and giving critical and constructive feedback

ASSESSMENT

Delegates are required to carry out work-based assessments or short-answer question worksheets for each unit, which are to be completed in their own time. They will also be expected to develop action plans to implement in the workplace so they transfer their learning back to the job role.

Fees include 12 months' studying membership of the ILM.

PROGRESSION ROUTES

Following successful completion of the course, delegates might want to consider progression to the:
ILM Level 3 Award in Leadership and Management – page 11
ILM Level 3 Award in Coaching – page 16

This course can be tailored to meet your business needs and delivered at your company.

Following the introduction of the revised ILM core qualifications (VRQs) in September 2012 there are no mandatory units, so you can build your own programme from a wide range of subject options.

DATES	LOCATIONS	DATES	LOCATIONS
4, 11, 18, 25 March	Melton	17, 25 September, 1, 8 October	Cambridge
5, 12, 19, 26 March	Bristol	15, 22 October, 5, 12 November	Birmingham
16, 23, 30 April, 7 May	Warrington	22, 29 October, 5, 12 November	Bridgend
30 June, 7, 14, 21 July	Gateshead	19, 25 November, 2, 9 December	Hook
8, 15, 22, 29 September	Warrington		

EEF members: £655.00 (excl VAT) Non-members: £771.00 (excl VAT) Duration: 4 days



To find out more about this course and ILM employer-centred qualifications in management and leadership, coaching and mentoring from Levels 2 to 5, please call us on 0845 293 9850 or visit www.eeftraining.org.uk/mlc8

ILM LEVEL 3 AWARD IN LEADERSHIP AND MANAGEMENT

Organisational managers are key to the implementation of business plans, so investing in their development is essential. Focusing on leadership and team skills, problem solving and motivation, this programme is designed to equip first line managers with the necessary knowledge, skills and behaviours to be effective in their role.

WHO SHOULD ATTEND?

Practising or aspiring first line managers or those who have experience but no formal training.

BENEFITS OF ATTENDING

Through participating in this programme, delegates will:

- develop the knowledge and skills needed to operate effectively as a first line manager
- be aware of the behaviours and attitudes necessary at this level
- know how to solve problems, make justified decisions and plan implementation
- develop a toolkit of leadership styles so they can adapt their approach to the specific needs of the situation and individuals involved
- understand the importance of building and developing a strong and balanced team
- create an environment where people are engaged and want to give their best
- feel more confident to be able to undertake their role
- be able to apply their learning back in the workplace

COURSE STRUCTURE

This nationally recognised award is designed primarily as development for first line management or those who are stepping into the role. It adds value to the minimum ILM requirements so is ideal for managers who want a qualification without committing to a long-term development programme. Delivered by experienced tutors who have held management positions, the training is practical, participative, fun and linked back to the workplace.

KEY TOPICS

Solving problems and making decisions

- Ways to recognise, investigate and analyse problems
- Brainstorming and creative thinking techniques
- Gathering and interpreting information to identify options to solve problems

- Importance of adequate and relevant information for effective decision making
- Evaluating options and justifying decisions taken
- Implementing and communicating decisions
- Monitoring and reviewing techniques to evaluate outcomes

Understanding leadership

- Understanding the factors that influence choice of leadership style
- Reviewing how different leadership behaviours can have a positive or negative effect on individuals and the team
- Understanding personal and positional power
- Assessing your own leadership behaviours and taking action to enhance your effectiveness in the workplace

Understanding how to establish an effective team

- Reviewing the difference between groups and teams
- Leading and developing teams at different stages of their development
- Nurturing and building trust and respect within the team
- Understanding different team roles and valuing individual contributions
- Promoting and orchestrating team strengths and developing a balanced team
- Encouraging open communication and keeping people informed

Understanding how to motivate to perform in the workplace

- Understanding theories of motivation and application to individuals and teams
- Understanding styles and patterns of behaviour at work
- Encouraging positive attitudes and understanding factors that influence behaviour at work
- Creating environments that encourage employee engagement

ASSESSMENT

Assessment of delegates on this management training programme is through work-based assignments. Tutorial support for these assignments is given during the programme, although the work is to be undertaken in the delegates' own time. Managers will also be expected to develop action plans to implement in the workplace, and thus ensure that they transfer their learning back to the job role.

Fees include 12 months' studying membership of the ILM.

PROGRESSION ROUTES

Following successful completion of the course, delegates might want to consider progression to the:

CMI Level 5 Award in Management and Leadership
– page 13

You may also be interested in the ILM Level 3 Certificate and Diploma in Leadership and Management, which can be tailored to your specific organisational needs and delivered on site. Delegates who have completed ILM programmes and hold qualification credits may be able to carry these forward to another qualification at the same level – please contact us for details.

This course can be tailored to meet your business needs and delivered at your company.

Following the introduction of the revised ILM core qualifications (VRQs) in September 2012 there are no mandatory units, so you can build your own programme from a wide range of subject options.

DATES	LOCATIONS	DATES	LOCATIONS
19, 26 February, 5, 12, 19, 26 March	Warrington	8, 15, 22, 29 June, 6, 13 July	Warrington
16-17 March, 13-14 April, 11-12 May	Cambridge	11, 18, 25 June, 2, 9, 16 July	Bridgend
16, 23, 30 April, 7, 14, 21 May	Bristol	28-29 September, 3-4, 30 November, 1 December	Birmingham
13-14 May, 10-11 June, 8-9 July	Melton	7, 14, 21, 28 October, 4, 11 November	Warrington
18-19 May, 15-16 June, 13-14 July	Gateshead	12, 19, 26 October, 2, 9, 16 November	Hook

EEF members: £1,055.00 (excl VAT) Non-members: £1,245.00 (excl VAT) Duration: 6 days



To find out more about this course and ILM employer-friendly qualifications in management and leadership, coaching and mentoring from Levels 2 to 5, please call us on 0845 293 9850 or visit www.eeftraining.org.uk/mlc9

CMI LEVEL 5 AWARD IN MANAGEMENT AND LEADERSHIP

The level 5 qualifications in management and leadership are designed for practising middle managers who wish to develop their core skills and undertake further development. This programme focuses on essential management capabilities and competencies.

Delivery is by tutors who have been successful managers themselves, which means that they are able to combine the rigours of management theory with real-life examples, thus aiding application of topics to the participants' own workplaces.

WHO SHOULD ATTEND?

New, practising or aspiring middle managers or those with experience but who have had no formal training.

BENEFITS OF ATTENDING

By the end of the workshop, delegates will be able to:

- identify personal development priorities and generate a plan to meet needs
- use a range of effective management and leadership styles to achieve objectives
- build strong teams and promote trust and respect among members
- analyse information, make recommendations and communicate plans and decisions effectively
- identify and plan to meet key stakeholder requirements, including specifying the required financial/physical resources
- create an environment where people are engaged and willingly give their best
- identify and address poor performance
- contribute to the different stages of recruitment and selection
- promote continuous improvement and plan effective implementation of change
- feel more confident in carrying out their management role

KEY TOPICS

Developing your management style

- Skills, knowledge and attitudes required by an effective manager
- Using different management styles to manage and motivate others
- Providing feedback to support performance analysis and identifying development priorities
- Generating and implementing an effective development plan to address short- and longer-term needs

Building the team

- Differentiating between groups and teams
- Recognising observable behaviours in groups and teams and responding appropriately
- Developing high-performing teams that engage individuals and achieve objectives
- Promoting trust and respect across the team to generate a positive working environment

Managing information and communicating

- Understanding the importance of good information management
- Using relevant and sufficient information for decision making
- Legal and organisational requirements relating to handling information
- Reviewing methods of communication and seeking ways to improve relevant internal and external communications

Planning and managing resources

- Identifying organisation stakeholders, planning to meet requirements and monitoring progress
- Understanding the importance of effective resource management
- Planning the efficient and effective resourcing of a project
- Knowing how to make a business case to present ideas for change

Managing performance

- Key concepts of performance management and review
- Understanding how to encourage and nurture talent
- Importance of and use of constructive feedback to help people consolidate good performance and make desired improvements
- Identifying poor performance and supporting change required

Recruiting and selecting staff

- Recognising the different stages of the recruitment and selection process
- Planning and preparing for selection interviews
- Importance of fairness, objectivity and equality
- Planning effective inductions

Improving quality and managing change

- Meaning of quality and core concepts
- Importance and promotion of continuous improvement
- Need for change and how people respond to change
- Planning, managing and implementing change

DATES

5-6 May, 1-2, 29-30 June, 27 July
 7-8 September, 5-6 October, 2-3, 30 November
 8, 22 September, 6, 20 October, 3, 17 November, 1 December
 17 September, 1, 15, 29 October, 12, 26 November, 10 December
 7-8 October, 4-5 November, 2-3, 14 December

LOCATIONS

Melton
 Woodland Grange
 Bristol
 Warrington
 Melton

EEF members: £1,595.00 (excl VAT) Non-members: £1,875.00 (excl VAT) Duration: 7 days

Residential options are available at Woodland Grange - call us for more details.

ASSESSMENT

Delegates will be assessed through the completion of a CMI set assignment, based around the modules delivered, and will undertake continuous development through the use of individual action plans. Assessment and action plans are to be undertaken in the delegates' own time.

Fees include up to 12 months' student membership of the CMI.

PROGRESSION ROUTES

Following successful completion of this course, delegates might want to consider progression to the CMI Certificate or Diploma in Management and Leadership or the CMI Level 7 Award in Strategic Management and Leadership, which are available as in-house programmes and can be tailored to specific organisational needs.

This course can be tailored to meet your business needs and delivered at your company.



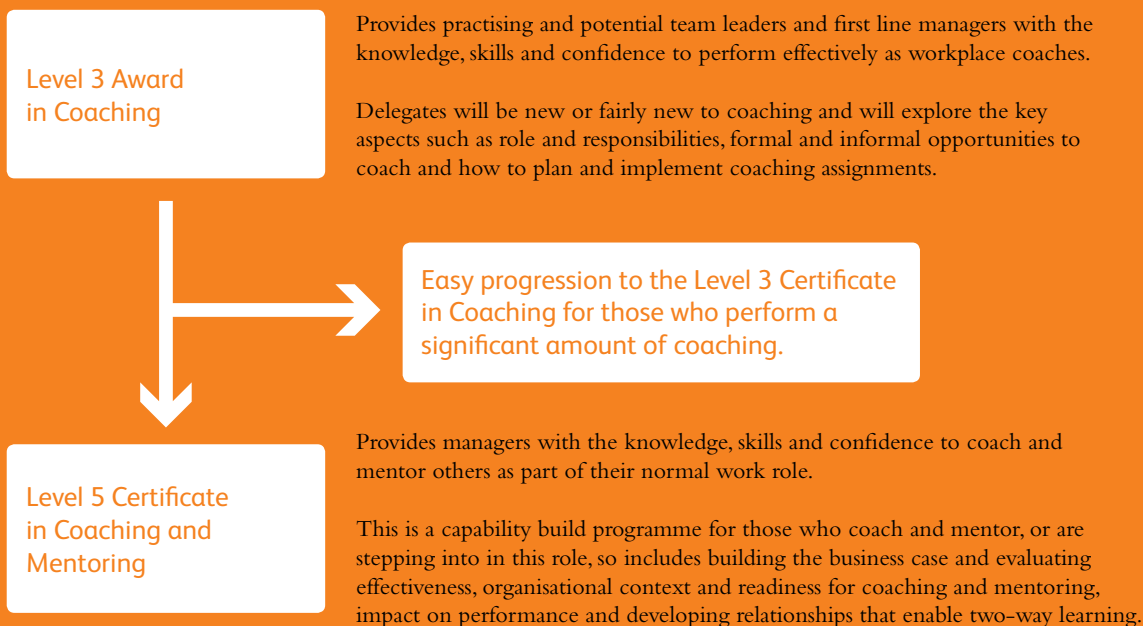
To find out more about this course and other CMI qualifications in management and leadership, please call us today on 0845 293 9850 or visit www.eeftraining.org.uk/mlc4

Alternatively, if you need more specialist help to improve the leadership and management skills within your organisation, ask about our consultancy and one-to-one coaching services.

ILM COACHING QUALIFICATIONS

If your organisation uses coaching and mentoring in the workplace, or is considering doing so, why not upskill your practitioners and enable them to gain a qualification at the same time?

There are usually no formal entry requirements, but as delegates will undertake coaching and/or mentoring as part of their assessment it is assumed that they will perform this as part of their role or be interested in using coaching as a development tool. For those new to coaching, the Level 3 qualifications are usually the best option.



Programmes consist of three or four mandatory units that can be tailored to meet your organisation's specific requirements.

Assessments include written and reflective assignments and a coaching diary to enable direct transfer of learning to the workplace and evaluation of real experience.

ILM LEVEL 3 AWARD IN COACHING

Coaching enables individuals to acquire the knowledge, skills and techniques needed to perform effectively in the workplace by motivating, challenging and guiding them. Therefore, it is increasingly important that managers and others to have the skills to be able to act as coaches to help people reach their potential. This four-day programme delivers the knowledge and skills required and is partly assessed through coaching practice undertaken in the workplace.

WHO SHOULD ATTEND?

Team leaders, managers and those who need to develop others to perform effectively within their work role.

BENEFITS OF ATTENDING

Through participating in this programme, delegates will be able to:

- understand good practice and opportunities for coaching in the workplace
- recognise the difference between coaching, training and other development methods
- understand how to use appropriate techniques to stimulate, challenge and motivate learners to achieve required outcomes
- provide constructive and supportive feedback to support learning and performance improvement
- identify resources and create an environment that fosters learning and development
- identify individual learning needs and agree plans to achieve
- organise and conduct coaching in the workplace
- stimulate, inspire, assess and record learning
- reflect on their personal coaching abilities and generate a personal development plan

COURSE STRUCTURE

Delivery is by tutors who have experience of coaching in a range of different industry workplaces, so the content reflects this by combining the rigours of theory with practical exercises to explore the full range of coaching opportunities in the workplace.

All sessions will be highly participative, lively and encourage delegates to practise new knowledge and skills before they undertake coaching in their own workplace.

KEY TOPICS

Understanding good practice in workplace coaching

- Understanding the purpose of coaching and the role, responsibilities and behaviours of an effective workplace coach
- Recognising the opportunities to use coaching for improving performance, and also when it is not appropriate
- Understanding how people learn and the use of diagnostics to identify different learning styles
- Managing the coaching process, setting goals and contracting with individual learners
- Developing coaching knowledge and skills to meet the needs of the individual learner
- Using different coaching models and techniques in an ethical and innovative way
- Recognising and overcoming barriers to coaching in the workplace
- Accurate record keeping and the importance of confidentiality

Reflecting on workplace coaching

- Conducting a reflective and evidenced analysis of own coaching practice to assess current abilities
- Reflecting on own use of questioning, listening and other communication strategies when coaching
- Assessing the effectiveness of feedback given to learners on performance
- Identifying strengths and areas of improvement to generate a personal development plan as a workplace coach

Undertaking coaching in the workplace

- Planning and organising coaching to accommodate different learning styles and needs
- Contracting the scope and content of the coaching sessions
- Using diagnostic and assessment tools to coach effectively
- Agreeing learning goals and conducting coaching sessions with one or more individuals
- Identifying resources and providing a safe and effective environment for coaching and development

- Monitoring learning and development and using appropriate techniques to assess individual learning
- Effective record keeping at different stages of coaching, and celebrating progress and achievement
- Reviewing own performance through self-assessment and feedback from learners
- Seeking ways to further develop skills
- Keeping a coaching diary to evidence coaching in the workplace

ASSESSMENT

Delegates will be assessed through the completion of a written assignment on understanding good practice, a reflective assignment of coaching ability and completion of a coaching diary to record their workplace coaching sessions.

Fees include 12 months' studying membership of the ILM.

PROGRESSION ROUTES

Following successful completion of the course, delegates might want to consider the ILM Level 3 Certificate in Coaching or the ILM Level 5 Certificate in Coaching and Mentoring, which are available as in-house programmes and can be delivered on site.

This course is most suitable for delivery in house, at your company. However, it may be offered as an open course subject to demand.

EEF members: £750.00 (excl VAT) Non-members: £885.00 (excl VAT) Duration: 4 days + examination



To find out more about this course and ILM employer-centred qualifications in management and leadership, coaching and mentoring from Levels 2 to 5, please call us on 0845 293 9850 or visit www.eeftraining.org.uk/mlc10

ADVANCED PRESENTATION SKILLS

This two-day course builds on basic knowledge and existing experience and will improve participants' ability to make a confident and persuasive presentation. Numbers are restricted to eight delegates to allow practical work to enable upskilling on current ability.

WHO SHOULD ATTEND?

Anyone who wants to present with impact to groups of people and already has basic presentation skills.

BENEFITS OF ATTENDING

Once back in the workplace, participants will be able to:

- plan and write structured presentations
- confidently deliver presentations professionally and with impact
- communicate key points clearly to engage audience attention
- support presentations visually and creatively to generate greater impact
- handle audience questions and feedback without getting wrong-footed
- evaluate presentations to continually improve structure and style

KEY TOPICS

- Defining the purpose and objectives
- Essential planning and preparation
- Group size matters!
- Formal and informal occasions
- Covering the knowledge gap
- Must-have content – not overload!
- Structuring the presentation
- Mind maps and storytelling

- Key point orchestration and timings
- Leading the audience journey
- Presentation techniques and methods
- Establishing personal credibility and impact
- Making the most of the venue and facilities
- Verbal and non-verbal messaging
- Involving and engaging the audience
- Equipment and visual aids
- Preparing and using aides-memoire
- Making nerves work to positive effect
- Dealing with difficult audience questions
- Rehearsing, editing and delivering a timed presentation
- Tutor and group analysis
- Evaluating own presentation, feedback and feedforward
- Ongoing personal development

YOU MAY ALSO BE INTERESTED IN

- Behaving Assertively – page 19
- Commercial Negotiation Skills – page 21
- Effective Meetings – page 22
- Essential Selling Skills – page 23
- Interpersonal Communication Skills – page 27

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
20-21 May	Melton	24-25 September	Warrington
11-12 June	Sheffield	13-14 October	Gateshead
14-15 July	Bristol	23-24 November	Birmingham

EEF members: £510.00 (excl VAT) Non-members: £600.00 (excl VAT) Duration: 2 days

BEHAVING ASSERTIVELY

A one-day course designed to build confidence by showing participants how to employ assertive rather than passive or aggressive behaviour. This highly interactive course gives them the opportunity to learn and practise assertive behaviours that can be used in challenging situations.

WHO SHOULD ATTEND?

Anyone who needs to improve their relationships at work and assert themselves with confidence.

BENEFITS OF ATTENDING

Once back at the workplace, participants will be able to:

- recognise how to use assertive behaviour and avoid being passive or aggressive
- maintain positive and productive relationships at all levels
- tackle challenging interpersonal situations effectively
- demonstrate their self-respect and respect for others
- make and refuse requests in a collaborative style
- evaluate their own behaviour and recognise priorities for development

KEY TOPICS

- Defining assertiveness
- Understanding behavioural drivers
- Assertive communication – words and phrases, voice tone, pace and pitch
- Tools and techniques to support assertive behaviour
- Saying ‘no’ with confidence and without feeling guilty
- Dealing with negative feelings, defensive behaviour and difficult situations
- Making requests positively and confidently
- Giving and receiving feedback

YOU MAY ALSO BE INTERESTED IN

- Effective Meetings – page 22
- Essential Selling Skills – page 23
- Exceptional Customer Service – page 24
- Interpersonal Communication Skills – page 27
- Managing People for Results – page 30

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
26 March	Birmingham	4 August	Bridgend
21 April	Warrington	8 September	Gateshead
20 May	Bristol	17 September	Hook
9 June	Melton	23 September	Leeds
17 June	Cambridge	30 September	Warrington
6 July	Sheffield	18 November	Birmingham

EEF members: £255.00 (excl VAT) Non-members: £299.00 (excl VAT) Duration: 1 day

COACHING SKILLS FOR MANAGERS

Coaching individuals to attain a higher performance can be a cost-effective alternative to sending people on training courses; however, many managers are not skilled at coaching so do not use this powerful development tool. This workshop introduces managers to coaching and explores the practical skills needed to make it successful.

WHO SHOULD ATTEND?

Managers and team leaders who want to develop their coaching skills and use the techniques to successfully develop their people.

BENEFITS OF ATTENDING

Once back in the workplace, participants will be able to:

- identify the benefits and opportunities to use coaching to develop people
- set challenging coaching goals
- plan and deliver a coaching assignment
- motivate learners through supportive feedback and celebration of achievement
- manage the relationship between coach and learner from the initial meeting to the conclusion of the assignment

KEY TOPICS

- Workplace coaching techniques and tools to use to develop people
- Setting learner-centred goals
- Planning and delivering a coaching session
- Learner motivation and keeping momentum going
- Giving supportive feedback and managing the coach–learner relationship

YOU MAY ALSO BE INTERESTED IN

- ILM Level 3 Award in Coaching – page 16
- ILM Level 3 Award in Leadership and Management – page 11
- CMI Level 5 Award in Management and Leadership – page 13
- Managing People for Results – page 30

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
21 April	Bristol	19 October	Warrington
11 June	Birmingham		

EEF members: £255.00 (excl VAT) Non-members: £299.00 (excl VAT) Duration: 1 day

COMMERCIAL NEGOTIATION SKILLS

An interactive course designed to help delegates prepare for negotiating. Delegates will learn how to order and structure their approach and have ample opportunity to practise and apply effective techniques.

WHO SHOULD ATTEND?

Anyone responsible for negotiating, agreeing and setting terms, variable prices or rates with either internal or external clients. This course is particularly useful for managers involved or associated with sales, purchasing or contracting.

BENEFITS OF ATTENDING

Back in the workplace, participants will be able to:

- develop a constructive and positive approach to undertaking negotiations
- undertake preparations to carry out negotiations
- commence a negotiation with positive intentions
- bargain with negotiation partners
- effectively close a negotiation
- determine negotiation BATNA (best alternative to a negotiated agreement)
- respond effectively to negative negotiation tactics

KEY TOPICS

- Defining negotiation
- The concept of ‘win-win’
- Phases of negotiation
- The four-phase model
- Qualities, skills and behaviours of effective negotiators
- Influencers and appropriate use of influence
- Tactics used by seasoned negotiators
- Practice sessions

YOU MAY ALSO BE INTERESTED IN

CMI Level 5 Award in Management and Leadership – page 13
 Finance for Non-Financial Managers – page 25
 Managing and Delivering Projects – page 29

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
8 May	Gateshead	14 September	Birmingham
22 June	Sheffield	20 October	Bristol
23 July	Cambridge	25 November	Warrington

EEF members: £349.00 (excl VAT)

Non-members: £410.00 (excl VAT)

Duration: 1 day

EFFECTIVE MEETINGS

Well-run meetings can save hours of wasted time and effort and motivate people to complete agreed actions, thus contributing positively to organisational results.

WHO SHOULD ATTEND?

People who currently chair meetings or will be doing so in the near future.

BENEFITS OF ATTENDING

Once back in the workplace, participants will be able to:

- identify whether or not a meeting is necessary
- construct agendas that help participants plan and prepare for meetings
- chair group meetings and control challenging participants
- ensure that minutes are accurate and user friendly
- evaluate the meetings they attend to identify areas for improvement

KEY TOPICS

- Identify the purpose, the plan and the participants
- Review tools and techniques for creating formal and informal agendas
- Planning and preparing oneself and meeting participants
- Controlling group participants who are not positive contributors
- Discussing best practice ideas for note taking
- The ABC of user-friendly minutes
- Evaluating and improving potential for meetings to achieve objectives

YOU MAY ALSO BE INTERESTED IN

Behaving Assertively – page 19

Interpersonal Communication Skills – page 27

Managing and Delivering Projects – page 29

Managing People for Results – page 30

This course can be tailored to meet your business needs and delivered at your company.

DATES

24 February

LOCATIONS

Warrington

DATES

9 September

LOCATIONS

Gateshead

EEF members: £255.00 (excl VAT)

Non-members: £299.00 (excl VAT)

Duration: 1 day

ESSENTIAL SELLING SKILLS

Selling skills are an essential ingredient for the success of many organisations, enabling effective client relationships and repeat business. Effective salespeople are those who understand how to work with customers to clearly establish what they want and how to find ways to close deals that lead to delighted customers and increased loyalty.

WHO SHOULD ATTEND?

People who are involved in selling, whether they are new to the sales role and want to gain a basic understanding or are experienced and need to sharpen their skills.

BENEFITS OF ATTENDING

Once back in the workplace, participants will be able to:

- explain the top ten competitiveness qualities
- establish what is valuable to the customer
- create well-formed sales goals
- establish if they are gaining commitment
- understand why having a flexible approach to selling will make it easier for customers to buy from them
- create and maintain strong customer relationships
- identify what needs to be done to focus on success and raise their sales performance

KEY TOPICS

- Call planning
- The initial approach
- Identifying customers' needs
- Questioning and listening
- Promoting features and benefits of products and services
- Dealing with customer queries and objections
- Qualifying the business
- Closing the deal

YOU MAY ALSO BE INTERESTED IN

Advanced Presentation Skills – page 18
 Commercial Negotiation Skills – page 21
 Exceptional Customer Service – page 24
 Presentation Skills – page 33

This course can be tailored to meet your business needs and delivered at your company.

Want to improve the capability of your salespeople, enabling them to deliver outstanding results? Ask us about our learning and development consultancy services.

DATES	LOCATIONS	DATES	LOCATIONS
10 March	Warrington	10 June	Gateshead

EEF members: £255.00 (excl VAT) Non-members: £299.00 (excl VAT) Duration: 1 day

To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/pdc11

EXCEPTIONAL CUSTOMER SERVICE

People who provide exceptional customer service gain huge satisfaction from their job and add value to the organisation by enhancing organisation image and encouraging customer loyalty. This course helps participants understand how to keep the customer at the heart of all they do and how to enable positive experiences that customers remember and talk about for all the right reasons!

WHO SHOULD ATTEND?

This course is for anyone who wants to provide a first-class experience to all types of internal and external customer.

BENEFITS OF ATTENDING

The course is highly participative, so delegates can explore and evaluate a range of techniques with reference to their workplace. Participants will leave with new customer service knowledge, skills and lots of ideas for implementation.

KEY TOPICS

- Defining what exceptional customer service looks, sounds and feels like and why it is so important
- Understanding and meeting internal and external customer needs
- Creating the ‘wow’ factor
- Recognising how effective communication and service impact the customer experience
- Turning complaints into compliments
- Telephone techniques – some dos and don’ts
- Improving customer service processes and interactions with customers
- Sharing best practice to create an action plan to take away

YOU MAY ALSO BE INTERESTED IN

Behaving Assertively – page 19

Essential Selling Skills – page 23

Interpersonal Communication Skills – page 27

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
20 April	Cambridge	9 September	Warrington
14 July	Birmingham	21 October	Sheffield

EEF members: £255.00 (excl VAT) Non-members: £299.00 (excl VAT) Duration: 1 day

Want to improve the capability of your people, enabling them to deliver outstanding results? Ask us about our learning and development consultancy services.

To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/pdc5

FINANCE FOR NON-FINANCIAL MANAGERS

Managers who understand the financial side of their business are much more effective than those who don't. This introductory workshop will demystify the language of finance to enable participants to contribute more effectively to business conversations, leading to better results.

A common-sense, layman's approach to finance is used to enable delegates to understand key accounting concepts, interpret financial statements and improve their ability to forecast and manage costs.

This course can be customised to run in house using an organisation's own financial information. It can also be delivered as a two-day course to provide further opportunity to practise additional skills and allow for deeper discussion.

WHO SHOULD ATTEND?

Non-financial executives, directors and all levels of managers who wish to gain a practical working knowledge of understanding and managing money effectively.

BENEFITS OF ATTENDING

By the end of the workshop, delegates will be able to:

- understand the importance of finance and of controlling costs
- appreciate how budgets are constructed and utilised
- make sense of financial jargon related to published business accounts and management accounting reports
- demonstrate their understanding of cost management, the budgeting process and the need for effective budgetary forecasts and control
- demonstrate their understanding of financial techniques associated with capital expenditure and the concept of risk management

KEY TOPICS

- How to interpret accounts, profit and loss statements and balance sheets
- Use of financial ratios
- Understanding accounts, accounting standards and rules
- Management accounting
- Control of working capital, stock, creditors, debtors and cash
- Budget forecasting and control
- Cost accounting and control
- Understanding the need to financially appraise capital expenditure projects
- Company taxation and strategies
- The economy, the City and financial control

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
23 April	Birmingham	15 September	Gateshead
13 May	Bristol	23 September	Birmingham
14 May	Warrington	28 October	Leeds
17 June	Sheffield	18 November	Warrington
30 June	Cambridge	19 November	Bristol
21 July	Melton	25 November	Cambridge
9 September	Hook		

EEF members: £255.00 (excl VAT)

Non-members: £299.00 (excl VAT)

Duration: 1 day

To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/mlc7

INSTRUCTIONAL TECHNIQUES FOR WORKPLACE TRAINERS

On successful completion of this programme, participants will be able to deliver on-the-job practical training to individuals.

WHO SHOULD ATTEND?

Newly appointed trainers and anyone in a workplace training role within the organisation who delivers one-to-one or on-the-job training.

BENEFITS OF ATTENDING

Once back in the workplace, participants will be able to:

- recognise situations in the workplace where learning needs to take place
- analyse tasks in order to plan effective training
- review and set clear standards of performance
- design and carry out short pieces of on-the-job training to meet specified needs
- write appropriate notes to support their training

KEY TOPICS

- Reviewing workplace situations and mapping these to learning needs
- Discussing tasks and analysing techniques for planning training
- Practical activities: designing training sessions, conducting on-the-job training and writing up training notes

YOU MAY ALSO BE INTERESTED IN

Coaching Skills for Managers – page 20
ILM Level 3 Award in Coaching – page 16

This course is most suitable for delivery in house, at your company. However, it may be offered as an open course subject to demand.

EEF members: £595.00 (excl VAT)

Non-members: £699.00 (excl VAT)

Duration: 2 days

INTERPERSONAL COMMUNICATION SKILLS

The organisation is not solely dependent on its products in order to achieve success. It is important that people within the organisation are able to establish positive working relationships. A manager's effectiveness depends on his or her ability to establish relationships with others.

WHO SHOULD ATTEND?

Anyone who wants to improve their interpersonal skills when dealing with colleagues, customers or clients.

BENEFITS OF ATTENDING

By the end of the workshop, delegates will be able to:

- recognise and avoid the barriers to effective communication
- practise communication techniques to help keep control of a situation
- devise strategies to deal with difficult interpersonal situations back in the workplace
- achieve better results by working more effectively with others

KEY TOPICS

- Understanding what is meant by effective communication
- Understanding the barriers to effective interpersonal communication
- Recognising the various stages in persuading or influencing employees or customers
- Understanding the importance of constructive feedback
- Analysing difficult interpersonal situations within the workplace
- Gaining interpersonal skills to help improve customer service and employee workplace relations

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
24 March	Sheffield	16 September	Gateshead
27 April	Melton	13 October	Leeds
12 May	Warrington	20 October	Warrington
10 June	Hook	18 November	Bristol
16 July	Birmingham	15 December	Cambridge

EEF members: £255.00 (excl VAT)

Non-members: £299.00 (excl VAT)

Duration: 1 day

MAKING THE BUSINESS CASE FOR TRAINING

This half-day programme explores the challenge for organisations in clearly recognising the link between identifying training and development interventions and bottom-line impact on business performance issues.

WHO SHOULD ATTEND?

Human resource professionals, managers with responsibility for training and developing their staff or anyone required to demonstrate a strong business case for training expenditure.

BENEFITS OF ATTENDING

Once back at the workplace, participants will be able to:

- accurately identify real business performance issues
- establish the difference between skill- and will-related issues
- identify options for addressing skill and will performance issues
- develop strong behavioural objectives
- work out appropriate mechanisms to review training and development activities
- evaluate the training and development activity against the four levels of evaluation, ensuring linkage back to resolving the original business performance issue

KEY TOPICS

- Identifying and clarifying the impact of training and development on bottom-line business performance issues
- Carrying out root cause analysis to determine the true causes of performance issues
- Completing a comprehensive training and development plan

This course is scheduled on demand. Please call us to discuss your required dates and locations.

EEF members: £155.00 (excl VAT)

Non-members: £185.00 (excl VAT)

Duration: Half-day

To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/mlc13

MANAGING AND DELIVERING PROJECTS

This two-day programme is aimed at providing participants with the critical skills and knowledge to deliver projects to cost and time. The learning will be facilitated through practical discussions, real-life scenarios and case studies, exercises, tools and techniques.

WHO SHOULD ATTEND?

Anyone with the responsibility for the delivery and management of projects.

BENEFITS OF ATTENDING

Once back at the workplace, delegates will be able to:

- select appropriate project criteria
- achieve budgetary control in managing projects
- measure and document project progress
- identify and manage factors critical to success
- organise, structure and manage specific tasks
- calculate project duration
- use PERT and Network Analysis
- use Gantt charts to measure progress
- identify project milestones
- modify project plans to deal with risk
- document project plans

KEY TOPICS

- Project conception – how are projects identified and defined? What issues need to be managed during the life of the project?
- Planning – reviewing the key elements in an effective plan. The importance of dependency, critical path and milestone identity, and the use of relevant charts to illustrate these and other important factors
- Monitoring – obtaining and using accurate and reliable information to track progress and make decisions
- Project teams – the skills and behaviours required by team members and the role of appropriate leadership
- Completion – how should the project results be handed over to the end user?

YOU MAY ALSO BE INTERESTED IN

Time Management and Prioritisation – page 36

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
17-18 March	Gateshead	1-2 July	Warrington
23-24 April	Sheffield	27-28 October	Bristol
29-30 April	Hook	18-19 November	Melton
26-27 May	Birmingham	7-8 December	Warrington
3-4 June	Cambridge		

EEF members: £495.00 (excl VAT)

Non-members: £585.00 (excl VAT)

Duration: 2 days

MANAGING PEOPLE FOR RESULTS

This dynamic management course works on the established premise that management is about getting things done through people.

Delegates will gain knowledge and practical skills to enable them to achieve positive results from their people and will have an opportunity to analyse and modify their approach to leading and managing people.

WHO SHOULD ATTEND?

Managers who want to enhance and develop their leadership skills and learn more about the stages of development that lead to high-performing teams.

BENEFITS OF ATTENDING

Once back in the workplace, participants will be able to:

- identify the different stages of team development so they can adopt an appropriate style of leadership to enable results
- recognise different team roles and how to build a balanced team that utilises individual strengths
- use a range of leadership styles to meet the needs of the individual and the situation
- promote trust and respect across the team
- hold performance conversations that are supportive and improve the performance of individual team members
- develop a personal development plan to increase effectiveness back in the workplace

All delegates will leave the management course with a personal action plan of practical solutions to implement in the workplace.

KEY TOPICS

- Stages of team development
- Orchestrating team strengths and balance
- Characteristics of high-performing teams
- Dealing with dysfunctional teams
- Leadership versus management
- Developing a toolkit of effective leadership styles
- Skill/Will model
- Reviewing personal leadership skills and generating a plan for improvement

YOU MAY ALSO BE INTERESTED IN

- ILM level 3 Award in Leadership and Management – page 11
- ILM Level 3 Award in Coaching – page 16
- CMI Level 5 Award in Management and Leadership – page 13
- Finance for Non-Financial Managers – page 25
- Managing and Delivering Projects – page 29
- Managing Performance (Appraisal Skills and Performance Objectives) – page 31

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
10-11 March	Bridgend	15-16 September	Birmingham
22-23 April	Melton	6-7 October	Leeds
11-12 May	Sheffield	19-20 October	Cambridge
1-2 July	Warrington	10-11 November	Hook
21-22 July	Gateshead	16-17 November	Warrington
9-10 September	Bristol		

EEF members: £495.00 (excl VAT)

Non-members: £585.00 (excl VAT)

Duration: 2 days

MANAGING PERFORMANCE (APPRAISAL SKILLS AND PERFORMANCE OBJECTIVES)

Appraisal should be an ongoing process and not a once-a-year event or box-ticking exercise. This training day will help appraisers understand the reasons for doing this and the requirements needed to make this happen positively.

WHO SHOULD ATTEND?

Any line manager who needs to formally appraise others' performance.

BENEFITS OF ATTENDING

Once back in the workplace, participants will be able to:

- actively contribute to the company's performance management cycle
- deliver accurate and constructive appraisals with structured feedback on performance
- set stretching yet attainable objectives for their team which are clearly defined and understandable
- undertake and agree personal development plans which are in line with business needs

KEY TOPICS

- Managing individual performance through appraisals
- Benefits of an appraisal system
- Preparing for the appraisal
- Structuring the appraisal meeting
- Setting and agreeing objectives
- Options for personal development
- Providing feedback
- Questioning and listening techniques
- Practical examples

YOU MAY ALSO BE INTERESTED IN

- Behaving Assertively – page 19
- Coaching Skills for Managers – page 20
- ILM Level 3 Award in Coaching – page 16
- ILM Level 3 Award in Leadership and Management – page 11
- CMI Level 5 Award in Management and Leadership – page 13
- Managing People for Results – page 30

This course can be tailored to meet your business needs and delivered at your company.

For help evaluating job roles or introducing a new appraisal system, why not have a chat with one of our HR consultants who can offer help and support?

DATES	LOCATIONS	DATES	LOCATIONS
17 February	Warrington	5 August	Cambridge
19 February	Melton	14 September	Melton
17 March	Bristol	28 September	Warrington
15 April	Cambridge	13 October	Bristol
19 May	Hook	24 November	Hook
23 June	Birmingham	2 December	Gateshead
1 July	Gateshead	14 December	Birmingham

EEF members: £120.00 (excl VAT) Non-members: £145.00 (excl VAT) Duration: 1 day

To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/mlc16

MANAGING STRESS

Our one-day workshop combines knowledge (definitions, law, best practice descriptions) and practicalities (the supporting policies in place) with skills practice (real play). Real play gives participants the opportunity to apply the requisite behavioural skills in informal and formal meetings, getting them to tackle examples that reflect the daily realities of this issue.

WHO SHOULD ATTEND?

Line managers and supervisors who have the responsibility for people.

BENEFITS OF ATTENDING

Once back at the workplace, participants will be able to:

- recognise the signs and symptoms of stress in their team members
- take steps to reduce the risk factors that could become workplace stressors
- conduct informal conversations with individuals who are suffering from stress to offer help and support

KEY TOPICS

- Identifying and recognising stress in others and oneself
- Reducing risk factors
- Discussing and practising informal conversation techniques

YOU MAY ALSO BE INTERESTED IN

- Absence Management (Fit for Work) – page 41
- Managing Underperformance (Conduct and Capability) – page 45

This course is scheduled on demand. Please call us to discuss your required dates and locations.

EEF members: £255.00 (excl VAT)

Non-members: £299.00 (excl VAT)

Duration: 1 day

PRESENTATION SKILLS

Giving a formal or informal presentation is becoming an increasingly important element in many job roles. This practical presentation skills training provides a basic introduction to the skills required to give good-quality presentations. It gives delegates the opportunity to practise and gain professional feedback and coaching in a safe environment.

To enable ample opportunity for skills practice, this course is restricted to eight delegates.

WHO SHOULD ATTEND?

This presentation skills course is beneficial for anyone who needs to acquire the core skills required to deliver effective presentations. The course is popular amongst salespeople, technical people and managers who need to share plans, ideas or proposals and deliver project briefings.

BENEFITS OF ATTENDING

Once back in the workplace, participants will be able to:

- develop a structure upon which to build an effective presentation
- design professional and appropriate support materials
- deliver presentations with improved confidence
- engage with their audience to get their message across

KEY TOPICS

- Structuring an effective presentation
- Developing content appropriate to the audience
- Communicating with confidence
- Dealing with nerves positively
- Preparing and using notes
- Handling a challenging audience
- Writing and delivering a practice presentation
- Giving and receiving constructive feedback on presentations

YOU MAY ALSO BE INTERESTED IN

- Advanced Presentation Skills – page 18
- Behaving Assertively – page 19
- Commercial Negotiation Skills – page 21
- Effective Meetings – page 22
- Essential Selling Skills – page 23
- Interpersonal Communication Skills – page 27

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
6 May	Warrington	11 September	Sheffield
19 May	Birmingham	30 September	Melton
11 June	Gateshead	7 October	Bristol
8 July	Hook		

EEF members: £255.00 (excl VAT)

Non-members: £299.00 (excl VAT)

Duration: 1 day

RESOLVING CONFLICT

As a culture, we are taught to be uncomfortable with conflict. As most of us have realised, however, conflict is natural and inevitable. Conflict is neither good nor bad; it is simply a predictable occurrence within any relationship or team.

This session considers the causes, costs and risks of conflict, how and why it escalates and what to do to stop it from doing so. It also looks at practical behavioural tools that help to manage conflict reactively and proactively, so that difficult issues are dealt with at the earliest possible stage.

WHO SHOULD ATTEND?

Anyone who wants to improve their ability to handle conflict.

BENEFITS OF ATTENDING

Once back at the workplace, participants will be able to develop proactive and reactive strategies to handle conflict.

KEY TOPICS

- Identifying and recognising indicators of possible conflict in situations
- Reviewing the causes, costs and risks of conflict
- Use practical behavioural tools that help to manage conflict reactively and proactively – stopping potentially difficult issues turning into conflict situations

YOU MAY ALSO BE INTERESTED IN

Behaving Assertively – page 19

Managing People for Results – page 30

Mediation and Managing Conflict in the Workplace -

Focus on Bullying and Harassment – page 47

Working Successfully with Trade Unions – page 51

This course can be tailored to meet your business needs and delivered at your company.

Open Course dates will be scheduled on demand.

Please call us to discuss your required dates and locations.

EEF members: £255.00 (excl VAT)

Non-members: £299.00 (excl VAT)

Duration: 1 day

To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/mlc20

THE NEW TEAM LEADER

This course provides essential team leadership skills to newly promoted team leaders. Leadership is often difficult for team members who have just stepped into the role, so this programme aims to develop and improve leadership skills in order to enhance effectiveness within the team and organisation.

WHO SHOULD ATTEND?

Those who are new to the team leader/supervisor role with limited prior formal training. The course is also a useful refresher for those who need to update their skills or for employees who have the potential for future development into a team leader role.

BENEFITS OF ATTENDING

Once back at the workplace, participants will be able to:

- assess and improve their effectiveness as the leader of a team
- make decisions with greater confidence
- motivate and develop the team to achieve greater potential
- improve channels of communication with their team
- use the stages of team development to assess the maturity of their team
- provide constructive feedback to their team members

KEY TOPICS

- Team leader in the context of the organisation
- Responsibilities of the team leader
- Giving feedback to team members
- Motivators and demotivators at work
- Motivating a demotivated member of the team
- Definition of communication
- Improving in-company communication
- Stages in team development
- Difference between effective and ineffective teams

PROGRESSION ROUTES

Following successful completion of the course, delegates may wish to gain a formal qualification by attending one of our ILM development programmes at Level 2 or 3.

YOU MAY ALSO BE INTERESTED IN

ILM Level 2 Award in Leadership and Team Skills
– page 9

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
24-25 February	Birmingham	1-2 October	Gateshead
9-10 March	Sheffield	1-2 October	Bristol
17-18 March	Warrington	21-22 October	Leeds
6-7 May	Cambridge	9-10 November	Warrington
9-10 June	Warrington	10-11 November	Melton
23-24 June	Hook		

EEF members: £495.00 (excl VAT)

Non-members: £590.00 (excl VAT)

Duration: 2 days

To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/mlc22

TIME MANAGEMENT AND PRIORITISATION

This course is an investment in the future. It aims to give participants the time to look at what they do and how they do it and to come away thinking consciously about the daily decisions they make, improving their personal effectiveness as a result.

WHO SHOULD ATTEND?

Anyone who would like to maximise their output, prioritise effectively, respond to changing priorities and act assertively when others place pressures on their time.

BENEFITS OF ATTENDING

Once back in the workplace, participants will be able to:

- recognise why they are working as they are and make decisions that improve their working effectiveness, not just operate through habit
- utilise a range of prioritisation methods on an ongoing basis and work on the ‘right thing at the right time’
- manage those things and people which try to steal their time, making them more effective in the process
- choose work items for delegation and select the right person to pass them on to

KEY TOPICS

- Time management from the inside out – are you your own worst enemy?
- Increasing effectiveness by recognising and working on what is truly important
- A variety of prioritisation methods, each with a slightly different twist
- Understanding strengths and weaknesses of different working styles
- Controlling interruptions and respecting other people’s time
- Delegating for development – not dumping through desperation!
- Overcoming the barrier of procrastination
- Using systems to control time, not being controlled by systems

YOU MAY ALSO BE INTERESTED IN

Behaving Assertively – page 19

Effective Meetings – page 22

Managing and Delivering Projects – page 29

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
30 March	Sheffield	9 September	Birmingham
6 May	Bristol	7 October	Cambridge
18 June	Warrington	8 October	Bridgend
1 July	Melton	4 November	Leeds
28 July	Gateshead	1 December	Warrington
3 September	Hook		

EEF members: £255.00 (excl VAT) Non-members: £299.00 (excl VAT) Duration: 1 day

Do you need professional support with any aspect of running your HR operation? Our interim HR consultancy can provide advice and assistance.

To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/pdc24

TRAIN THE TRAINER

Train the Trainer is for individuals who need to design and deliver interactive workplace training sessions to groups of learners. The programme is informal and highly participative with active discussion, exchange of ideas, exercises, group work and practice sessions.

Delegates will be able to practise their skills in a safe environment with the benefit of professional feedback and coaching from our specialist trainers.

WHO SHOULD ATTEND?

This course will be useful for managers, department heads, supervisors, team leaders, trainers and others who are responsible for delivering theoretical information and support to groups of people through interactive training sessions.

BENEFITS OF ATTENDING

By the end of the workshop, delegates will be able to:

- analyse training activities and write objectives
- plan accurate training sessions with support materials that reflect best practice
- carry out training sessions at a pace and level that maximises learning
- encourage participation and control group dynamics
- develop skills in training analysis and evaluation

KEY TOPICS

- How people learn
- Write instructional objectives
- Structuring interactive training
- Preparing for training delivery
- Designing visual aids and handouts
- Giving and obtaining feedback
- Increasing participation using syndicate and exercises
- Practice sessions

YOU MAY ALSO BE INTERESTED IN

Coaching Skills for Managers – page 20
ILM Level 3 Award in Coaching – page 16

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
17-18 February	Cambridge	22-23 September	Melton
23-24 March	Warrington	28-29 September	Bristol
28-29 April	Birmingham	28-29 October	Gateshead
16-17 June	Hook	5-6 November	Warrington
9-10 July	Sheffield		

EEF members: £595.00 (excl VAT)

Non-members: £695.00 (excl VAT)

Duration: 2 days

HR and Employment Law

Whether you are outsourcing your HR operations to us or asking us to undertake a bespoke piece of work, you have the peace of mind of knowing that your employment responsibilities are in the hands of seasoned, highly qualified experts, aiming to help you achieve people flexibility, compliance, productivity and high performance.

Training

All our training can be benchmarked to national standards and many courses are accredited through the Institute of Leadership and Management (ILM) and the Chartered Management Institute (CMI).

Consultancy

Our team of consultants is dedicated to providing a pragmatic and practical hands-on approach, based on business fact, not consultancy theory, so you will get a full, unfiltered view of the options available to you. We will help you get from A to B in the way that suits your business needs – focusing on maximising the contribution of your people, improving productivity and your bottom-line performance.

Our consultancy team has extensive knowledge of best workplace practices and the experience and the tools necessary to provide an outstanding service. Whether you need additional resources to help with a particular project or you are looking for objective expertise in a specific area, we provide flexible, professional support on and off site. With national scale backed by intimate local knowledge and delivery, we will be a valuable resource but without the usual exposure to large overheads.

We can help you by:

Compliance

- Auditing HR practices
- Establishing compliant HR policies, processes and procedures
- Comprehensively reviewing current resourcing strategy
- Conducting investigations
- Providing support at hearings
- Delivering practical workshops for managers
- Assisting with dispute resolution and workplace mediation
- Providing tactical support/advice through individual/collective disputes
- Supporting pay negotiations, consultation and ultimate delivery
- Providing mediation training for managers
- Supporting and assisting with individual and collective consultation
- Assisting with outplacement and career transition
- Providing legal/HR technical support on TUPE, restructuring and change management
- Providing support when changing terms and conditions
- Setting up information and consultation mechanisms
- Psychometric and aptitude testing
- Reviewing, designing and developing performance management systems
- Designing and developing an attendance management system

Efficiency

- Reviewing and assessing your internal HR capability
- Monitoring and analysing employee turnover
- Developing retention strategies
- Developing and implementing competency frameworks
- Designing and managing assessment centres, including psychometric testing
- Reviewing existing working practices and systems
- Optimising working time through a best-fit approach – e.g. annual hours systems, banked hours
- Linking performance to reward
- Assisting with succession planning
- Pay/salary benchmarking and intelligence
- Designing and developing pay, benefit and reward systems
- Identifying the root cause of absence and developing appropriate strategies

Growth

- Delivering strategic planning
- Developing a robust HR plan that is aligned to the business plan
- Developing a resourcing plan that is aligned to the business plan
- Advising on handling and managing change
- Setting up information and consultation mechanisms
- Training managers and representatives
- Designing and implementing strategic and operational change management strategies including restructuring, redundancy, mergers and acquisitions
- Designing and implementing a communication strategy
- Delivering talent management strategies

The Business Benefits of Using EEF Consultancy

- Legally compliant HR practices, policies and procedures
- Better engaged employees
- Improved reputation
- Improved performance
- Improved employee relations
- Bottom-line improvements
- Time/resource savings – eliminate all the time-consuming and non-value-added elements of people management
- Reduction in conflicts/disputes as a result of effective relationship management
- A flexible workforce providing business agility

(This is not an exhaustive list of EEF's HR Consultancy Services.)

“EEF provided strong legal advice throughout the case. What I particularly like is that their advice is not just a regurgitation of all the possible legal options, but it is applied in a practical and accessible way and has helped us to improve our business. From a people perspective, we have moved to a higher level and our processes are now more robust and more clearly understood by everyone in the team.”

*Tim Hughes, Managing Director,
CHH CoNeX*



ABSENCE MANAGEMENT (FIT FOR WORK)

How do you manage sickness issues? Is short-term absence a result of conduct or capability? How can you be proactive with a long-term-sick employee? Dealing with absence issues can be difficult, yet the consequences of ignoring them are detrimental to businesses.

Too many companies don't know how to deal with such issues. Reducing absence levels can have a dramatic effect on both costs and morale. This course shows how both short- and long-term absences can be managed proactively with positive results.

With the introduction of the Fit Note, a focus on rehabilitation and surveys showing that the incidence of work-related stress is increasing, the role of the manager in facilitating people's fitness for work has never been more relevant. This practical course gives line managers an insight into good practice absence management techniques, including skills and tips for having sickness absence conversations.

WHO SHOULD ATTEND?

Line managers and supervisors who are responsible for managing, or contributing to the management of, sickness absence in their teams.

BENEFITS OF ATTENDING

Once back at the workplace, participants will be able to:

- differentiate between the approaches for short-term, long-term and disability-related absences
- conduct effective return-to-work interviews
- generate and promote practical rehabilitation measures
- investigate long-term sickness absence at informal and formal meetings
- identify the responsibilities of managers in handling absence
- understand legislation in relation to absence
- be confident in applying an absence policy in the workplace

KEY TOPICS

- Investigating the reasons for absence
- The impact of absence on the individual and the organisation
- Managing short-term absence
- Strategies to overcome short-term absences, including return-to-work interviews
- Proactively managing long-term absence
- Disability discrimination issues
- Dealing with difficult scenarios
- Promoting employee health and well-being
- Confidentiality issues

YOU MAY ALSO BE INTERESTED IN

Handling Discipline and Grievance – page 44

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
15 January	Bristol	7 July	Bristol
3 February	Melton	27 August	Melton
10 February	Gateshead	10 September	Gateshead
10 March	Sheffield	5 October	Sheffield
19 March	Hook	21 October	Hook
14 April	Warrington	4 November	Cambridge
21 April	Cambridge	1 December	Warrington
9 June	Birmingham	9 December	Birmingham

EEF members: £120.00 (excl VAT) Non-members: £145.00 (excl VAT) Duration: 1 day

To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/mlc1

BULLYING AND HARASSMENT

This half-day course is designed to provide attendees with the confidence and skills to manage bullying and harassment in the workplace.

The course will cover identifying what constitutes discrimination/harassment on the grounds of race, sex, sexual orientation, age, religion or belief, gender reassignment, pregnancy and maternity, marriage and civil partnership, disability and third-party harassment; providing training in how to handle complaints of discrimination/harassment; effectively utilising company policies, procedures and guidelines and understanding the importance of ensuring that they are followed and the implications of not following company procedures.

WHO SHOULD ATTEND?

This training will be beneficial for all line managers, supervisors and HR professionals at both operational and strategic levels.

BENEFITS OF ATTENDING

By the end of this workshop, delegates will be able to:

- understand the practicalities of managing bullying and harassment
- understand the legal framework and what constitutes bullying and harassment
- recognise the risks of failing to address the issues of bullying and harassment

KEY TOPICS

- Developing confidence and skills to manage bullying and harassment in the workplace
- Understanding the legal framework and what constitutes bullying and harassment
- Effective utilisation of company policies and procedures on bullying and harassment
- Dealing with allegations and complaints – what happens if you get it wrong, and what is the risk of failing to address these issues

YOU MAY ALSO BE INTERESTED IN

Handling Discipline and Grievance – page 44

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
24 March	Gateshead	11 September	Warrington
11 May	Sheffield	8 October	Bristol
16 June	Birmingham	16 November	Sheffield

EEF members: £155.00 (excl VAT)

Non-members: £185.00 (excl VAT)

Duration: Half-day

DEVELOPING YOUR EMPLOYEE REPRESENTATIVES

The Information and Consultation Regulations require employers with more than 50 employees to inform and/or consult with all employees on key business decisions covering business developments, employment developments, substantial changes in the workplace such as changes to terms and conditions, TUPE transfers or collective redundancies.

WHO SHOULD ATTEND?

This training on employee representation is aimed at employee council representatives. It provides delegates with a better appreciation of the role of the employee council and its representatives and enables them to develop the necessary skills to be able to prepare for and run employee council meetings effectively.

BENEFITS OF ATTENDING

By the end of the workshop, delegates will:

- understand the relevant employment law requirements
- have had the opportunity to consider the difficulties representatives may experience
- be aware of the importance of good information and consultation practice
- be aware of the need for effective feedback to employees
- understand their roles and responsibilities
- appreciate the need to represent the views of all their constituents

KEY TOPICS

- The purpose and scope of the employee council
- Relevant employment legislation
- Roles and responsibilities
- Conducting effective employee council meetings
- The principles of good communication and consultation
- Effective feedback
- Marketing the employee council to the workforce
- Developing an action plan

This course can be tailored to meet your business needs and delivered at your company.

Open Course dates will be scheduled on demand.
Please call us to discuss your required dates and locations.

EEF members: £255.00 (excl VAT) Non-members: £299.00 (excl VAT) Duration: 1 day

To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/pdc7

HANDLING DISCIPLINE AND GRIEVANCE

This course equips participants with the knowledge of how to take formal disciplinary action against an employee fairly and within the current legislation. Time is also spent establishing what can be done to pre-empt the need for formal action by the use of informal counselling.

WHO SHOULD ATTEND?

Anyone who has responsibility for handling or participating in disciplinary situations, whether that is informally managing staff, running an investigation or controlling a formal disciplinary hearing.

BENEFITS OF ATTENDING

Once back in the workplace, participants will be able to:

- actively manage their staff and ‘nip problems in the bud’ whenever possible
- carry out thorough, timely and fact-based investigations
- manage the formal disciplinary meeting, including starting confidently, handling the companion and arriving at a correct decision

KEY TOPICS

- Understanding the requirements of handling disciplinary and grievance procedures, with timely investigations
- Risks to the business – failure to respond correctly to disciplinary and grievance issues
- Sharing knowledge – best practice to reduce claims

YOU MAY ALSO BE INTERESTED IN

Managing Underperformance (Conduct and Capability) – page 45
Resolving Conflict – page 34

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
28 January	Sheffield	23 July	Sheffield
24 February	Bristol	4 August	Hook
5 March	Melton	10 September	Melton
24 March	Hook	24 September	Bristol
21 April	Birmingham	12 October	Warrington
29 April	Warrington	29 October	Gateshead
14 May	Gateshead	17 November	Birmingham
25 June	Cambridge	8 December	Cambridge

EEF members: £120.00 (excl VAT)

Non-members: £145.00 (excl VAT)

Duration: 1 day

Do you need help from our team of professional HR consultants? Call us if you would like to discuss areas where we can support you with our range of consultancy services.

To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/hre7

MANAGING UNDERPERFORMANCE (CONDUCT AND CAPABILITY)

Managing performance is all about authentic one-to-one performance discussions with people who aren't delivering what the business needs. You're sure they could if they wanted to (perhaps you've seen them do it before) or you wonder whether, if they had more help and support, their performance might improve.

Poor handling of underperformance, or not tackling the situation, can result in a worse performance issue: the business suffers more and the person finds themselves on the receiving end of being managed out instead of being managed up. This session explores how managers and supervisors can influence and affect sustained performance improvement through the right diagnosis of problems and timely intervention and by providing a supportive environment for good performance.

WHO SHOULD ATTEND?

Line managers and supervisors who have the responsibility for people's performance.

BENEFITS OF ATTENDING

Once back at the workplace, participants will be able to:

- conduct the informal performance/conduct meeting
- investigate root cause and differentiate between will and skill issues
- use the ACAS ACT FAIR process management technique for sustained performance/conduct improvement

KEY TOPICS

- Managing individual performance through authentic one-to-one discussions with people who are underperforming
- Opportunities to explore situations where staff have not been effectively managed and to share best practice
- Managing up or managing out – situations when the business may be suffering as a result of not tackling underperformance
- Exploring how managers can influence and effect sustained performance
- Practical activities to investigate root cause and differentiate between will and skill issues

YOU MAY ALSO BE INTERESTED IN

Absence Management (Fit for Work) – page 41
 Handling Discipline and Grievance – page 44
 Resolving Conflict – page 34

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
4 February	Hook	10 September	Sheffield
18 February	Birmingham	15 September	Hook
26 February	Sheffield	6 October	Warrington
9 April	Gateshead	14 October	Birmingham
15 April	Bristol	4 November	Bristol
6 May	Warrington	19 November	Melton
21 May	Cambridge	10 December	Gateshead
16 June	Melton	16 December	Cambridge

EEF members: £120.00 (excl VAT) Non-members: £145.00 (excl VAT) Duration: 1 day

To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/mlc19

MANAGING WITHIN THE LAW

Managers and supervisors need to have sufficient knowledge of employment law in order to avoid potentially costly infringements. This short course on employment law gives managers and supervisors the understanding they need about how the law affects day-to-day management decisions and responsibilities.

WHO SHOULD ATTEND?

This training will be beneficial to anyone new to supervisory or managerial responsibilities or human resource management, or to anyone who needs a basic refresher course on employment law.

BENEFITS OF ATTENDING

By the end of the workshop, delegates will be able to:

- understand how to respond appropriately to day-to-day issues as they arise in the workplace
- recognise when disciplinary action should be considered and how to approach this issue
- recognise a grievance and understand how to respond
- know when to seek advice and assistance from other managers/HR practitioners

KEY TOPICS

- Forming and terminating employment contracts
- Equality and discrimination
- Handling disciplinary and grievance proceedings
- Managing absence
- Unfair dismissal framework
- Maternity and other family-related rights

YOU MAY ALSO BE INTERESTED IN

Mock Tribunal – page 48

Working Successfully with Trade Unions – page 51

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
18 February	Cambridge	8 September	Hook
25 March	Warrington	22 September	Cambridge
14 April	Sheffield	12 October	Gateshead
28 April	Hook	21 October	Birmingham
13 May	Birmingham	3 November	Warrington
18 June	Gateshead	11 November	Bristol
24 June	Bristol	1 December	Sheffield
2 July	Melton	8 December	Melton

EEF members: £120.00 (excl VAT) Non-members: £145.00 (excl VAT) Duration: 1 day

Need help with making your policies and procedures more effective? Ask us about our expert HR consultancy services by calling us on 0845 293 9850.

To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/hre14

MEDIATION AND MANAGING CONFLICT IN THE WORKPLACE – FOCUS ON BULLYING AND HARASSMENT

This mediation training will give delegates essential guidance on dealing with workplace bullying and harassment.

Mediation has been shown to be a cost-effective way of managing many employment problems. Disputes can be resolved earlier and more informally, allowing managers to stay focused, reducing the risk of losing valuable employees and easing stress at work.

The ACAS Code of Practice, which came into force in April 2009, recommends that organisations consider dealing with conflict involving bullying and harassment under a ‘separate procedure’ to their normal grievance procedure.

In this one-day course on managing conflict, we invite you to consider what the Code’s recommendation means for your organisation, what such a procedure might look like and how mediation fits with it. The course is an ideal introduction to mediation and its role in maintaining dignity at work.

WHO SHOULD ATTEND?

This mediation training will be of particular benefit to HR professionals with responsibility for shaping the company’s response to employment problems and to those dealing with dignity at work procedures.

BENEFITS OF ATTENDING

By the end of the workshop, delegates will be able to:

- develop an appropriate procedure for dealing with bullying and harassment
- advise on the role of mediation and identify where it might be used effectively
- consider and respond to the possible barriers to introducing a workplace mediation scheme
- amend policies and procedures to incorporate mediation

KEY TOPICS

- The principles of mediation and the processes involved
- How mediation can support your line managers
- The difference between a grievance procedure and mediation
- Building blocks for an effective means of tackling bullying and harassment issues

YOU MAY ALSO BE INTERESTED IN

Managing Within the Law – page 46

This course can be tailored to meet your business needs and delivered at your company.

Open Course dates will be scheduled on demand.

Please call us to discuss your required dates and locations.

EEF members: £255.00 (excl VAT) Non-members: £299.00 (excl VAT) Duration: 1 day

Our mediation service can help you to effectively manage conflict in the workplace in a cost-effective and timely way to help reduce the risk of losing valuable employees.

To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/hre15

MOCK TRIBUNAL

Ever wondered what an employment tribunal is like or how you would deal with one? Now's your chance to find out!

Employment tribunal hearings are at record levels. This course is an opportunity to see how a tribunal operates and to receive training on how to handle a tribunal. The mock tribunal will be conducted by leaders with extensive experience of proceedings and will demonstrate the potential pitfalls for employers.

WHO SHOULD ATTEND?

This course will be of benefit to anyone who will be attending a tribunal in the future, think they may have to attend one or would simply like to know what happens.

BENEFITS OF ATTENDING

By the end of the workshop, delegates will be able to:

- improve the confidence of witnesses
- improve preparation for a tribunal
- enhance the chances of a successful outcome

COURSE STRUCTURE

Documents and witness statements will be provided to participants in order to allow the proceedings to be followed closely.

The proceedings will be frozen at various points to allow step-by-step explanation of the process and to give the opportunity to ask questions. Course participants will observe the proceedings and will be able to put forward their views on the evidence and the outcome.

KEY TOPICS

The mock tribunal will cover the following procedures:

- Evidence in chief by the respondent and claimant witnesses
- Cross-examination of the witnesses
- Summing-up of evidence by the representatives
- Delivery of the decision by a panel

YOU MAY ALSO BE INTERESTED IN

Bullying and Harassment – page 42

Handling Discipline and Grievance – page 44

Managing Within the Law – page 46

This course is most suitable for delivery in house, at your company. However, it may be offered as an open course subject to demand. For further information or to arrange a booking, please call us.

EEF members: £255.00 (excl VAT)

Non-members: £299.00 (excl VAT)

Duration: 1 day

To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/hre16

PRE-RETIREMENT WORKSHOP

This workshop approaches the subject of retirement in a practical way, looking at the realities of retirement and helping delegates to develop their own job description. It will help make the transition from work to retirement enjoyable and rewarding.

Delegates will develop an action plan to take away and implement to help them take a positive approach to the next phase of their lives.

WHO SHOULD ATTEND?

All employees who are approaching retirement, from management to shop floor, whether it be voluntary or through redundancy, at normal retirement age or earlier. This course is also a popular choice for spouses or partners of those retiring.

BENEFITS OF ATTENDING

Once back in the workplace, participants will be able to:

- make the change work
- manage personal budgeting and finances more effectively
- understand their pension provision
- plan their finances
- look after their health
- plan how to spend their time

KEY TOPICS

- The problems and opportunities of retirement
- The implications of retirement
- Planning for retirement
- Personal budgeting and management of finances
- Demystifying pension information – personal, company and state provision
- Review of pensions in light of the current situation
- Financial planning options

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
17 February	Melton	28 July	Melton
5 March	Hook	1 October	Birmingham
25 March	Gateshead	27 October	Warrington
8 April	Birmingham	3 November	Hook
18 May	Warrington	2 December	Melton
10 June	Cambridge	15 December	Cambridge

EEF members: £255.00 (excl VAT)

Non-members: £299.00 (excl VAT)

Duration: 1 day

Do you need assistance planning your management of talent and readiness for retirement? Talk to us about our expert HR consultancy services.

To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/pdc20

RECRUITMENT AND SELECTION: RIGHT PERSON, RIGHT JOB

If people are our most important asset, why do we spend so little time choosing the right candidates to employ? This one-day course looks at how to select the best person for the job and how to get past stock answers and rehearsed phrases.

WHO SHOULD ATTEND?

Anyone who may be involved in the recruitment process.

BENEFITS OF ATTENDING

Once back in the workplace, participants will be able to:

- understand what makes a job advertisement legal, and write one if required to do so
- screen applications and write effective and legal competency-based questions using job descriptions and person specifications as a guide
- recognise if the employment agency they are using is doing a good enough job and what to do if they decide they aren't
- prepare the interview and the location to enable the best outcome for candidates
- make sound decisions based on agreed criteria and carry out the selection process with increased confidence

KEY TOPICS

- Reviewing the legal aspects of a job advertisement
- How to write effective and legal competency-based questions
- Is your employment agency any good? What to do if you decide they aren't
- How to prepare for the interview, make sound decisions and carry out the selection process
- Implications of health-related questions in relation to the Equality Act 2010

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
2 February	Sheffield	7 July	Warrington
22 April	Gateshead	18 September	Birmingham
18 May	Cambridge		

EEF members: £255.00 (excl VAT) Non-members: £299.00 (excl VAT) Duration: 1 day

WORKING SUCCESSFULLY WITH TRADE UNIONS

This highly practical course on how to work with trade unions provides the necessary knowledge for those who need to work with unions or their members and gives delegates the opportunity to put learning into practice in a safe environment.

Owing to the decline in union membership, many line managers and HR professionals have little or no experience of working within a unionised environment. However, union recognition is now increasing and union members and their representatives have extensive rights in the workplace, whether or not the union is officially recognised. Delegates will be educated in how to use these rights.

WHO SHOULD ATTEND?

This training on working with trade unions will benefit HR professionals, line managers, team leaders and supervisors who have the responsibility of working with unions on a daily basis.

BENEFITS OF ATTENDING

By the end of the workshop, delegates will:

- understand the framework for industrial relations in the UK
- know how to develop constructive working relationships with trade union representatives and union members
- be aware of the roles and rights of trade union officials and members
- understand when to consult and when to negotiate
- understand the principles of collective bargaining and collective agreements
- be more able to create a climate of good employee relations

KEY TOPICS

- The background to trade unions and industrial relations
- The modern framework
- The difference between voluntary and statutory recognition
- Collective bargaining and collective agreements
- Roles and rights of trade union officials and members
- An understanding of the numbers of union representatives and their constituencies
- The difference between consultation and negotiation
- Dealing with ballots and industrial action
- Negotiations for a ‘win–win’ solution

This course can be tailored to meet your business needs and delivered at your company.

Open Course dates will be scheduled on demand. Please call us to discuss your required dates and locations.

EEF members: £355.00 (excl VAT) Non-members: £385.00 (excl VAT) Duration: 1 day

To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/hre18

“In 2013, as part of our programme of growth and market acquisition, we consulted our partners EEF for advice on how to develop better leadership and management skills amongst our management teams. Our managers joined the EEF ILM courses; we found that this provided all our managers with the core skills they needed to take on more responsibility for decision making. We have already seen some excellent results.”

*Phil Elliott, Managing Director,
Booth Dispensers*



HEALTH, SAFETY, CLIMATE AND ENVIRONMENT

– Health, Safety, Climate and Environment Training and Consultancy Services	55	– Develop your career with us - flow chart	88
– Wherever you are, we deliver	56	– Greenhouse Gas (GHG) Reporting – Carbon Footprinting	89
– Let EEF Take you Further and Higher – flow chart	58	– IEMA Associate Certificate in Environmental Management	90
– Accident Investigation	59	– City & Guilds IEMA Managing with Environmental Sustainability	92
– Construction Design and Management (CDM)	60	– City & Guilds IEMA Working with Environmental Sustainability	93
– COSHH Made Simple	61	– IEMA Diploma in Sustainable Business Practice	94
– EEF/Oxford Brookes University Advanced Diploma in Health, Safety & Risk Management	62	– IEMA Foundation Certificate in Environmental Management	95
– EEF/Oxford Brookes University Certificate of Credit in Health and Safety Management	64	– IEMA Leading with Environmental Sustainability – a Course for Senior Executives	96
– EEF/Oxford Brookes University MSc/PgDip in Health, Safety and Environmental Management	66	– Internal Auditors – ISO 14001 Environmental Management Systems	97
– Health and Safety for Managers and Supervisors	68	– IOA Certificate in Environmental Noise Measurement	98
– IOA Certificate in the Management of Occupational Exposure to Hand-Arm Vibration	69	– NEBOSH Certificate in Environmental Management - NEW	99
– IOA Certificate in Workplace Noise Assessment	70	– The NEBOSH Route to Professional Membership of CIWEM and Chartered Status - flow chart	100
– IOSH Managing Safely	71	– NEBOSH National Diploma in Environmental Management – Diploma Module	101
– IOSH Managing Safely Refresher	72	– Health and Safety Diploma Revision/Exam Technique Courses	102
– IOSH Safety for Senior Executives	73	– Registration Evaluation and Authorisation of Chemicals (REACH)	103
– IOSH Working Safely	74	– Waste Management	104
– Machinery Risk Assessment and CE Marking	75		
– Managing Contractors	76		
– Manual Handling for Instructors	77		
– NEBOSH Fire Safety and Risk Management	78		
– NEBOSH Award of Health and Safety at Work	79		
– NEBOSH National Certificate in Construction Health and Safety	80		
– NEBOSH National Certificate in the Management of Health and Well-Being at Work	81		
– NEBOSH National Diploma in Occupational Health and Safety	82		
– NEBOSH National General Certificate in Occupational Health and Safety	84		
– Risk Assessment	86		

Our range of Health, Safety, Climate and Environment courses extends beyond those listed in this guide. We also offer:

- Representatives of Employee Safety
- Implementing Health and Safety Management Systems OHSAS 18001
- Transitioning ISO 14001:2015
- First Aid at Work
- Fire Risk Assessment
- Display Screen Equipment
- Working at Height and Ladder Safety
- Fire Marshal Training
- Health and Safety for Engineers
- Manual Handling in Practice
- Emergency First Aid in the Workplace
- Ergonomics in the Workplace
- Legionella Awareness
- REACH
- RoES
- Stress Management

To book any of these courses, contact your local training venue (listed on this page) or call our main booking line on **0845 293 9850**.

To discuss your training and consultancy requirements, call our national line today on **0845 293 9850**

Or contact your local learning and development team:

Birmingham **0166 448 4270**

Bristol/Bridgend **0117 906 4819**

Cambridge **0195 471 2350**

Gateshead **0191 497 3240**

Hook/London **0125 676 3969**

Melton **0166 448 4270**

Sheffield **0170 9782 930**

Warrington **0161 777 2500**

Woodland Grange **0192 633 6621**

Health, Safety, Climate and Environment

You can access EEF training through open courses, tailored programmes and one-to-one coaching – all delivered by some of the most experienced people in the business. Our consultancy can also help you deliver business competitiveness and growth. It's all part and parcel of our safety and sustainability service.

Training

Our team delivers a complete suite of nationally accredited courses from IOSH, NEBOSH, IEMA and Oxford Brookes University. It's a one-stop shop for your team's training needs. We also provide bespoke training programmes that can focus on specific site issues, company policies, control measures and management systems.

Our courses can be bought for a single employee or your entire organisation. They are delivered at your convenience, either off site in one of our training centres or at premises of your choice.

You'll know that when you work with us your training will be led by experienced professionals. The team will include NEBOSH principal examiners and members of the IOSH approval and review panel.

Consultancy

We offer a bespoke consultancy service to help you with formulating and managing your health, safety and environmental strategy as appropriate. Whether we're working separately or alongside your people, you can treat us as your very own HSCE department, just a phone call away. From single issues to management system implementation, we are able to offer assistance and guidance.

If it is culture change you are after, we can diagnose the issues through gap analysis and surveys and develop tailored training solutions to ensure improvement.

Tailor-made solutions

We know that every business is different, with its own unique set of safety and sustainability issues and challenges. That's why all our HSCE training and consultancy services can be adapted and fine-tuned to meet your individual business needs.

You might be looking for a package that combines training and consultancy. We can help you develop a management system for your business and then train your people to implement it.

If that's the case, we can offer closely integrated training and consultancy packages that combine the latest skills and best practice for your people with the peace of mind of frontline support.

For example, we can build your own documents, case studies and philosophies into the course, and everyone in a team can be trained together. We can also make the most of your location by carrying out practical training exercises – the completion of an inspection or risk assessment – where your people actually work.

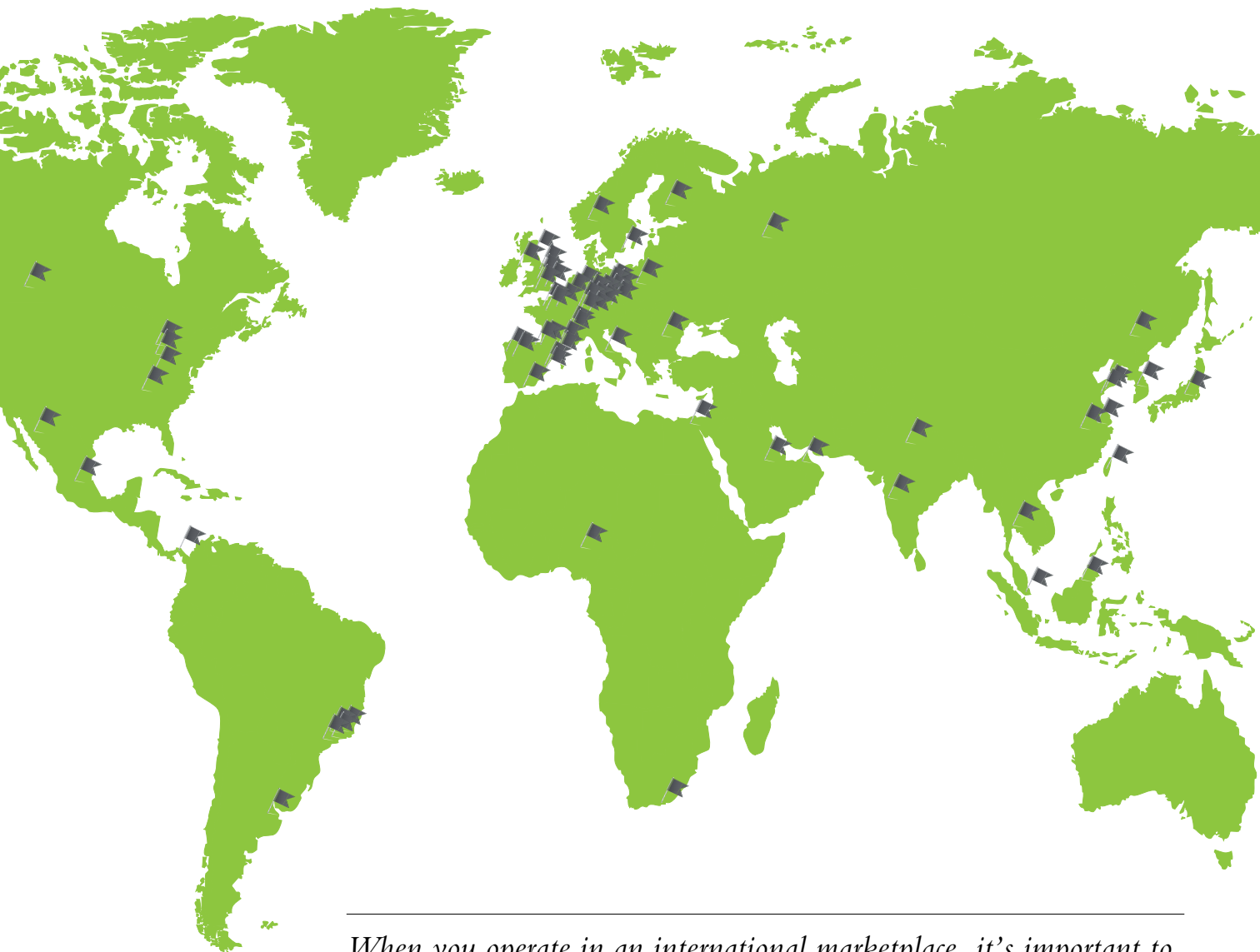
WHEREVER YOU ARE, WE DELIVER

We provide health, safety, climate and environmental consultancy and accredited training to organisations worldwide.

All our HSCE training and consultancy services can be adapted and fine-tuned to your individual business needs wherever you

are located. Our teams operate to global standards and are experienced at adapting to international requirements.

If you would like to know more about our international services, call us on 0845 293 9850.



When you operate in an international marketplace, it's important to work with a provider who has experience and expertise in translating global best practice across countries and across cultures.

“As a global manufacturer, consistent health and safety standards are tough – and our standards are high. EEF’s experience and expertise is helping us overcome culture, legislation and nautical miles to make our standards international standards.”

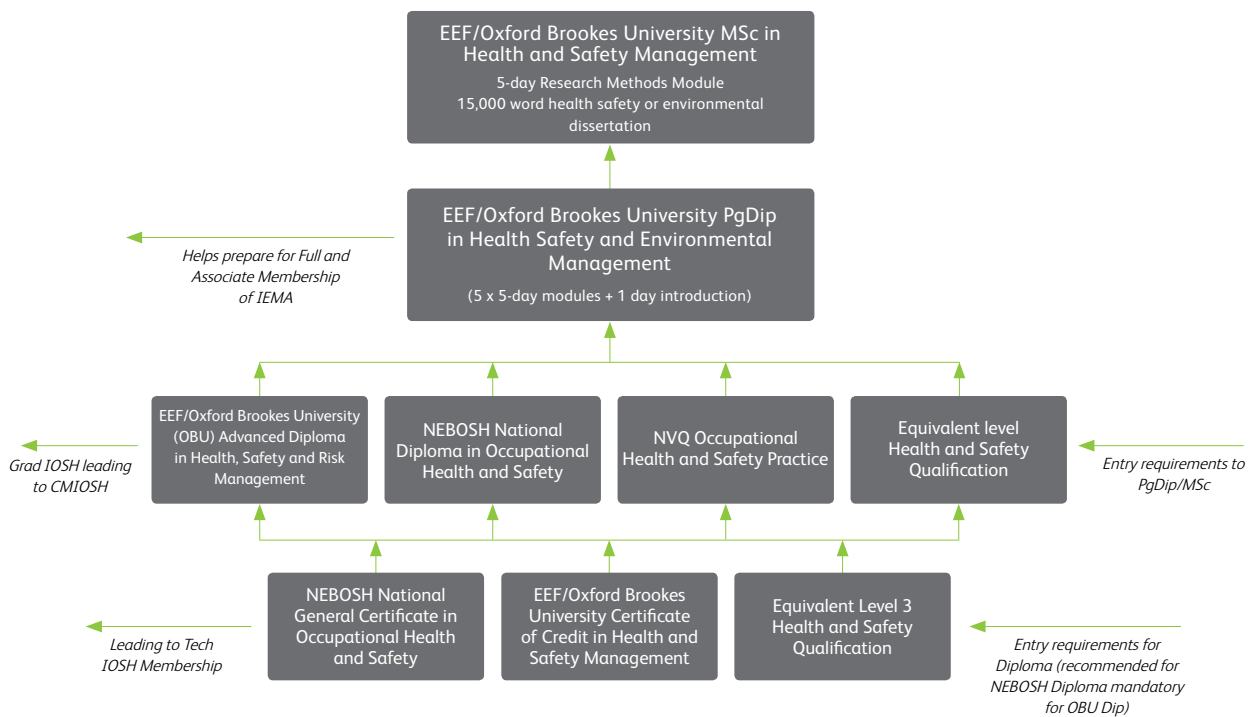
*Dave Pallas, VP Group Operations,
Formica Group
Manufacturing in nine countries*



LET EEF TAKE YOU FURTHER AND HIGHER

HSE qualifications from National General Certificate to MSc

We're one of the only organisations that can take you all the way through your professional development from an NGC qualification to a highly regarded MSc.



ACCIDENT INVESTIGATION

Thorough investigation into any workplace accident is necessary to help prevent recurrences and to demonstrate to enforcement authorities and others that appropriate remedial action has been or is being taken.

This one-day accident investigation workshop will enable delegates to identify the root causes of accidents and make quality recommendations in order to prevent recurrences. It also explores interviewing techniques and reporting requirements.

WHO SHOULD ATTEND?

This course will be valuable for health and safety advisers/officers, safety representatives, managers, supervisors or anyone with responsibility for investigating accidents. The topics covered on this accident investigation training course can be applied to any sector.

BENEFITS OF ATTENDING

- By the end of the course, delegates will be able to:
- outline the reasons for accident investigation and state internal and external accident reporting requirements
 - identify immediate and root causes of accidents and make appropriate and relevant recommendations to prevent recurrences
 - outline accident investigation procedures
 - produce a clear, coherent, readable report following an accident investigation

KEY TOPICS

- Legal requirements for accident investigation and control
- Accident reporting requirements and procedures
- Accident causation theory, identifying root causes of accidents
- Collecting and analysing information
- Interview techniques and taking statements from witnesses
- Recommending and implementing preventative measures
- Disclosure of information
- Securing remedial action
- Monitoring and review
- Case studies

YOU MAY ALSO BE INTERESTED IN

IOSH Managing Safely – page 71
NEBOSH National General Certificate in Occupational Safety and Health – page 84

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
5 February	Warrington	6 July	Warrington
10 February	Hook	7 July	Hook
24 February	Cambridge	21 July	Cambridge
10 March	Bristol	8 September	Gateshead
19 March	Woodland Grange	10 September	Bristol
28 April	Gateshead	20 October	Sheffield
12 May	Sheffield	22 October	Woodland Grange

EEF members: £205.00 (excl VAT) Non-members: £240.00 (excl VAT) Duration: 1 day

To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/hst1

CONSTRUCTION DESIGN AND MANAGEMENT (CDM)

The Construction (Design and Management) Regulations 2007 (CDM) lay down specific duties for clients, designers, CDM coordinators, principal contractors, contractors/self-employed persons. This Construction Design and Management course will give delegates valuable insight into the legal aspects and practical requirements for their respective role.

WHO SHOULD ATTEND?

This course is designed for anyone appointed as a key duty holder under CDM Regulations – i.e. clients, designers, principal contractors, contractors/self-employed persons and CDM Coordinators. The course also covers the requirements for a health and safety plan, health and safety file and project notification to the HSE. It will also be of benefit to anyone requiring an overview of the Regulations.

BENEFITS OF ATTENDING

By the end of the course, delegates will:

- understand the requirements of CDM
- state duties and the key duty holders
- state the requirements for notifying certain projects
- compile pre-construction information
- develop health and safety plans
- state the requirements for health and safety files

KEY TOPICS

- The need for CDM and when it applies
- Relationship with other health and safety laws
- General management duties applying to all projects
- Client's duties
- Designer's duties
- Principle contractor's duties
- CDM coordinator's duties
- Contractor's duties
- Additional duties for notifiable projects
- Pre-construction information
- Construction phase health and safety plans
- Health and safety files
- Associated guidance

YOU MAY ALSO BE INTERESTED IN

NEBOSH National Certificate in Construction Health and Safety – page 80

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
5 February	Birmingham	24 September	Melton
3 March	Gateshead	30 September	Gateshead
17 March	Sheffield	6 October	Sheffield
18 March	Woodland Grange	21 October	Woodland Grange
13 April	Warrington	26 October	Warrington

EEF members: £205.00 (excl VAT) Non-members: £240.00 (excl VAT) Duration: 1 day

COSHH MADE SIMPLE

The Control of Substances Hazardous to Health Regulations (COSHH) 2002 requires every employer to identify substances in use at the workplace and assess whether they present a risk. Such assessments must be recorded and any risks must be eliminated or reduced/controlled.

The need to implement COSHH often gives rise to concerns because it is thought to be complex. Yet for most basic work activities, COSHH is not (and does not need to be) overly complicated. This COSHH training course covers the statutory requirements and identifies straightforward and practical ways to carry out COSHH assessments and implement control measures.

WHO SHOULD ATTEND?

This COSHH training is aimed at personnel taking either direct responsibility for, or an assisting role in, COSHH arrangements for the first time. Equally, supervisors and line managers with operational responsibility for the safe use of hazardous substances in their area will benefit from attending. The course will also be of benefit to those developing their careers in health and safety.

BENEFITS OF ATTENDING

At the end of the course, delegates will be able to:

- interpret the main requirements of COSHH
- interpret material safety data sheets
- carry out a simple COSHH assessment
- recommend appropriate risk elimination/control measures
- identify monitoring and health surveillance requirements

KEY TOPICS

- The requirements of COSHH Regulations
- Basic terminology used in COSHH
- Sources of information and their effective interpretation
- Straightforward risk assessment techniques for hazardous substances
- Examples of control systems based on the hierarchy of controls
- Personal protective equipment
- Monitoring and occupational health requirements

YOU MAY ALSO BE INTERESTED IN

IOSH Managing Safely – page 71
NEBOSH National General Certificate in Occupational Health and Safety – page 84

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
10 February	Sheffield	10 September	Birmingham
3 March	Warrington	15 September	Cambridge
10 March	Hook	17 September	Sheffield
17 March	Woodland Grange	20 October	Woodland Grange
19 March	Melton	19 November	Bristol
15 April	Bristol	27 November	Warrington
15 May	Gateshead	3 December	Gateshead

EEF members: £205.00 (excl VAT) Non-members: £240.00 (excl VAT) Duration: 1 day

To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/hst4

EEF/OXFORD BROOKES UNIVERSITY ADVANCED DIPLOMA IN HEALTH, SAFETY AND RISK MANAGEMENT

The Advanced Diploma in Health, Safety and Risk Management covers the breadth of topics necessary for the health and safety practitioner to perform effectively in a wide range of industries, commerce and government. The programme is designed to equip practitioners with a critical understanding of the methods, techniques and skills required to work proactively to promote a culture of safe working within organisations.

The course focuses on practical application and has an integrated approach. In addition to health and safety, security, environment, product safety and food hygiene risks are also covered.

WHO SHOULD ATTEND?

This course is aimed at delegates who are developing their careers in health and safety and wish to eventually obtain Chartered Membership of IOSH via a university route.

BENEFITS OF ATTENDING THE COURSE

At the end of the course, delegates will be able to:

- identify, evaluate and interpret technical information relating to complex risks
- determine the requirements for improved control of complex multiple health and safety risks
- interpret legal health and safety requirements within a UK/EU context and advise on their practical application
- maintain and enhance health and safety systems for managing complex risk
- contribute to, and keep pace with, improvements in health and safety best practice
- contribute to the promotion of a positive health and safety culture within organisations
- enhance career progression and opportunities for further study

ENTRY REQUIREMENTS

Admission of candidates to the Health and Safety Diploma Course will normally be considered on the basis of completion of the NEBOSH National General Certificate (Level 3), the EEF/Oxford Brookes Advanced Certificate of Credit in Health and Safety Management or an equivalent.

COURSE STRUCTURE

The 31-day course is divided into five modules which have a specific focus on integrated health and safety management. The course has a practical approach and uses case studies and real-life examples to develop learning. Candidates must also undertake evening work, assessed assignments, examinations and an assessed work-based project.

KEY TOPICS

Module 1 – Health and Safety Law (5 days)

- Legal framework
- EU/UK legal framework
- Health and safety criminal legislation
- Civil liability
- Employment and contract law
- Environmental legislation
- Product liability

Module 2 – Managing Physical Hazards in the Workplace (8 days)

- Fire risk management
- Hazardous processes
- Structural and machinery safety
- Reliability and statistical techniques
- Construction safety
- Electrical safety
- Transport safety

Module 3 – Managing Health and Hygiene in the Workplace (8 days)

- Chemical, biological and physical agents
- Ergonomics and musculoskeletal disorders (MSD)
- Recognition, measurement, evaluation and control
- Toxicology/epidemiology
- Risk assessment – e.g. COSHH
- Psychosocial issues
- Health and well-being

Module 4 – Health and Safety Management (5 days)

- BS OHSAS 18001 – Health and safety management systems
- Policy – Planning – Implementation – Audit – Review
- Accident causation and prevention
- Cost–benefit analysis
- Behavioural analysis and reliability
- Safe systems at work
- Quantitative risk assessment
- Communication skills

Module 5 – Risk Management (5 days)

- Risk management framework and process (ISO 31000)
- Corporate governance: Turnbull
- Environmental risks and control
- Security management
- Food hygiene HACCPs
- Product safety
- Insurance
- Integrated management systems
- Presentation to the board

ASSESSMENT

In order to obtain the Diploma, candidates must have passed the following **internal assessments**:

- Written assignment of approx 3,000 words based upon the legal subject matter of module 1
- Written assignment of approximately 3,000 words based upon the technical subject matter of modules 2 and 3
- Oral presentation assignment – 15 minutes’ oral presentation during module 5. The assignment will be set during module 4.

Final assessments (i.e. marks count towards the overall grade)

- Three-hour examination (four questions from a choice of five)
- Three-hour case study examination
- Work-based project of 4,000-5,000 words based upon candidate’s own (or chosen) organisation to be completed within six weeks of the end of the final module

The pass rate is normally around 75%.

PROGRESSION ROUTES

Following successful completion of the course, delegates will be eligible to join the MSc/PgDip in Health, Safety and Environmental Management.

With relevant vocational experience, this qualification also leads to Chartered Membership of the Institution of Occupational Safety and Health (IOSH) and Full Membership of the International Institute of Risk and Safety Management (IIRSM).

This course can be tailored to meet your business needs and delivered at your company.

DATES

23-27 March (module 1); 1-5, 8-10 June (module 2); 20-24, 27-29 July (module 3); 14-18 September (module 4); 19-23 October (module 5); 2-3 November (revision); 2-3 December (examinations)

5-9 October (module 1); 16-20, 23-25 November (module 2); TBA 2016 (module 3); TBA 2016 (module 4); TBA 2016 (module 5); TBA 2016 (revision)

LOCATIONS

Woodland Grange

Woodland Grange

NON-RESIDENTIAL

EEF members: £5,275.00 (excl VAT) Non-members: £6,175.00 (excl VAT) Duration: 31 days

Registration and examination fees are included; revision and accommodation for examinations are excluded.

Residential options are available at Woodland Grange – call us for more details.

*Did you know that we deliver this course internationally?
Call us to find out more.*

**OXFORD
BROOKES
UNIVERSITY**

To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/hst6

EEF/OXFORD BROOKES UNIVERSITY CERTIFICATE OF CREDIT IN HEALTH AND SAFETY MANAGEMENT

(LEADS TO TECH IOSH) NO EXAMINATION; ASSESSED BY ASSIGNMENT

This course provides an introduction to a broad scope of health and safety topics, including technical and legal issues, as well as providing a framework to help promote effective health and safety management in the workplace.

WHO SHOULD ATTEND?

The applied nature of the programme is designed to appeal to managers, practitioners and employers alike, with all assessments targeted at practical workplace activities.

BENEFITS OF ATTENDING THE COURSE

By the end of the course, delegates will be able to:

- identify and prioritise a broad range of health and safety risks that may occur in the workplace
- determine requirements for the control of a broad range of hazards/risks
- interpret technical health and safety information, and develop and advise on the practical implementation of an appropriate health and safety management system
- contribute to, and keep pace with, improvements in health and safety best practice
- interpret legal requirements and standards to solve health and safety problems, informing decisions made in conjunction with senior management
- assist in the promotion of a positive health and safety culture within organisations, communicate effectively, and establish and maintain productive working relationships

COURSE STRUCTURE

The ten-day course consists of three modules: Health and Safety Management; Health and Safety Technology; Occupational Health and Hygiene.

Each module is assessed by a work-based assignment which will be of benefit to employers.

KEY TOPICS

Module 1: Health and Safety Management (3 days)

- Principles of accident causation and prevention
- Accident reporting and investigation
- Introduction to key ILO conventions including C155 ‘Occupational Safety and Health Convention’
- Overview of BS OHSAS 18001 Health & Safety Management Systems
- Health and safety policy
- Risk assessment and control
- Developing and implementing safe systems of work
- Communication and training
- Emergency planning
- Health and safety monitoring and review
- Human factors

Module 2: Health and Safety Technology (3 days)

- Fire risk assessment and control
- Fire precautions and means of escape
- Highly flammable liquids
- Equipment safety
- Transport safety
- Material handling
- Construction safety
- Electrical safety
- Introduction to pollution prevention and controls

Module 3: Occupational Health and Hygiene (3 days)

- Chemical agents – assessment and control
- Common biological agents causing Legionnaires' disease
- Physical agents
 - noise/vibration
 - radiation
 - thermal stress and comfort
 - light
- Musculoskeletal disorders
- Introduction to ergonomics
- Psychosocial agents – e.g. stress and work-related violence

ASSESSMENT

Each module is assessed by a work-based assignment of between 1,200 and 2,000 words. Each assignment should also be of benefit to an employer.

- Module 1: a gap analysis with OHSAS 18001
- Module 2: a physical inspection of the workplace
- Module 3: a review of the occupational health risks and controls

PROGRESSION ROUTES

Successful completion of the Certificate in Health and Safety Management entitles delegates to apply for Technician Membership of the Institution of Occupational Safety and Health (Tech IOSH) and for Associate Membership of the International Institute of Risk and Safety Management (AIIRSM).

Delegates can also progress to the NEBOSH National Diploma in Occupational Health and Safety or the Oxford Brookes Advanced Diploma in Health, Safety and Risk Management. (See page 62)

This course can be tailored to meet your business needs and delivered at your company.

DATES

2-6, 9-13 February
21-25, 28-30 September, 1-2 October

LOCATIONS

Woodland Grange
Woodland Grange

EEF members: £1,755.00 (excl VAT) Non-members: £1,995.00 (excl VAT) Duration: 9 days + examination

Residential options are available at Woodland Grange - call us for more details.

For dates and to find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/hst41

EEF/OXFORD BROOKES UNIVERSITY MSc/PgDip IN HEALTH, SAFETY AND ENVIRONMENTAL MANAGEMENT

PUT YOUR LEVEL 6 HEALTH AND SAFETY DIPLOMA TOWARDS AN MSc

This MSc programme is designed to equip the health and safety practitioner with the knowledge, understanding and skills necessary to work at strategic and other levels within organisations in order to practise effective health, safety and environmental management based around principles of best practice and integrated risk management.

Organisations face a complex and dynamic range of risks that may potentially threaten the functioning of the business. As a consequence, business continuity management is a core component of the programme. In addition, the programme focuses on applied behavioural management in order to develop the knowledge, understanding and skills necessary to achieve and enhance compliance with regulatory requirements, standards and developments in best practice.

The research dissertation required for the MSc is of particular benefit when related to business objectives.

WHO SHOULD ATTEND?

Delegates who wish to develop the knowledge, understanding and skills required to operate as a competent and reflective health, safety and environmental practitioner at strategic and other levels within organisations.

There are three environmental/sustainability modules, which have been designed to help candidates successfully apply for Associate and Full Membership of the Institute of Environmental Management and Assessment (IEMA).

BENEFITS OF ATTENDING

By the end of the course, delegates will be able to:

- apply appropriate health, safety and environmental techniques at strategic and other levels within organisations
- review and critically evaluate methods and techniques of health, safety and environmental management
- develop understanding of environmental due diligence issues affecting organisations and enhance awareness of the ways in which health, safety and the environmental integrate with the sustainability agenda
- evaluate and advise on appropriate strategic and sustainable policies for organisations, including implementation processes

- interpret and advise on EU and UK policy and legislation within the scope of health, safety and the environment
- develop the research and management skills required to collect, analyse, evaluate and present information in the context of health, safety and environmental management

PgDip

PROGRAMME OUTLINE

The aim of the PgDip is to review and evaluate current techniques of health, safety and environmental management and to develop the necessary skills to enable relevant techniques to be applied at strategic and other levels within organisations.

Module 1 – Environmental Management (6 days)

- Introduction and research techniques
- International, EU and UK environmental policy and legal framework
- Environmental legislation
- Civil liability
- Environmental management systems – e.g. ISO 14001
- Environmental risk assessment/aspects and impacts
- Environmental auditing
- Environmental reporting
- Resource efficiency management
- Introduction to sustainable development

Module 2 – Environmental Technology (5 days)

- Hazardous waste management
- Environmental monitoring techniques
- Air abatement technology
- Water pollution prevention and control
- Effluent treatment technology
- Contaminated land management and remediation
- Environmental noise assessment and control
- Environmental radiation
- Climate change mitigation and adaptation

Module 3 – Applied Behavioural Management (5 days)

- Human error categories
- Psychology of behaviour
- Antecedents, behaviour and consequences (A, B, C) analysis
- Measurement of behavioural performance
- Behavioural modification
- Observation and methodologies
- Incident and behavioural analysis
- Styles and behaviour
- Influencing skills

Module 4 – Strategic Risk Management (5 days)

- Strategic planning
- Corporate social responsibility
- Organisational structures and cultures
- Change management
- Systems failure analysis
- Financial management
- Strategic auditing
- Business continuity planning

Module 5 – Organisational Sustainability (5 days)

- Sustainable development - the big picture
- Resource implications
- Supply chain management
- Ecosystems and biodiversity implications
- Life cycle analysis
- Design for the environment
- Sustainable procurement
- Sustainable transport

Each module is assessed by presentations and the successful completion of coursework.

MSc**PROGRAMME OUTLINE**

After successful completion of the PgDip, delegates can opt to undertake a dissertation on an HSE topic. This consists of individual research on a selected topic in HSE Management.

An introduction to topic selection and how to complete a dissertation is provided in the Research Methods module.

Module 6 – Research Methods (5 days)

- Pure and social science research methodologies
- Use of statistical techniques, including spreadsheets
- Dissertation appraisal

Module 7 – Dissertation

The dissertation allows a student to deepen knowledge and understanding of a concept/topic in HSE management.

The topic is chosen by the student and approved by the supervisor and the programme manager. A dissertation will normally consist of 15,000 words.

ENTRY REQUIREMENTS

To enrol on the MSc course students must have a Level 6 Health and Safety Diploma qualification or equivalent (e.g. any qualification accepted by IOSH for graduate membership).

DATES

28-30 January, 2-4 February (module 1); 13-17 April (module 2); 29-30 June, 1-3 July (module 3); 21-25 September (module 4); 30 November, 1-4, December (module 5); TBA 2016 (module 6)

LOCATIONS

Woodland Grange

Members:

£1,100.00 (excl VAT) Module 1

£1,016.00 (excl VAT) Modules 2-6

£2,000.00 (excl VAT) Module 7 (Dissertation)

Non-members

£1,295.00 (excl VAT) Module 1

£1,195.00 (excl VAT) Modules 2-6

£2,000.00 (excl VAT) Module 7 (Dissertation)

Residential options are available at Woodland Grange – call us for more details.

NB. In some cases an additional assessment may be required to join the PgDip/MSc programme.

Did you know that we deliver this course internationally? Call us to find out more.

For dates and to find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/hst7

HEALTH AND SAFETY FOR MANAGERS AND SUPERVISORS

This two-day Health and Safety for Managers and Supervisors course has been developed to enable managers and supervisors to understand their health and safety responsibilities and to equip them to deal with day-to-day health and safety matters.

WHO SHOULD ATTEND?

This course is designed for anyone with supervisory responsibilities who, as part of their role, is required to manage health and safety issues, including managers, team leaders and supervisors.

BENEFITS OF ATTENDING

By the end of the course, delegates will be able to:

- apply basic management principles to safety and health issues
- recognise safety and health hazards in the workplace
- ensure that adequate health and safety training and supervision of staff is provided
- identify what actions should be taken when incidents involving injury or damage occur

KEY TOPICS

- Legal requirements
- Understanding employers' and employees' responsibilities
- Health and safety policies
- Safety representatives and safety committees
- Accident investigation
- Management's role in accident prevention
- Risk identification and assessment
- Recent and forthcoming legislation (selected)

YOU MAY ALSO BE INTERESTED IN

IOSH Managing Safely – page 71
NEBOSH National General Certificate in Occupational Health and Safety – page 84

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
11-12 February	Hook	7-8 July	Bristol
18-19 May	Cambridge	13-14 October	Broadway House
16-17 June	Sheffield		

EEF members: £400.00 (excl VAT) Non-members: £475.00 (excl VAT) Duration: 2 days

IOA CERTIFICATE IN THE MANAGEMENT OF OCCUPATIONAL EXPOSURE TO HAND-ARM VIBRATION

This accredited training course from the Institute of Acoustics (IOA) gives delegates the knowledge and skills they need to deal with hand-arm vibration hazards in the workplace.

BENEFITS OF ATTENDING

- By the end of the course, delegates will be able to:
- appreciate the nature of hand-arm vibration (HAV) hazards in the workplace and the need to protect employees from HAV syndrome
 - advise and assist their company in meeting the new legal requirements.

KEY TOPICS

- Legislative requirements
- Identification of HAV hazards and assessment of risk
- Vibration exposure control techniques and identification of areas where vibration reduction is required
- Assessing the effectiveness of vibration control measures
- Evaluation of daily vibration exposure
- Use and limitations of personal protective equipment

ASSESSMENT

The IOA assessment comprises a two-hour written examination paper.

Successful candidates are awarded a certificate validated by the Institute of Acoustics.

COURSE STRUCTURE

As part of the course, delegates undertake a practical and written assignment. Delegates are required to bring a scientific calculator. EEF will be able to loan these if given prior notice. Delegates might also like to bring their own HAV measuring equipment, but this is not a requirement for the course.

YOU MAY ALSO BE INTERESTED IN

- NEBOSH National Certificate in Construction Health and Safety – page 80
- IOA Certificate in Workplace Noise Assessment – page 70
- NEBOSH National General Certificate in Occupational Health and Safety – page 84

This course can be tailored to meet your business needs and delivered at your company.

DATES

13-17 April

LOCATIONS

Sheffield

EEF members: £1,300.00 (excl VAT) Non-members: £1,495.00 (excl VAT) Duration: 5 days



To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/hst19

IOA CERTIFICATE IN WORKPLACE NOISE ASSESSMENT

This Institute of Acoustics (IOA) course is aimed at personnel who need to be able to carry out workplace noise assessments and devise effective company noise management programmes to meet the requirements of the Noise at Work Regulations.

BENEFITS OF ATTENDING

By the end of the course, delegates will be able to:

- carry out noise exposure assessments in a competent manner. With the introduction of the new Regulations in 2005, demand for competent noise exposure assessments is increasing. This course provides delegates with the latest information and training to meet the demands of this new legislation.

KEY TOPICS

- Basic concepts of noise
- Measurement and instrumentation
- Noise exposure assessment
- Hearing, hearing loss measurement and protection
- Legal aspects, including the new regulations
- Noise reduction techniques

ASSESSMENT

As part of the course, delegates undertake a practical and a written assessment. The IOA assessment comprises a two-hour written examination paper. Candidates must also submit a workplace noise report.

Successful candidates are awarded a certificate of competence as validated by the Institute of Acoustics.

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
2-6 March	Melton	12-16 October	Melton
2-6 March	Sheffield	12-16 October	Sheffield

EEF members: £1,300.00 (excl VAT) Non-members: £1,495.00 (excl VAT) Duration: 5 days

IOSH MANAGING SAFELY

Safety at work is fundamental to the success of any business. Managers and supervisors who have a sound knowledge of safety principles are essential to any business, and this safety training will give delegates the knowledge they need to help ensure safety in the workplace and to help prevent accidents.

WHO SHOULD ATTEND?

The IOSH Managing Safely course is primarily designed for managers with responsibility for people or processes. It is relevant to managers and supervisors at any level who require a basic but broad understanding of current health and safety requirements and principles.

BENEFITS OF ATTENDING

By the end of the course, delegates will have acquired capabilities to:

- recognise safety and health hazards and assess risks in the workplace
- apply key health and safety controls
- ensure that adequate health and safety training and supervision of staff is provided
- identify what actions should be taken when incidents involving injury or damage occur
- communicate effectively on safety and health issues

KEY TOPICS

- The law on health and safety at work
- The costs of accidents
- How losses occur

- Safety management models and risk management
- The nature of commonly encountered hazards
- Human factors affecting safety performance
- Accident causation and investigation
- Recognition and control of workplace hazards
- Effective communication
- Specialised hazards

ASSESSMENT

Each delegate will be required to undertake a short multiple-choice paper and a workplace-based written assignment. On successful completion of the IOSH Managing Safely course and the assessed work, candidates will receive an IOSH accredited certificate.

YOU MAY ALSO BE INTERESTED IN

NEBOSH National General Certificate in Occupational Health and Safety – page 84
EEF/Oxford Brookes University Certificate of Credit in Health and Safety Management – page 64

This course can be tailored to meet your business needs and delivered at your company.

FORMAT – BLOCK

DATES	LOCATIONS	DATES	LOCATIONS
26-29 January	Woodland Grange	15-18 September	Sheffield
9-12 February	Bristol	21-24 September	Cambridge
23-26 February	Gateshead	21-24 September	Woodland Grange
23-26 March	Hook	19-22 October	Bristol
13-16 April	Woodland Grange	2-5 November	Broadway House
13-16 April	Broadway House	7-10 December	Woodland Grange
8-11 June	Bristol	7-10 December	Gateshead
6-9 July	Woodland Grange		

FORMAT – PART-TIME

DATES	LOCATIONS	DATES	LOCATIONS
2, 9, 16, 23 February	Warrington	16, 17, 23, 24 June	Gateshead
10, 17, 24 February, 3 March	Melton	7, 14, 21, 28 September	Gateshead
9, 16, 23, 30 March	Sheffield	6, 13, 20, 27 October	Birmingham
12, 19, 26 June, 3 July	Warrington	7, 14, 21, 28 October	Warrington

EEF members: £850.00 (excl VAT) Non-members: £995.00 (excl VAT) Duration: 4 days

To find out more about this course, call us today on 0845 293 9850
or visit www.eeftraining.org.uk/hst21



IOSH MANAGING SAFELY REFRESHER

Health and safety legislation and best practice both change from time to time and it is imperative that managers keep up to date with these changes. Rather than attending the complete IOSH Managing Safely course again, attending this one-day refresher course means participants will cover all the new developments.

WHO SHOULD ATTEND?

Anyone who has attended the IOSH Managing Safely course within the last three years.

BENEFITS OF ATTENDING

Review the changes in legislation and the impact on your organisation.

KEY TOPICS

- Changes in relevant good practice, guidance and legislation within the last three years
- Recap of key management responsibilities covered in the Managing Safely course

YOU MAY ALSO BE INTERESTED IN

NEBOSH National General Certificate in Occupational Health and Safety – page 84
Oxford Brookes University Certificate of Credit in Health and Safety Management – page 64

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
25 March	Gateshead	13 August	Gateshead
20 July	Warrington		

EEF members: £240.00 (excl VAT) Non-members: £285.00 (excl VAT) Duration: 1 day



IOSH SAFETY FOR SENIOR EXECUTIVES

Safety at work is fundamental to a successful business. In order to avoid costly accidents and litigation, senior executives/managers should be up to date with legal requirements and practices.

WHO SHOULD ATTEND?

IOSH Safety for Senior Executives will be beneficial to directors and senior executives operating at policy and strategic levels within all business sectors and who are looking for a health and safety management course focused on their needs.

BENEFITS OF ATTENDING

By the end of the course, delegates will be able to:

- understand their health and safety role and how this should influence their strategic thinking and holistic management approach
- recognise the importance of integrating health and safety objectives with other business objectives in order to minimise the overall risk
- take account of health and safety aspects during strategic planning, decision making and effective supply chain management
- know the consequences of failing to manage health and safety effectively
- understand the principles of occupational safety and health management systems, continual improvement and annual reporting

KEY TOPICS

- Introduction to health and safety issues
- Major accidents
- The health and safety responsibilities of senior executives

DATES	LOCATIONS	DATES	LOCATIONS
21 January	Woodland Grange	1 July	Bristol
22 January	Melton	8 July	Gateshead
27 January	Warrington	28 July	Hook
3 February	Hook	9 September	Woodland Grange
18 February	Gateshead	29 September	Cambridge
3 March	Bristol	1 October	Sheffield
10 March	Woodland Grange	15 October	Gateshead
10 March	Broadway House	29 October	Melton
9 April	Birmingham	4 November	Woodland Grange
21 April	Cambridge	5 November	Bristol
22 April	Sheffield	10 November	Broadway House
12 May	Woodland Grange	20 November	Warrington
15 May	Warrington	8 December	Sheffield
9 June	Broadway House	10 December	Birmingham
1 July	Woodland Grange		

EEF members: £240.00 (excl VAT) Non-members: £285.00 (excl VAT) Duration: 1 day

To find out more about this course, call us today on 0845 293 9850
or visit www.eeftraining.org.uk/hst24



- Civil versus criminal law
- Health and Safety at Work Act 1974
- Penalties
- Defending claims for compensation
- Manslaughter
- Gross negligence manslaughter
- Corporate manslaughter
- Accident prevention
 - Loss causation
 - Accident disaster case study
- Effective proactive management of health and safety
 - Risk management
 - Corporate governance
 - Health and safety management systems

ASSESSMENT

Each candidate will be required to sit a multiple-choice test at the end of the course. Candidates who successfully complete the IOSH Safety for Senior Executives course will receive an IOSH accredited certificate.

YOU MAY ALSO BE INTERESTED IN

City & Guilds IEMA Managing with Environmental Sustainability – page 92

This course can be tailored to meet your business needs and delivered at your company.

IOSH WORKING SAFELY

The IOSH Working Safely course provides a basic introduction to health and safety for all levels of personnel who are non-health and safety specialists. The training will give employees the information they need to keep themselves safe at work.

WHO SHOULD ATTEND?

This training is aimed at employees who have had little or no training on health and safety or who need a refresher.

BENEFITS OF ATTENDING

- By the end of the course, delegates will be able to:
- carry out work activities without risk to themselves or others and understand the consequences if they fail to work safely
 - identify hazards, risks and risk controls and understand the importance of risk assessment, with examples of everyday use of risk assessment
 - take appropriate workplace precautions and understand their importance in the work environment
 - identify lines of communication in their places of work
 - identify safety signs and signals
 - know how and to whom to report accidents, incidents and near misses in their places of work

KEY TOPICS

- Hazard and risk management
- Common hazards
- Machinery safety
- Chemical safety
- Legal responsibilities
- Fire precautions
- Accident prevention
- Manual handling
- Working with display screen equipment

ASSESSMENT

There will be a multiple-choice test at the end of the course. On successful completion of the IOSH Working Safely course, candidates will receive an IOSH accredited certificate.

YOU MAY ALSO BE INTERESTED IN
IOSH Managing Safely – page 71

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
5 February	Gateshead	30 September	Warrington
6 March	Warrington	26 November	Gateshead
16 July	Gateshead	2 December	Warrington

EEF members: £240.00 (excl VAT) Non-members: £275.00 (excl VAT) Duration: 1 day



MACHINERY RISK ASSESSMENT AND CE MARKING

This one-day course develops understanding on how to risk assess and risk rate machinery and comply with the processes necessary for CE marking.

WHO SHOULD ATTEND?

This course is designed for anyone with responsibility for machinery purchasing, design, installation and use.

BENEFITS OF ATTENDING

By the end of the course, delegates will be able to:

- identify hazards and apply a risk rating to machinery
- carry out a machinery risk assessment to BS EN ISO 12100:2010
- comply with CE marking requirements

KEY TOPICS

- Nature and extent of machinery health and safety issues, immediate and root causes of accidents
- Legal overview and duties – eg Supply of Machinery Regulations
- Machinery risk assessment to BS EN ISO 12100:2010
- Designing for safety
- Conformity assessment procedures for CE marking
- Managing the process – documentation and records
- In-house machinery safety procedures, assessment of products/machines and use of independent compliance reviews and self-certification

YOU MAY ALSO BE INTERESTED IN

IOSH Managing Safely – page 71
 NEBOSH National General Certificate in Occupational Health and Safety – page 84

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
11 February	Gateshead	28 October	Gateshead

EEF members: £205.00 (excl VAT) Non-members: £240.00 (excl VAT) Duration: 1 day

MANAGING CONTRACTORS

Most medium to large organisations use contractors in some form – for example, for cleaning, maintenance, security, construction projects and catering. Many health and safety prosecutions have an element of contractor mismanagement, and often the client and contractor are both taken to task because there is a joint responsibility for health and safety.

This one-day course covers key arrangements and is aimed at helping to ensure that incidents are prevented by effective management of contractors.

WHO SHOULD ATTEND?

This managing contractors course will provide valuable information and guidance for any manager, supervisor or other person responsible for devising policy or contractor procedures or for the day-to-day management of a contractor's activity.

BENEFITS OF ATTENDING

By the end of the course, delegates will be able to:

- state the legal requirements for ensuring health and safety with respect to contractor activities
- develop control of contractor policies and associated procedures
- establish procedures for monitoring contractor activity
- review contractor documentation such as risk assessment and safe systems of work

KEY TOPICS

- Legal requirements for managing/controlling contractors
- Safe systems of work and permits
- Contractor management policy
- A five-step approach following HSE guidance:
 - Planning
 - Selection and competency
 - Working activity
 - Monitoring contractors
 - Reviewing contractors

YOU MAY ALSO BE INTERESTED IN

Construction Design and Management (CDM)
– page 60

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
9 March	Warrington	20 August	Warrington
27 April	Sheffield	12 November	Sheffield
12 May	Gateshead	2 December	Gateshead

EEF members: £205.00 (excl VAT) Non-members: £240.00 (excl VAT) Duration: 1 day

MANUAL HANDLING FOR INSTRUCTORS

Activities at work that involve manual handling are one of the main causes of absence from work resulting from injury. Over a third of all injuries that result in three or more days off work are caused by manual handling operations.

Those attending this three-day course will develop the skills and competencies necessary to be able to deliver manual handling training to employees and others within their own organisation.

WHO SHOULD ATTEND?

This manual handling training is essential for training specialists, safety advisers and any other persons responsible for giving instruction in manual handling techniques or for carrying out a risk assessment as required under the Manual Handling Operations Regulations 1992.

BENEFITS OF ATTENDING

By the end of the course, delegates will be able to:

- improve awareness and understanding of manual handling risk in your organisation
- reduce training expenditure on external providers by having the confidence to deliver manual handling training
- improve morale and gain the cooperation and confidence of co-workers
- demonstrate full working knowledge of the requirements of manual handling law
- carry out manual handling assessments
- have an understanding of how to control manual handling risks
- reduce the number of manual handling injuries

KEY TOPICS

- Manual Handling Operation Regulations 1992 and relevant guidance
- Anatomy of the human body and the main types of manual handling injury
- How musculoskeletal injuries are caused
- Safe manual handling techniques
- Manual handling risk assessment methods and their application in the workplace
- How to prepare and deliver a manual handling training course
- How to manage and control manual handling risks
- Avoiding the manual handling of objects
- Mechanical aids and safe process design
- Summary and course assessment

This course can be tailored to meet your business needs and delivered at your company.

Open Course dates will be scheduled on demand. Please call us to discuss your required dates and locations.

EEF members: £580.00 (excl VAT) Non-members: £680.00 (excl VAT) Duration: 3 days

To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/hst28

NEBOSH FIRE SAFETY AND RISK MANAGEMENT

This one-week course is in addition to Week 1 of the NEBOSH National General Certificate in Health and Safety (NGC1). This additional one-week module in Fire Safety and Risk Management (FSC1) is designed for managers, supervisors, employee representatives and others with a responsibility for fire safety. The course aims to equip delegates to contribute to the review of fire risk assessments as well as fire preventative and protective measures.

WHO SHOULD ATTEND?

Newly appointed and established health and safety practitioners, fire safety officers and managers responsible for fire safety and fire risk assessments.

BENEFITS OF ATTENDING

A fire can have a devastating effect on an organisation; 77% of businesses that experience a major fire never fully recover. The duties detailed in the Regulatory Reform (Fire Safety) Order 2005 place the responsibility on employers and those in control of premises to ensure that they assess fire risks and take steps to minimise those risks and safeguard people in the event of a fire. The NEBOSH Fire Safety and Risk Management is designed to equip delegates to help their organisations meet these legal requirements.

COURSE STRUCTURE

Unit NGC1 – Management of health and safety. This module is common to the NEBOSH National General Certificate in Occupational Health and Safety and must be taken separately.

Unit FC1 – Fire safety and risk management

Unit FC2 – Practical fire risk assessment

Candidates must successfully complete all three units to achieve the overall qualification.

KEY TOPICS

Development of a clear understanding of how to manage the risk of fire in the workplace:

- Fire legislation
- Components of fire
- Fire technology
- Building design
- Fire risk assessment
- Behaviour of people

ASSESSMENT

Each candidate will be required to carry out a practical assessment in the workplace (FC2) and to sit two exams of two hours each (NGC1 and FC1). The NGC1 exam is taken after completing the NGC1 module. The FC1 exam is completed after this 5-day module. Please refer to the NEBOSH National General Certificate for dates of NGC1 – page 84.

YOU MAY ALSO BE INTERESTED IN

NEBOSH National General Certificate in Occupational Health and Safety – page 84

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
4, 11, 18, 25 August, 1 September	Warrington	7-11 September	Woodland Grange

EEF members: £1,021.00 (excl VAT) Non-members: £1,190.00 (excl VAT) Duration: 5 days

Residential options are available at Woodland Grange – call us for more details.



To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/hst30

NEBOSH AWARD OF HEALTH AND SAFETY AT WORK

This basic health and safety qualification introduces the principles and application of health and safety management with a view to preventing accidents and associated costs.

WHO SHOULD ATTEND?

Delegates who need to understand the principles and application of health and safety as part of their job. For example, team leaders and supervisors, HR professionals and facilities managers.

BENEFITS OF ATTENDING

This qualification will benefit organisations who are seeking to implement a health and safety management system. It will ensure that their employees, and in particular supervisory staff, can apply the principles of risk assessment and control of common workplace hazards.

Upskilling the workforce in health and safety management techniques can help reduce the number of accidents in the workplace, improve staff morale and result in cost savings for the business.

COURSE STRUCTURE

- HSW1 - Workplace safety foundations
- HSW2 - Workplace risk assessment

KEY TOPICS

- Health and safety foundations
- Risk assessment and control
- Work equipment
- Manual handling
- Electrical safety
- Fire safety
- Hazardous substances
- Transport

ASSESSMENT

Candidates are assessed by a multiple-choice examination (HSW1) and a practical risk assessment (HSW2), which tests their ability to put into practice the knowledge gained during the course.

YOU MAY ALSO BE INTERESTED IN

IOSH Managing Safely – page 71

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
13-15 April	Woodland Grange	19-21 October	Woodland Grange
2-4 June	Gateshead		

EEF members: £556.00 (excl VAT) Non-members: £650.00 (excl VAT) Duration: 3 days

Residential options are available at Woodland Grange – call us for more details.



NEBOSH NATIONAL CERTIFICATE IN CONSTRUCTION HEALTH AND SAFETY

This two-week course includes Week 1 of the NEBOSH National General Certificate in Health and Safety and is a ten-day module on Construction Health and Safety (NCC1). This additional course is designed to provide a knowledge and understanding with respect to managing health and safety in a construction environment.

WHO SHOULD ATTEND?

Non-specialists in health and safety who require sound initial training in construction health and safety and wish to obtain a recognised qualification. This could include managers and supervisors, safety representatives and representatives of employee safety. It will also be of benefit to health and safety practitioners requiring a refresher on construction health and safety.

BENEFITS OF ATTENDING

Many larger construction organisations choose the NEBOSH National Construction Certificate as a key part of their supervisory or management development programme. By ensuring that line managers have a sound understanding of the principles of risk management, they develop an effective safety culture in the company.

Owners or managers of smaller consultancy companies will find this qualification helps them meet the requirements of clients and principal contractors when working on other people's premises or sites.

COURSE STRUCTURE

- *Unit NGC1* – Management of health and safety.
This module is common to the NEBOSH National General Certificate in Health and Safety and must be taken separately – 5 days
- *Unit NCC1* – Management of construction hazards – 10 days
- *Unit NCC2* – Construction health and safety practical application

Candidates must successfully complete all three units to achieve the overall qualification.

DATES

2-6 March (Unit 1); 9-13 March (Unit 2)
1-5 June (Unit 1); 8-12 June (Unit 2)

LOCATIONS

Woodland Grange
Woodland Grange

DATES

12-16 October (Unit 1); 19-23 October (Unit 2)

LOCATIONS

Woodland Grange

KEY TOPICS

- Construction law and management
- Construction site – hazards and control
- Movement of people and vehicles – hazards and control
- Manual and mechanical handling – hazards and control
- Work equipment – hazards and control
- Electrical – hazards and control
- Fire – hazards and control
- Chemical and biological health – hazards and control
- Physical and psychological health – hazards and control
- Working at height – hazards and control
- Excavation work and confined spaces – hazards and control
- Demolition – hazards and control

ASSESSMENT

Each candidate will be required to carry out a practical assessment in the workplace (NCC2) and sit two exams of two hours each (NGC1 and NCC1) on completion of the course. The NGC1 exam is taken after completing the five-day National General Certificate in Health and Safety Module NGC1. The NCC1 exam and NCC2 practical assessment are completed after this ten-day course.

PROGRESSION ROUTES

Following successful completion of the course, delegates will be eligible for the NEBOSH National Diploma in Occupational Health and Safety or the EEF/Oxford Brookes Advanced Diploma in Health, Safety and Risk Management.

YOU MAY ALSO BE INTERESTED IN

NEBOSH National Diploma in Occupational Health and Safety – page 82

EEF members: £1,671.00 (excl VAT) Non-members: £1,955.00 (excl VAT) Duration: 10 days

To find out more about this course, call us today on 0845 293 9850
or visit www.eeftraining.org.uk/hst32

NEBOSH NATIONAL CERTIFICATE IN THE MANAGEMENT OF HEALTH AND WELL-BEING AT WORK

The NEBOSH National Certificate in the Management of Health and Well-Being at Work focuses on workplace health. This occupational health course will benefit companies in all sectors that are seeking to improve the efficiency and morale of their workforce. It will equip managers to minimise sickness absence, encourage people back to work and deal effectively with the health and well-being issues of their employees.

WHO SHOULD ATTEND?

This course will be of value to general managers, supervisors, HR professionals, safety professionals and anyone with day-to-day responsibility for the health and well-being of employees.

BENEFITS OF ATTENDING

Successful completion of this course will help delegates to:

- reduce sickness absence and other absence from work
- help employees return to work
- deal effectively with employee health issues – e.g. stress
- prevent occupational ill health
- improve staff morale, leading to an increase in productivity

COURSE STRUCTURE

This course consists of two units. Unit HAW1 of the certificate is a taught unit of 35 hours and is assessed by a written examination. HAW2 is a practical work-based assessment which must be taken within 14 days of the end of the course.

KEY TOPICS

- Identifying risks to health at work
- Learning how to manage sickness absence and implement a return-to-work programme
- Prevention and management of work-related stress
- Workplace health promotion
- Disability discrimination and protecting health at work
- Dealing with mental health at work
- Working effectively with health professionals

ASSESSMENT

Unit HAW1 is a taught unit assessed by a two-hour written examination. Unit HAW2 is assessed by a practical assessment to be undertaken in the candidate's own workplace. This must be taken within 14 days of the date of the HAW1 written paper.

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
13-17 April, 24 April (exam)	Gateshead	14-18 September, 25 September (exam)	Gateshead
1-5 June, 12 June (exam)	Hook	16-20 November, 27 November (exam)	Cambridge

EEF members: £1,021.00 (excl VAT) Non-members: £1,190.00 (excl VAT) Duration: 5 days + examination

Residential options are available at Woodland Grange – call us for more details.



To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/hst33

NEBOSH NATIONAL DIPLOMA IN OCCUPATIONAL HEALTH AND SAFETY

The NEBOSH National Diploma in Occupational Health and Safety is the flagship NEBOSH qualification and is the first UK occupational qualification to be delivered for health and safety professionals. The Diploma provides the core health and safety knowledge, which, combined with understanding and appropriate application, underpins the competent performance of an occupational health and safety practitioner.

WHO SHOULD ATTEND?

This qualification is for aspiring health and safety professionals and builds directly upon the foundation of knowledge provided by the NEBOSH National General Certificate. It is designed to provide students with the expertise required to undertake a career as a health and safety practitioner and also provides a sound basis for progression to postgraduate study.

BENEFITS OF ATTENDING

Qualified health and safety professionals are an asset to their organisations, reducing costs by preventing accidents and the ill health of employees without incurring unnecessary expense by overreacting to trivial risks.

The unitised structure of this qualification gives the opportunity to study and complete one topic area at a time. Its approach promotes the application of the knowledge acquired on the course to problem-solving in the student's own workplace.

COURSE STRUCTURE

The NEBOSH National Diploma in Occupational Health and Safety comprises four core units:

- Unit A – Managing health and safety
- Unit B – Hazardous agents in the workplace
- Unit C – Workplace and work equipment safety
- Unit D – Workplace-based assignment

KEY TOPICS

Unit A: Health and Safety Management

- Loss causation and evaluation
- Assessing and evaluating risk
- Systems approach for controlling risk
- Application of the hierarchy of controls
- Measuring health and safety performance
- Organisational factors
- Human factors
- Principles and application of health and safety law – criminal and civil

Unit B: Hazardous Agents in the Workplace

- Occupational health and hygiene
- Toxicology and epidemiology
- Chemical agents, evaluating risk and controls
- Biological agents, including Legionnaires' disease
- Psychosocial agents, including managing stress
- Ergonomic agents, reducing incidents of musculoskeletal disorders

Unit C: Workplace and Work Equipment Safety

- General workplace issues – e.g. transport
- Hazards and controls associated with work equipment
- Construction safety, including working at height
- Machinery safety
- Mechanical handling
- Fire and explosion – causes and control

Unit D: Workplace-based Assignment

The focus of the Unit D assignment is for students to demonstrate their knowledge and understanding from their studies in Units A, B and C.

The assessment requires a detailed review and analysis of health and safety performance in the workplace followed up by an action plan to improve performance.

ASSESSMENT

Each unit is assessed by an examination. The pass mark for each examination is 45%.

Each candidate is also required to complete the 8,000-word assignment for Unit D. The pass mark for Unit D is 50%. The overall mark is an aggregate of the examination and assignment marks.

Our pass rates are consistently above the national average.

PROGRESSION ROUTES

Following successful completion of the course, delegates will be eligible to join the EEF Oxford Brookes University MSc/PgDip in Health, Safety and Environmental Management.

With relevant vocational experience, this qualification also leads to Chartered Membership of the Institution of Occupational Safety and Health (IOSH) and Full Membership of International Institute of Risk and Safety Management (IIRSM).

This course can be tailored to meet your business needs and delivered at your company.

DATES

28 January, 4, 11, 18, 25 February, 4, 11, 18, 25 March, 1 April (Unit B); 8, 15, 22, 29 April, 6, 13, 20, 27 May, 3, 10 June (Unit C); 9, 16, 23, 30 September, 7, 14, 21, 28 October, 4, 11, 18, 25 November, 2, 9, 16 December (Unit A)
 2-6, 9-13 February (Unit B); 11-15, 18-22 May (Unit C)
 2-6, 9-13 March, 13-17 April (Unit A); 10-14, 17-21 August (Unit B); 2-6, 9-13 November (Unit C)
 5 March (Unit D)
 24 July (Unit D)
 14-18, 21-25 September, 12-16 October (Unit A); TBA 2016 (Unit B); TBA 2016 (Unit C)

LOCATIONS

Sheffield
 Woodland Grange
 Woodland Grange
 Woodland Grange
 Woodland Grange
 Woodland Grange

EEF members: £5,708.00 (excl VAT) Non-members: £6,650.00 (excl VAT) Duration: 35-36 days + examination

Residential options are available at Woodland Grange – call us for more details.

*We run revision courses throughout the year.
 Please call us on 0845 293 9850 for more details.*

NEBOSH NATIONAL GENERAL CERTIFICATE IN OCCUPATIONAL HEALTH AND SAFETY

The NEBOSH National General Certificate in Occupational Health and Safety is a nationally recognised health and safety qualification. It covers the main legal requirements for health and safety and deals with a range of workplace hazards and methods of control.

WHO SHOULD ATTEND?

This health and safety course will be beneficial to non-specialists, such as managers, supervisors, safety representatives and representatives of employee safety, who require sound initial training leading to a nationally recognised qualification.

It is also a starting point for those wishing to develop a career in health and safety.

BENEFITS OF ATTENDING

Many larger organisations choose the NEBOSH National General Certificate as a key part of their supervisors' or management development programme. By ensuring that line managers have a sound understanding of the principles of risk management, they can build an effective safety culture in the company. Smaller organisations, operating in lower risk environments, often choose the NEBOSH National General Certificate as the appropriate qualification for the manager taking the lead on health and safety issues.

Qualified health and safety professionals are an asset to their organisations, reducing costs by preventing accidents and the ill health of employees without incurring unnecessary expense by overreacting to trivial risks.

COURSE STRUCTURE

The NEBOSH National General Certificate consists of three units, each separately assessed. Delegates may choose to undertake all of the units at the same time or at different times. A unit certificate will be issued on successful completion of each unit. However, to achieve the NEBOSH National General Certificate award, delegates need to pass all three units within a five-year period.

The three units are as follows:

- Unit NGC1* – Management of health and safety
- Unit NGC2 – Controlling workplace hazards
- Unit NGC3 – Practical assessment

**Unit NGC1 can also form part of the NEBOSH Fire Safety and Risk Management Certificate and the NEBOSH National Certificate in Construction Health and Safety.*

KEY TOPICS

NGC1 – Management of Health and Safety

- Foundations in health and safety
- Policy
- Organising for health and safety
- Promoting a positive health and safety culture
- Risk assessment
- Principles of control
- Monitoring, review and audit
- Incident and accident investigation and reporting

NGC2 – Controlling Workplace Hazards

- Movement of people and vehicles
- Manual and mechanical handling
- Work equipment
- Electrical safety
- Fire safety
- Chemical and biological health hazards
- Physical and psychological health hazards

NGC3 – Practical Assessment

ASSESSMENT

To satisfy the requirement for the award, each delegate must pass the two written papers for NGC1 Unit 1 and NGC2 Unit 2 in addition to the practical assessment, NGC3 Unit 3. The practical assessment is normally carried out at the delegate's place of work on completion of the course.

Note: NGC1 assessment is common to the NEBOSH Fire Safety and Risk Management Certificate and the NEBOSH National Certificate in Construction Health and Safety.

PROGRESSION ROUTES

Following successful completion of the course, delegates will be eligible to join the NEBOSH National Diploma in Occupational Health and Safety or the EEF/Oxford Brookes Advanced Diploma in Health, Safety and Risk Management.

The NEBOSH National General Certificate Unit 1 (NGC1) forms part of the NEBOSH Certificate in Fire Safety and Risk Management and the NEBOSH National Certificate in Construction Health and Safety.

This course can be tailored to meet your business needs and delivered at your company.

FORMAT – BLOCK, RESIDENTIAL

DATES	LOCATIONS	DATES	LOCATIONS
12-16 January (Unit 1); 19-23 January (Unit 2)	Woodland Grange	3-7 August (Unit 1); 10-14 August (Unit 2)	Woodland Grange
16-20 February (Unit 1); 23-27 February (Unit 2)	Woodland Grange	7-11 September (Unit 1); 14-18 September (Unit 2)	Woodland Grange
16-20 March (Unit 1); 23-27 March (Unit 2)	Woodland Grange	5-9 October (Unit 1); 12-16 October (Unit 2)	Woodland Grange
11-15 May (Unit 1); 18-22 May (Unit 2)	Woodland Grange	16-20 November (Unit 1); 23-27 November (Unit 2)	Woodland Grange
15-19 June (Unit 1); 22-26 June (Unit 2)	Woodland Grange		

FORMAT – PART-TIME, NON-RESIDENTIAL

DATES	LOCATIONS	DATES	LOCATIONS
27-28 January, 3-4, 10-11, 17-18, 24-25 February, 3-4 March	Hook	8, 15, 22, 29 September, 6, 13, 20, 27 October, 3, 10, 17, 24 November	Warrington
4, 11, 18, 25 February, 4, 11, 18, 25 March, 1, 8, 15, 22 April	Warrington	16-17, 23-24, 30 September, 1, 7-8, 14-15, 21-22 October	Cambridge
16-17, 23-24, 30 April, 1, 7-8, 14-15, 21-22 May	Sheffield	22, 29 September, 6, 13, 20, 27 October, 3, 10, 17, 24 November, 1-2 December	Bristol
27-30 April, 1 May, 18-22 May, 2-3 June	Bristol	5-9 October, 19-23 October, 2-3 November	Gateshead
10-11, 17-18, 24-25 June, 1-2, 8-9, 15-16 July	Gateshead	15-16, 22-23, 29-30 October, 5-6, 12-13, 19-20 November	Sheffield

EEF members: £1,755.00 (excl VAT) Non-members: £1,995.00 (excl VAT) Duration: 10-12 days

Residential options are available at Woodland Grange – call us for more details.

Did you know that we deliver this course internationally? Call us to find out more.



To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/hst35

RISK ASSESSMENT

The aim of this course is to develop the knowledge and skills necessary to carry out suitable and sufficient risk assessments as required by the Management of Health and Safety at Work Regulations 1999.

WHO SHOULD ATTEND?

This risk assessment training is aimed at all who are required to conduct or oversee risk assessments as specifically required by the Management of Health and Safety at Work Regulations 1999.

BENEFITS OF ATTENDING

By the end of the course, delegates will be able to:

- identify hazards in the workplace
- assess and rate risk taking into account current controls and vulnerable persons
- evaluate risk and determine cost-effective priorities
- devise risk reduction programmes
- monitor implementation

KEY TOPICS

- Reasons for risk assessment – legal/economical
- Hazard versus risk
- Persons at risk including young persons and pregnant workers
- Rating risk – high, medium and low
- Reducing risk based on the hierarchy of controls
- Implementing and reviewing risk reduction measures

YOU MAY ALSO BE INTERESTED IN

IOSH Managing Safely – page 71
NEBOSH National General Certificate in Occupational Health and Safety – page 84

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
15 January	Gateshead	14 July	Cambridge
15 January	Melton	15 July	Warrington
19 February	Sheffield	17 September	Melton
19 February	Hook	23 September	Gateshead
20 March	Warrington	6 November	Birmingham
30 April	Birmingham	26 November	Sheffield
7 May	Bristol		

EEF members: £205.00 (excl VAT) Non-members: £240.00 (excl VAT) Duration: 1 day

If you do not find the course you are looking for in this brochure, visit www.eeftraining.org.uk or call us on 0845 293 9850. Our advisers will be happy to help manage your training requirements.

To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/hst38



“The EEF trainers were brilliant. They were very knowledgeable and could keep the delegates listening. Sometimes Health and Safety can be a dry subject but they managed to put it across in an easily understandable and enthusiastic manner, which had a big influence on the outcome.”

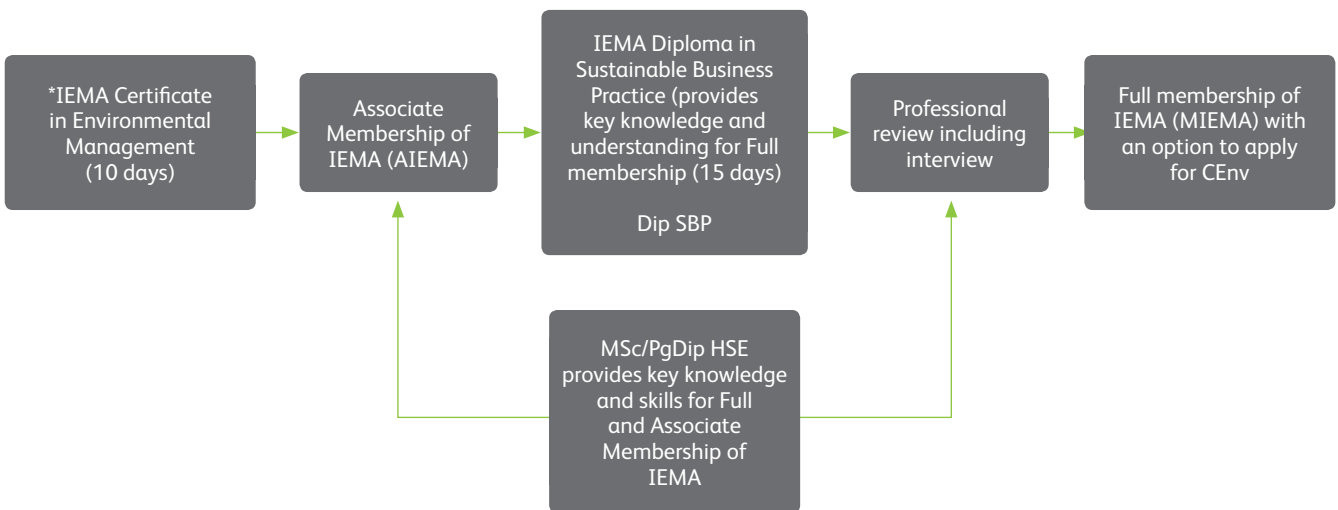
*Carol Betts, HSE Advisor,
Can-Pack UK*

DEVELOP YOUR CAREER WITH US

Whether you want to achieve Associate or Full Membership of IEMA, or Chartered status, our courses can help you.

ROUTE TO PROFESSIONAL MEMBERSHIP OF IEMA AND CHARTERED STATUS

Institute of Environmental Management and Assessment (IEMA)



*It is recommended that the IEMA Foundation Certificate is completed before joining the Certificate programme.

Please contact IEMA for more details on membership requirements.

If you do not find the course you are looking for in this brochure, visit www.eeftraining.org.uk or call us on 0845 293 9850. Our advisers will be happy to help manage your training requirements.

GREENHOUSE GAS (GHG) REPORTING – CARBON FOOTPRINTING

Many organisations now report their greenhouse gas emissions either because of legal requirements or as part of sustainability objectives. From 2013, quoted companies are required to include a report on greenhouse gas emissions in a ‘directors’ report’.

This one-day course develops the knowledge and skills necessary to produce a carbon footprint and report on greenhouse gas emissions. Measures to reduce the carbon footprint are also included.

WHO SHOULD ATTEND?

This course will be of value to anyone who has to produce a carbon footprint for their organisation and report on greenhouse gas (GHG) emissions. It will also be of benefit to anyone who needs an understanding of the process.

BENEFITS OF ATTENDING

By the end of the course, delegates will be able to:

- identify and communicate the business case for producing a GHG report
- develop a procedure to collect and record data
- list the main methodologies for calculating GHG
- decide which emissions to record and report on
- use the Defra guidance on how to measure and report your GHG emissions
- convert data into GHG emissions
- report on emissions
- establish a plan to reduce emissions

KEY TOPICS

- Definitions and terminology
- The business case for GHG
- Methodologies for GHG reporting
- Use of Defra guidance
- Calculating GHG emissions: boundaries and scope
- Data collection and conversion
- Reporting requirements
- Options to reduce emissions

YOU MAY ALSO BE INTERESTED IN

City & Guilds IEMA Managing with Environmental Sustainability – page 92

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
13 January	Warrington	21 August	Warrington
13 April	Sheffield	10 November	Sheffield
14 April	Woodland Grange	24 November	Woodland Grange

EEF members: £205.00 (excl VAT) Non-members: £240.00 (excl VAT) Duration: 1 day

IEMA ASSOCIATE CERTIFICATE IN ENVIRONMENTAL MANAGEMENT

Environmental management is a must for all businesses. Employers have a legal and moral obligation to ensure that their company conforms to strict legislation and environmental controls.

WHO SHOULD ATTEND?

This course provides valuable insight for managers, advisers, consultants and others who have a specialist environmental role and require a working knowledge of environmental management and how it applies to their organisation. The course also forms part of the NEBOSH National Diploma in Environmental Management. Successful completion of the course entitles students to apply for Associate Membership of IEMA (AIEMA).

BENEFITS OF ATTENDING

By the end of the course, delegates will be able to:

- outline practical ways in which an organisation can reduce its impacts, both strategically and operationally
- determine the key environmental legislation, agreements and initiatives relating to an organisation and their relevance to operations
- instigate management controls to ensure that operations do not pollute the environment and that compliance is maintained
- design and implement processes for the assessment, interpretation and management of environmental performance

KEY TOPICS

- Introduction to environmental issues
- Environments at risk: air, water, land and resources
- Environmental aspects and impacts
- Environmental risk assessment
- Policies and management systems – EMAS, ISO 14001 including policy, planning, implementation, audits and review
- Environmental law and enforcement
- Government policies and guidance
- Energy conservation and waste minimisation
- Water pollution prevention and control
- Environmental auditing
- Environmental permitting
- Waste management

PROGRESSION ROUTES

Following successful completion of the course, delegates will be eligible to join the IEMA Diploma in Sustainable Business Practice. Delegates will also be eligible for Associate Membership of IEMA (AIEMA).

The two-week course also forms part of the NEBOSH National Diploma in Environmental Management leading to full membership of the Chartered Institute of Water and Environmental Management (CIWEM). Note: This is not Chartered Membership. This NEBOSH Diploma consists of this two-week course plus an additional one-week Diploma module (see page 101 for details).

This course can be tailored to meet your business needs and delivered at your company.

FORMAT – BLOCK

DATES	LOCATIONS	DATES	LOCATIONS
12-16, 19-23 January	Woodland Grange	10-14, 17-21 August	Woodland Grange
16-20, 23-27 February	Woodland Grange	7-11, 14-18 September	Woodland Grange
16-20, 23-27 February	Sheffield	14-18 September, 5-9 October	Bristol
23-27 February, 16-20 March	Bristol	28-30 September, 1-2, 5-9 October	Gateshead
16-20, 23-27 March	Woodland Grange	5-9, 12-16 October	Woodland Grange
20-24, 27-30 April, 1 May	Hook	12-16, 19-23 October	Cambridge
11-15, 18-22 May	Gateshead	16-20, 23-27 November	Woodland Grange
8-12, 15-19 June	Woodland Grange		

FORMAT – PART-TIME

DATES	LOCATIONS
3, 10, 17, 24, 31 March, 7, 14, 21, 28 April, 5 May	Warrington
14-15, 21-22, 28-29 September, 5-6, 12-13 October	Sheffield
8, 15, 22, 29 October, 5, 12, 19, 26 November, 3, 10 December	Warrington

NON-RESIDENTIAL

EEF members: £1,750.00 (excl VAT) Non-members: £1,955.00 (excl VAT) Duration: 10 days

Residential options are available at Woodland Grange – call us for more details.



CITY & GUILDS IEMA MANAGING WITH ENVIRONMENTAL SUSTAINABILITY

This IEMA/City & Guilds (C&G) qualification provides managers and supervisors with a strategic and operational overview of environmental sustainability and how it supports value creation in organisations. Practical guidance is given on how to support the achievement of sustainability goals, particularly with respect to a manager's own area of responsibility

WHO SHOULD ATTEND?

This course will be of value to managers and supervisors in any sector who need an understanding of environmental sustainability with a view to achieving organisational sustainability objectives. A wide range of environmental sustainability issues are covered, including resource efficiency and sustainability across the value chain, legal aspects and a manager's role in changing behaviour.

BENEFITS OF ATTENDING

By the end of the course, delegates will be able to:

- understand the strategic opportunities and constraints that environmental sustainability presents to their organisation
- understand the benefits of resource efficiency and the manager's role in supporting the process
- understand the impacts of environmental sustainability across the value chain
- understand the manager's role in developing environmental sustainability, including legal aspects and changing behaviour.

KEY TOPICS

- Understanding environmental sustainability
- Opportunities and sustainability objects
- Constraints of a changing environmental landscape
- Resource efficiency – inputs – operations – outputs
- Identifying and engaging with stakeholders
- Environmental sustainability tools
- Legal aspects and compliance
- Changing behaviour
- Case studies – good practice

ASSESSMENT

The course is assessed by a short examination and project.

YOU MAY ALSO BE INTERESTED IN

IEMA Foundation Certificate in Environmental Management – page 95
IEMA Associate Certificate in Environmental Management – page 90

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
13-14 May	Woodland Grange	4-5 November	Woodland Grange
<i>EEF members: £520.00 (excl VAT)</i>		<i>Non-members: £590.00 (excl VAT)</i>	
<i>Duration: 2 days</i>			

Residential options are available at Woodland Grange – call us for more details.



To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/etc18

CITY & GUILDS IEMA WORKING WITH ENVIRONMENTAL SUSTAINABILITY

This IEMA/City & Guilds (C&G) qualification provides individuals with a sound grounding in environmental sustainability issues to enable an active contribution to improvements within their own organisation. In addition to general environmental awareness, key areas such as resource efficiency and pollution prevention are covered.

WHO SHOULD ATTEND?

This course will be of value to anyone who needs a basic understanding of environmental sustainability and what it means for their organisation. There is a focus on how individuals can play their part in achieving an organisation's environmental sustainability objectives.

BENEFITS OF ATTENDING

By the end of the course, delegates will be able to:

- understand the meaning of environmental sustainability and how it impacts upon their organisation
- take practical measures to help make their organisation more sustainable and minimise the impacts
- appreciate the importance of resource efficiency and the role of individuals in reducing consumption and minimising waste
- comply with key pollution prevention and control measures
- understand the impacts of transport on the organisation and comply with measures to reduce the impact

KEY TOPICS

- Understanding environmental sustainability
- Environmental impacts
- Actions to reduce environmental impacts
- Use of natural resources
- Resource efficiency
- Pollution prevention and control
- Impacts of transport upon the organisation
- Measures to reduce transport impacts
- Individual responsibilities

ASSESSMENT

The course is assessed by a 1.5-hour multiple-choice paper.

YOU MAY ALSO BE INTERESTED IN

City & Guilds IEMA Managing with Environmental Sustainability – page 92

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
24 February	Woodland Grange	29 September	Woodland Grange
<i>EEF members: £270.00 (excl VAT)</i>		<i>Non-members: £305.00 (excl VAT)</i>	
<i>Duration: 1 day</i>			

Residential options are available at Woodland Grange – call us for more details.



To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/etc17

IEMA DIPLOMA IN SUSTAINABLE BUSINESS PRACTICE

This course follows on from the two-week IEMA Certificate in Environmental Management. It aims to support delegates who require a higher level of qualification and at the same time provides key knowledge and understanding for those wishing to progress to Full Membership of IEMA (MIEMA) and eventual Chartered status (CEnv).

WHO SHOULD ATTEND?

The Diploma in Sustainable Business Practice will be of benefit to environmental/sustainability specialists, managers, advisers, consultants and others who have a specialist environmental/sustainability role and require a working knowledge of the application of strategic environmental management/sustainability.

COURSE STRUCTURE

This programme is delivered in three one-week modules and develops the knowledge and skills covered in the Associate Certificate course. It addresses a wide range of environmental/sustainability issues including technological options for control, effective strategies and change management.

KEY TOPICS

Module 1: Managing Environmental Media and Issues

- Application of best available techniques to environmental media
- Biodiversity
- Environmental risk assessment – consequence modelling
- Environmental monitoring and measurement – MCerts
- Water pollution preventions and control
- Managing hazardous waste
- Contaminated land assessment and remediation
- Air abatement technologies
- Noise measurement and control
- Environmental radiation

Module 2: Sustainability for Business

- Sustainable development – the ‘big picture’
- The business case for sustainability
- Sustainability indicators
- Holistic approaches – LCA – eco footprinting
- Sustainable consumption/procurement
- Designing for the environment
- Resource efficiency management
- Sustainable communities
- Climate change/adaptation – carbon footprinting
- Integrated management systems

Module 3: Strategic Environmental Management

- Risk management sustainability ISO 31000:2009
- Corporate governance – strategic risks
- Business in society – corporate responsibility
- Business continuity planning ISO 22301:2012
- Environmental due diligence
- Incident investigation
- Competency standards – assessing training needs
- Managing change
- Behavioural management/organisational culture
- Environmental reporting
- Personal effectiveness – e.g. persuasion skills

ASSESSMENT

Assessment of each module is by two assignments, giving delegates the opportunity to combine work and study directly as many of the assignments will be of benefit to employers.

ENTRY REQUIREMENTS

Associate membership of IEMA or equivalent is required to enrol on this diploma programme.

EEF was the first training provider licensed to provide this course anywhere in the world.

DATES

9-13 February (module 1); 11-15 May (module 2); 3-7 August (module 3)
 9-13 March (module 3)
 14-18 September (module 1); 30 November, 1-4 December (module 2); TBA 2016 (module 3)

LOCATIONS

Woodland Grange
 Woodland Grange
 Woodland Grange

EEF members: £2,550.00 (excl VAT) Non-members: £2,995.00 (excl VAT)



To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/etc7

IEMA FOUNDATION CERTIFICATE IN ENVIRONMENTAL MANAGEMENT

This introductory environmental training will give delegates valuable insight into the legal environmental requirements facing companies today, and guidance on how to apply them to the business.

WHO SHOULD ATTEND?

This course will be beneficial for managers, safety practitioners and others with responsibility for environmental issues who require a basic level of understanding.

BENEFITS OF ATTENDING

On completion of this course, candidates will have:

- an appreciation of environmental issues
- an understanding of the ways in which an organisation impacts on the environment
- an appreciation of how environmental issues can be incorporated into the management of an organisation
- an understanding of environmental legislation
- an awareness of the means of assessing an organisation's environmental performance
- the ability to outline the ways in which an environmental management system operates

KEY TOPICS

Using case studies and exercises, this course includes:

- an introduction to UK legislative requirements
- the duty of care with respect to waste
- media at risk: air, water, land
- identification and evaluation of environmental aspects
- environmental management systems ISO 14001, EMAS
- environmental auditing
- waste minimisation
- pollution prevention and control

ASSESSMENT

Those who successfully complete the assessment at the end of this environmental briefing will qualify for an IEMA award.

PROGRESSION ROUTES

Following successful completion of the course, delegates will be eligible to join the IEMA-approved Associate Certificate in Environmental Management.

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
19-21 January	Woodland Grange	6-8 July	Woodland Grange
27-29 January	Bristol	8-10 July	Bristol
28-30 January	Warrington	15-17 July	Gateshead
3-5 February	Sheffield	16-18 September	Warrington
17-19 March	Gateshead	21-23 September	Woodland Grange
13-15 April	Woodland Grange	28-30 September	Cambridge
13-15 April	Hook	3-5 November	Sheffield
11-13 May	Warrington	30 November, 1-2 December	Woodland Grange
9-11 June	Sheffield	7-9 December	Gateshead

EEF members: £650.00 (excl VAT)

Non-members: £760.00 (excl VAT)

Duration: 3 days

Residential options are available at Woodland Grange – call us for more details.



To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/etc9

IEMA LEADING WITH ENVIRONMENTAL SUSTAINABILITY – A COURSE FOR SENIOR EXECUTIVES

This short programme has a focus on environmental sustainability and provides an overview of the short-, mid- and long-term opportunities and challenges that environmental sustainability presents to value creation in organisations.

WHO SHOULD ATTEND?

This environmental sustainability programme will be beneficial to directors and senior executives operating at policy and strategic level, as well as investors.

BENEFITS OF ATTENDING

Delegates will gain an understanding on how sustainable practice can benefit and impact the organisation.

KEY TOPICS

- Understanding environmental sustainability
- The opportunities and barriers presented by environmental sustainability
- Product and service design and development
- Production and processing
- Stakeholder engagement and supply chain management
- Purchasing and procurement
- Developing an effective environmental sustainability strategy
- Case studies of good practice

YOU MAY ALSO BE INTERESTED IN

IOSH Safety for Senior Executives – page 73

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
4 March	Woodland Grange	22 September	Woodland Grange
25 March	Bristol	3 November	Cambridge
20 May	Woodland Grange	3 December	Woodland Grange
24 June	Hook		

EEF members: £315.00 (excl VAT) Non-members: £355.00 (excl VAT) Duration: Half-day

Residential options are available at Woodland Grange – call us for more details.



To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/etc19

INTERNAL AUDITORS – ISO 14001 ENVIRONMENTAL MANAGEMENT SYSTEMS

This course is designed for people who need to conduct internal audits to meet the requirements of ISO 14001.

This two-day training will equip delegates with the knowledge and skills necessary to audit the environmental management system and associated activities. This course is practical in its approach and includes delegates carrying out an environmental audit and reporting accordingly.

WHO SHOULD ATTEND?

Anyone who has or will have responsibility for carrying out internal audits as required by ISO 14001 on environmental management systems.

BENEFITS OF ATTENDING

On completion of the course, participants will be able to:

- outline the key requirements of ISO 14001
- outline the ISO 14001 requirements for auditing, monitoring and review
- identify environmental aspects and impacts
- outline key environmental legislation
- describe the qualities and experience needed to become a competent auditor
- distinguish between different types of audit
- identify the procedures/areas/activities that require auditing
- produce the questions necessary to audit procedures
- carry out an audit and recommend corrective action
- produce a quality audit report
- report on non-conformances

YOU MAY ALSO BE INTERESTED IN

IEMA Foundation Certificate in Environmental Management – page 95

IEMA Diploma in Sustainable Business Practice – page 94

NEBOSH National Diploma in Environmental Management - Diploma Module – page 101

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
20-21 January	Hook	5-6 May	Cambridge
10-11 March	Woodland Grange	8-9 September	Bristol
28-29 April	Sheffield	24-25 November	Sheffield

EEF members: £400.00 (excl VAT)

Non-members: £470.00 (excl VAT)

Duration: 2 days

IOA CERTIFICATE IN ENVIRONMENTAL NOISE MEASUREMENT

This Institute of Acoustics (IOA) certified course is aimed at people who need to be able to carry out environmental noise assessments and devise effective company noise management programmes.

This course provides delegates with a basic knowledge of the methodology of environmental noise measurement, including the use and accuracy requirements of sound-level meters and analysers.

WHO SHOULD ATTEND?

This course is aimed at employees who need to be able to carry out environmental noise assessments and devise effective company noise management programmes to meet the requirements of the relevant British Standards and/or Guidance documents.

BENEFITS OF ATTENDING

By the end of the course, delegates will be able to:

- conduct environmental noise measurements in and around the workplace
- make reliable measurements of background noise
- present and interpret measurement data
- advise on noise control techniques

KEY TOPICS

- Basic concepts of noise
- Measurement and instrumentation
- Methodology for environmental noise measurement
- Noise measurement in practice
- Legal aspects
- Noise control techniques

ASSESSMENT

As part of the course, delegates undertake a practical and a written assessment. Successful candidates are awarded a certificate of competence validated by the Institute of Acoustics.

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
11-15 May	Sheffield	28-30 September, 1-2 October	Sheffield

EEF members: £1,300.00 (excl VAT) Non-members: £1,495.00 (excl VAT) Duration: 5 days



NEBOSH CERTIFICATE IN ENVIRONMENTAL MANAGEMENT – NEW

By providing a sound overview of environmental management systems, this five-day course gives delegates a practical understanding of core environmental issues and the controls needed to manage environmental impacts. This course also provides a pathway to the NEBOSH National Diploma in Environmental Management.

WHO SHOULD ATTEND?

Managers, supervisors and anyone with responsibility for environmental management should attend this course. In particular, this course is ideal for employees with environmental responsibilities, including waste management, energy management and sustainability.

BENEFITS OF ATTENDING

Successful completion of the course gives candidates eligibility to apply for Technician Membership of the Chartered Institute of Water and Environmental Management (TechCIWEM).

This qualification provides a set of skills that can be used in the workplace to improve sustainability and efficiency, allowing companies to make better use of resources and thereby maximise profits. The knowledge gained gives an understanding of key issues and controls required to avoid prosecution, fines and bad publicity in a society where environmental responsibility is of increasing concern.

KEY TOPICS

- Foundations in environmental management
- Environmental management systems
- Environmental impact assessments
- Control of environmental issues: air, water, waste, land and noise
- Sources and uses of energy and energy efficiency
- Planning for and dealing with environmental emergencies

ASSESSMENT

The course is assessed by a two-hour written examination and a practical assessment (writing an action plan report to management based on an environmental review of a workplace organisation).

YOU MAY ALSO BE INTERESTED IN

The EEF Bridging Course prepares candidates to sit the IEMA Associate Certificate in Environmental Management examination and forms part of the NEBOSH National Diploma in Environmental Management.

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
26-30 January	Woodland Grange	22-26 June	Woodland Grange

EEF members: £1,021.00 (excl VAT) Non-members: £1,190.00 (excl VAT) Duration: 5 days + examination

Residential options are available at Woodland Grange - call us for more details.

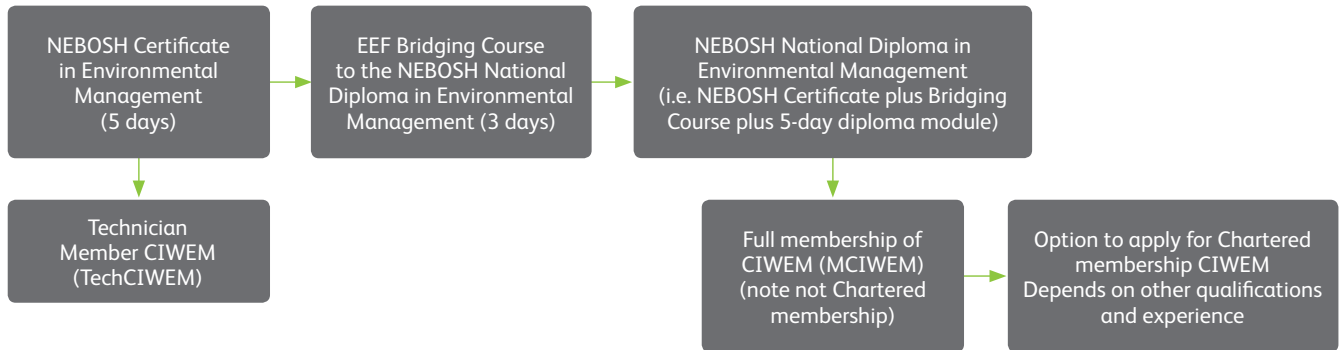
Following the completion of the NEBOSH Certificate in Environmental Management course, the NEBOSH Diploma Bridging Course will give you access to the NEBOSH Diploma in Environmental Management module. For further details please see page 100.



To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/etc20

THE NEBOSH ROUTE TO PROFESSIONAL MEMBERSHIP OF CIWEM AND CHARTERED STATUS

Chartered Institute of Water and Environmental Management (CIWEM)



Please contact CIWEM for more details on membership requirements.

The EEF NEBOSH Bridging course provides a link between the NEBOSH Certificate in Environmental Management and the NEBOSH National Diploma in Environmental Management. Please contact us on 0845 293 9850 or visit www.eeftraining.org.uk for more details.

NEBOSH NATIONAL DIPLOMA IN ENVIRONMENTAL MANAGEMENT – DIPLOMA MODULE

This supplementary course to the IEMA Associate Certificate in Environmental Management deepens the knowledge of delegates and entitles them to apply for membership of the Chartered Institute of Water and Environmental Management (CIWEM).

Note the NEBOSH Diploma consists of the two-week IEMA Certificate in Environmental Management course and this five-day Diploma module. Alternatively, delegates can take the NEBOSH Certificate in Environmental Management and the EEF NEBOSH Diploma Bridging Course and then this five-day diploma module.

WHO SHOULD ATTEND?

The NEBOSH Diploma in Environmental Management will be suitable for health and safety managers and environmental managers who have previously completed the IEMA Associate Certificate in Environmental Management or who have the NEBOSH Certificate in Environmental Management and the three-day EEF Diploma Bridging course. It builds on these courses and has a focus on environmental technology.

BENEFITS OF ATTENDING

This one-week supplement to the IEMA Associate Certificate in Environmental Management or the NEBOSH Certificate alternative is designed to develop and strengthen the environmental management skills of health and safety practitioners and other suitable candidates. Emphasis is placed on integrated pollution control and the selection of the best available techniques.

KEY TOPICS

- Monitoring emissions (air, water, waste and noise)
- Air pollution control
- Selection of the best available techniques
- Dispersion modelling
- Environmental impact assessment
- Risk assessment techniques

- Environmental auditing
- Noise measurement control
- Treatment of hazardous waste
- Incineration and landfill
- Contaminated land assessment and remediation
- Effluent treatment

ASSESSMENT

The NEBOSH assessment comprises a written three-hour examination paper. Candidates must also submit an environmental audit report. The assessments cover both IEMA Certificate and Diploma topics (or the NEBOSH Certificate and EEF Bridging Course alternative).

YOU MAY ALSO BE INTERESTED IN

- IEMA Diploma in Sustainable Business Practice – page 94
- City & Guilds IEMA Managing with Environmental Sustainability – page 92

This course can be tailored to meet your business needs and delivered at your company.

DATES

27-30 April, 1 May, 4 June (exam)
 18-22 May, 3 June (revision), 4 June (exam)
 19-23 October, 3 December (exam)
 26-30 October, 2 December (revision), 3 December (exam)

LOCATIONS

Woodland Grange
 Sheffield
 Woodland Grange
 Sheffield

EEF members: £1,080.50 (excl VAT) Non-members: £1,250.00 (excl VAT) Duration: 5-6 days + examination

Residential options are available at Woodland Grange – call us for more details.



To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/etc14

HEALTH AND SAFETY DIPLOMA REVISION/EXAM TECHNIQUE COURSES

Having completed either the NEBOSH or EEF/Oxford Brookes University Diploma course, the next challenge is to pass the exams. These revision courses will give an opportunity to revise some key topics and develop exam technique.

WHO SHOULD ATTEND?

Anyone who has recently completed either the NEBOSH or EEF Oxford Brookes University Diploma programmes and needs practical advice on how to revise and answer exam questions. The course will also be of benefit to any student who has been referred.

BENEFITS OF ATTENDING

The courses will develop the knowledge and skills necessary to study for and successfully complete the Diploma examinations. Many of the EEF tutors are/or have been NEBOSH/Oxford Brookes examiners and can provide practical guidance.

KEY TOPICS

- Devising a revision plan
- Revision techniques
- Planning for the exam
- Exam techniques, tactics – getting the timing right – answer plans – interpreting the questions
- Revision of key topics – usually based on student requests
- Exam question practice – throughout the course past exam questions are given out and followed up by discussion and outline of indicative answers
- Completion of a mock exam

NEBOSH DIPLOMA REVISION COURSE

A one-day revision course is available for each Unit.
i.e. Unit A: Managing health and safety
Unit B: Hazardous agents in the workplace
Unit C: Workplace and work equipment safety

EEF/OXFORD BROOKES UNIVERSITY DIPLOMA REVISION COURSE

The two-day revision course covers the topics covered in each module

- i.e. Module 1: Health and safety law
- Module 2: Managing physical hazards in the workplace
- Module 3: Managing health and hygiene in the workplace
- Module 4: Health and safety management
- Module 5: Risk management

A mock exam is set to be completed during the evening of the first day.

*These courses are delivered throughout the year.
For dates and locations please call us on 0845 293 9850.*

REGISTRATION EVALUATION AND AUTHORISATION OF CHEMICALS (REACH)

The EU REACH Regulation is now beginning to impact on many businesses. This one-day course develops the knowledge and skills necessary to undertake a REACH evaluation compliance audit. At the end of the course, delegates will also have a full appreciation of the potential risks to business.

WHO SHOULD ATTEND?

REACH impacts on every area of business, and having an imbedded awareness throughout the organisation is critical. The course will be of benefit to procurement managers, supply chain managers, quality managers, commercial managers and HSE/sustainability managers. It will also be of benefit to anyone who needs a general awareness on the requirements of REACH.

BENEFITS OF ATTENDING

By the end of the course, delegates will be able to:

- identify and communicate business risks arising from REACH
- plan and undertake an evaluation of compliance audit
- respond adequately to customer REACH requests
- manage REACH compliance in the supply chain
- understand the new extended safety data sheet

KEY TOPICS

- Overview of REACH
- Reasons for REACH
- Legal obligations and business risks
- Undertaking a REACH evaluation of compliance audit
- Communicating REACH requirements with the supply chain
- Meeting customer requirements
- Complying with the new extended safety data sheet requirements
- The next steps

YOU MAY ALSO BE INTERESTED IN

City & Guilds IEMA Managing with Environmental Sustainability – page 92

DATES	LOCATIONS	DATES	LOCATIONS
3 February	Woodland Grange	23 June	Sheffield
10 February	Cambridge	22 September	Broadway House
16 April	Bristol	27 October	Woodland Grange
10 June	Hook	10 December	Sheffield

EEF members: £240.00 (excl VAT)

Non-members: £275.00 (excl VAT)

Duration: 1 day

WASTE MANAGEMENT

This one-day course on Waste Management is aimed at managers/supervisors who have responsibility for ensuring that the waste produced on site is managed in accordance with legal requirements and that measures are in place to comply with the waste hierarchy. Preventing and minimising waste can produce substantial financial savings for the business as well as enhancing the green credentials of the organisation.

WHO SHOULD ATTEND?

This course is designed for anyone who has responsibility for managing waste. This could range from ensuring that the duty of care is complied with to minimising waste production and segregating waste prior to recovery/recycling. It will also be of benefit to environmental practitioners who need a refresher.

BENEFITS OF ATTENDING

By the end of the course, delegates will be able to demonstrate:

- an understanding of the key reasons why there is a duty of care and how the producer plays a fundamental role
- awareness of the current legislative requirements and what this means in practice
- familiarity with the new Code of Practice on the duty of care
- understanding of the auditing requirements as identified in the Code of Practice
- appreciation of how duty of care obligations relate to the requirements of environmental permitting, carrier controls and site waste management plans
- how to develop measures to comply with the waste hierarchy

KEY TOPICS

- Key reasons for duty of care
- Fundamental obligations of duty of care
- What the legislation covers and means in practice
- The fundamental role of the producer
- What the new guidance suggests (for different roles)
- Audit requirements – obligations of duty of care
- How to complete a waste transfer note
- Relevance of a waste transfer note
- Practical ways of preventing, reducing, recovering and recycling waste

YOU MAY ALSO BE INTERESTED IN

City & Guilds IEMA Working with Environmental Sustainability – page 93
IEMA Associate Certificate in Environmental Management – page 90

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
19 January	Warrington	8 July	Sheffield
5 March	Sheffield	20 October	Sheffield
22 June	Warrington		

EEF members: £205.00 (excl VAT) Non-members: £240.00 (excl VAT) Duration: 1 day

LEAN, PROCESS IMPROVEMENT AND EFFECTIVE PRODUCT DESIGN

– Lean, Process Improvement and Effective Product Design Training and Consultancy Services	106	– Leading Lean	121
– Introduction to Lean	108	– Introduction to Six Sigma	122
– Lean Facilitator/Lean Champion	109	– Lean Six Sigma Green Belt	123
– Sustaining and Re-invigorating Lean	110	– Getting the Most from Your Lean Six Sigma Green and Black Belts	124
– Lean Tool Refresher	111	– Activity-Based Costing	125
– Value Stream and Process Mapping	112	– Linking Lean with the Business Strategy	126
– 5S and Visual Management	113	– Process Improvement and Lean for SME Leaders	127
– Planning and Running a Rapid Process Improvement Event Workshop (Kaizen Blitz)	114	– Lean for Service Industries – an Introduction	128
– Rapid Tool Change-over (SMED)	115	– Lean for Service Industries – a Practitioner’s Workshop	129
– Factory Layout and Processes for Just in Time (JIT), Flow, Pull and Inventory Optimisation	116	– Using your Business Data for Process Improvement	130
– Total Productive Maintenance (TPM)	117	– Practical Problem Solving (8D Method)	131
– Standard Work	118	– Gaining Value from Intellectual Property	132
– Lean Office	119	– Geometric Dimensioning and Tolerancing	133
– Leading Change	120	– Technical Report Writing	134
		– Basic Project Management	135
		– Basic Failure Mode Effect Analysis (FMEA)	136
		– Innovation for Manufacturing Companies	137

To discuss your training and consultancy requirements, call our national line today on **0845 293 9850**

Or contact your local learning and development team:

Birmingham **0121 456 2222**

Bristol **0117 906 4800**

Cambridge **0195 471 2350**

Gateshead **0191 497 3240**

Hook **0125 676 3969**

Melton **0166 448 4270**

Sheffield **0170 978 2930**

Warrington **0161 777 2500**

Woodland Grange **0192 633 6621**

Lean, Process Improvement and Effective Product Design

Two of the main drivers of sustainable growth are the ability to effectively and securely design innovative new products and services and then produce them in the most efficient manner.

Lean and process improvement

Lean work flow, whether in the office or the factory, equates to increasingly profitable product or service delivery. Whether you are just starting your Lean process improvement journey or require a mid-course refresher to the most contemporary international standards, we can help you maximise the profitable business flows in your company.

Effective product design

Delivering business-ready product designs requires a package of linked skills from the basics of project management to geometric dimensioning and tolerancing and from innovation to intellectual property protection. We can help upskill your business to ensure that you can grow by effective and efficient new product design processes.

Training

Our learning programmes and training courses are delivered by industry experts with broad and deep experience and are built around interactive games, relevant case studies and solutions to real-world problems. Courses range from basic introductions and refreshers to focused training targeted at a particular role and are delivered either on your premises or at one of our nationwide training facilities.

Consultancy

We offer bespoke consultancy services to help you with formulating and implementing strategies, including linking with overall business and marketing thrusts, product and process families, existing or planned factory or office layouts, machinery and employee skill sets. We can offer broad support across the whole of your business or a keen focus on a particular process.

Tailor-made solutions

We know that every business is different and has its own challenges. That is why all of our training and consultancy services can be optimised to meet your individual business needs. We are flexible and able to work with your geographical or shift pattern challenges. You might be looking for a linked package that includes strategy development and process implementation with a supporting training package or a targeted process audit and linked training session focused on a particular challenge. We can supply a high-value solution optimised to meet your needs.

“Bisley is at the beginning of its Lean journey. EEF has tailored its unrivalled expertise to our unique set of challenges and the fit is perfect! I look forward to EEF’s continued support long into the future.”

*Paul Crutcher, Operations Director,
Bisley*



INTRODUCTION TO LEAN

This course introduces the principles of Lean and provides delegates with an understanding of the main benefits they can bring to a business.

Delegates will learn how to identify what customers value and how to map this through their organisation to drive effective improvements. Lean is about delivering the most value for the customer with the minimum waste; using less time, less inventory, fewer resources, less space and less cash.

WHO SHOULD ATTEND?

Any employee with responsibility for achieving delivery excellence with minimum waste. Senior managers who need to understand current best practice and may be considering introducing Lean into their organisation.

BENEFITS OF ATTENDING

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

- understand the Lean principles and their benefits
- identify customer value and waste
- recognise the eight wastes and how to reduce them
- identify areas for improvement and solutions
- understand how a team-based approach to change can achieve sustainable results

KEY TOPICS

- Overview of Lean manufacturing
- Value stream mapping
- Eight wastes
- Basic Lean tools (e.g. 5S, visual management)
- Continuous improvement

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
14 January	Sheffield	1 June	Sheffield
21 January	Birmingham	3 June	Hook
29 January	Hook	12 June	Birmingham

EEF members: £299.00 (excl VAT)

Non-members: £359.00 (excl VAT)

Duration: 1 day

LEAN FACILITATOR/LEAN CHAMPION

This course is designed to develop individuals who will take on the role of facilitator or champion within businesses that are implementing Lean.

By adding depth and breadth to the basics of Lean, the facilitator/champion will have the confidence to guide, coach and enthuse colleagues. Team building, basic project management and conflict resolution skills are added to ensure that the facilitator/champion is capable of identifying and prioritising opportunity, tactically deploying improvement activities and delivering significant results.

WHO SHOULD ATTEND?

The course is aimed at individuals who have been identified as having tactical Lean leadership responsibilities in a business. To gain maximum benefit from the course, a basic level of understanding of the principles of Lean is required.

BENEFITS OF ATTENDING

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

- understand in depth the Lean principles and their benefits
- lead teams in identifying customer value and waste
- lead teams in recognising the eight wastes and how to reduce them
- identify areas for improvement and plan solutions
- communicate plans and results to senior management

KEY TOPICS

- Why change? The principles of Lean
- Key Lean tools including 5S, visual management, value stream mapping and eight wastes
- Measures, targets and monitoring
- The role of the facilitator/champion and linked skills
- Conflict handling
- Project management

YOU MAY ALSO BE INTERESTED IN

Introduction to Lean – page 108

Sustaining and Re-invigorating Lean – page 110

This course can be tailored to meet your business needs and delivered at your company.

DATES		LOCATIONS	
23-24 March	Sheffield	1-2 October	Birmingham
7-8 May	Hook		

EEF members: £599.00 (excl VAT)

Non-members: £699.00 (excl VAT)

Duration: 2 days

SUSTAINING AND RE-INVIGORATING LEAN

This course is designed to develop individuals at any level of an organisation who are involved in bringing new life and focus into an existing Lean programme or culture.

The course quickly revises the basic principles of Lean to establish a common vocabulary and then examines in detail the three areas which have the most impact on the sustainability of a Lean programme: leadership, employee engagement and organising.

WHO SHOULD ATTEND?

The course is aimed at individuals who have responsibility for planning or delivering improvements into existing Lean programmes or cultures. To gain maximum benefit from the course, a basic level of understanding of the principles of Lean is required

BENEFITS OF ATTENDING

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

- have a refreshed understanding of the Lean principles and their benefits
- understand and be able to successfully communicate the aspects of leadership, employee engagement and organisation which impact Lean
- plan a Lean sustainability and/or re-invigoration plan
- communicate plans and results to senior management

KEY TOPICS

- Revision: why change? The principles of Lean
- The leadership role in sustaining and/or re-invigorating Lean
- Using employee engagement to sustain and/or re-invigorate Lean
- How organisation changes can help sustain and/or re-invigorate Lean
- Planning, measures, targets and monitoring

YOU MAY ALSO BE INTERESTED IN

Leading Change – page 120

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
5 October	Hook	7 October	Sheffield
6 October	Birmingham		

EEF members: £299.00 (excl VAT) Non-members: £359.00 (excl VAT) Duration: 1 day

LEAN TOOL REFRESHER

This course takes the delegate beyond the basics of Lean and adds depth to the knowledge of the six main Lean tools. Delegates will learn how to choose the correct Lean tool to most effectively address waste in their organisation.

By focusing on value stream mapping, 5S, spaghetti diagrams, kanban, SMED and visual management, the delegate will be able to address the most common manufacturing wastes of transportation, waiting, overproduction and inventory. To gain maximum benefit from the course, a basic level of understanding of the principles of Lean is required.

WHO SHOULD ATTEND?

Any employee with a basic understanding of Lean who has responsibility for achieving delivery excellence with minimum waste. This course is also suitable to refresh the key working knowledge of those who may have received Lean training some time ago.

BENEFITS OF ATTENDING

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

- identify the correct Lean tool to address the particular waste
- develop a value stream map
- set up and run a basic 5S program
- use spaghetti diagrams to reduce transportation waste
- set up and run a basic kanban system to reduce inventory waste
- use SMED to reduce set-up time and inventory waste
- set up a basic visual management system to monitor improvements

KEY TOPICS

- Value stream mapping
- 5S
- Spaghetti diagrams
- Kanban
- SMED
- Visual management

YOU MAY ALSO BE INTERESTED IN

Lean Facilitator/Lean Champion – page 109
Sustaining and re-invigorating Lean – page 110

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
13 April	Hook	24 November	Birmingham
14 April	Birmingham	27 November	Sheffield
23 November	Hook		

EEF members: £299.00 (excl VAT) Non-members: £359.00 (excl VAT) Duration: 1 day

VALUE STREAM AND PROCESS MAPPING

Value stream mapping (VSM) is the key foundation tool from which most of the advantages of Lean are derived.

This course assumes no prior knowledge of VSM and takes the delegate through the linked processes of identifying the relevant business flow (e.g. product line or service), generating a current state map, identifying customer value, identifying waste, generating a future state map and planning the future state implementation.

WHO SHOULD ATTEND?

The course is aimed at individuals who have responsibility for implementing Lean projects or leading and coaching teams in the completion of Lean projects.

BENEFITS OF ATTENDING

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

- understand the principle of VSM
- identify customer value and waste
- create current and future state maps
- plan the move from the current state to the future state

KEY TOPICS

- What is value stream mapping?
- Current and future state maps
- Defining customer value
- Identifying and reducing waste
- Planning

YOU MAY ALSO BE INTERESTED IN

Planning and Running a Rapid Process improvement Event (Kaizen Blitz) – page 114

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
23 March	Hook	8 June	Hook
26 March	Sheffield	9 June	Birmingham
30 March	Birmingham		

EEF members: £299.00 (excl VAT)

Non-members: £359.00 (excl VAT)

Duration: 1 day

5S AND VISUAL MANAGEMENT

5S and visual management are methods used to build a strong Lean cultural foundation and rapidly improve manufacturing efficiency. 5S is a phased process which results in a well-organised, safe workplace where space utilisation is maximised, time spent looking for tools and parts is minimised and the value-add flow of product manufacture becomes clear.

This clarity is enhanced by visual management where key processes are presented in such a way that it is easy to manage the flow and spot and address problems. Implementing more advanced Lean tools is difficult without these foundations.

WHO SHOULD ATTEND?

Anyone involved in, or planning to become involved in, continuous improvement activities.

BENEFITS OF ATTENDING

By the end of this workshop, delegates will:

- understand the principles of 5S and its value to a business
- be able to plan and implement a 5S programme in their organisation
- understand the principles of visual management and its value to the business
- be able to plan and implement a visual management programme in their organisation

KEY TOPICS

- Defining 5S and applying it to the delegate's organisation
- Planning, launching and sustaining 5S
- Identifying relevant metrics
- Developing visual management tools to address the relevant metrics
- Communication and teamwork

YOU MAY ALSO BE INTERESTED IN

Introduction to Lean – page 108

Process Improvement and Lean for SME Leaders – page 127

Planning and Running a Rapid Process Improvement Event Workshop (Kaizen Blitz) – page 114

Sustaining and Re-invigorating Lean – page 110

This course is also available as a tailored in-house programme or as a subject for consultancy.

DATES	LOCATIONS	DATES	LOCATIONS
8 May	Birmingham	27 October	Sheffield
18 May	Sheffield	28 October	Hook
18 May	Hook	30 October	Birmingham

EEF members: £299.00 (excl VAT)

Non-members: £359.00 (excl VAT)

Duration: 1 day

PLANNING AND RUNNING A RAPID PROCESS IMPROVEMENT EVENT WORKSHOP (KAIZEN BLITZ)

Once waste has been identified in a process or system, a rapid improvement workshop (sometimes known as a Kaizen Blitz) is often the best way to swiftly reduce or remove this waste.

This course uses real-world problems as the basis for introducing delegates to the planning and implementation of such a workshop. A best-practice process is followed, which includes problem specification and scoping, team selection and communication.

WHO SHOULD ATTEND?

Anyone who is required to lead, plan or participate in rapid improvement workshops.

BENEFITS OF ATTENDING

By the end of this workshop, delegates will:

- understand the purpose of rapid improvement workshops and how they fit into Lean or process improvement strategies
- be able to plan a rapid improvement workshop, including workshop scoping, team selection and success criteria
- be able to lead the team through basic problem statements, root cause analysis and rapid solution implementation
- be able to put processes in place which sustain the improvement

KEY TOPICS

- Principles of rapid improvement workshops
- Defining the current state and improvement aims
- Identifying and scoping the problem and its root cause
- Planning the workshop
- Small team leadership and communication

YOU MAY ALSO BE INTERESTED IN

Introduction to Lean – page 108

Sustaining and Re-invigorating Lean – page 110

Leading Change – page 120

Leading Lean – page 121

This course is also available as a tailored in-house programme or as a subject for consultancy.

DATES		LOCATIONS		DATES		LOCATIONS	
18 June	Hook	18 November	Birmingham	18 November	Sheffield		
26 June	Sheffield						
17 November	Hook						

EEF members: £299.00 (excl VAT)

Non-members: £359.00 (excl VAT)

Duration: 1 day

RAPID TOOL CHANGE-OVER (SMED)

Rapid tool changeover, sometimes known as Single Minute Exchange of Dies (SMED), is a technique for reducing the downtime associated with machine or system set-ups and changeovers.

Large batch sizes driven by machine utilisation or fear of long change-over times results in high inventory, wasteful transport and storage and the risk of systemic faults/obsolescence. This course introduces simple and easy-to-implement rapid tool change-over techniques which can significantly reduce downtime and therefore reduce or remove these wastes.

WHO SHOULD ATTEND?

Any person involved with change-over of equipment or systems including continuous improvement or Lean leaders/coordinators/champions, manufacturing and maintenance teams and team leaders and responsible managers.

BENEFITS OF ATTENDING

By the end of this workshop, delegates will:

- understand the principles of rapid tool change-over
- be able to plan a rapid tool change-over project including identifying measurements and choosing a team
- be able to identify and use the rapid change-over methods which are relevant to their particular challenge

KEY TOPICS

- Principles of rapid tool change-over
- Rapid tool change-over tools
- Planning a rapid tool change-over project
- Measurements and communication
- Team selection

YOU MAY ALSO BE INTERESTED IN

Planning and Running a Rapid Process Improvement Event Workshop (Kaizen Blitz) – page 114
 Total Productive Maintenance (TPM) – page 117
 5S and Visual Management – page 113

This course is also available as a tailored in-house programme or as a subject for consultancy.

DATES	LOCATIONS	DATES	LOCATIONS
14 July	Hook	2 December	Hook
15 July	Birmingham	3 December	Birmingham
31 July	Sheffield	4 December	Sheffield

EEF members: £299.00 (excl VAT)

Non-members: £359.00 (excl VAT)

Duration: 1 day

FACTORY LAYOUT AND PROCESSES FOR JUST IN TIME (JIT), FLOW, PULL AND INVENTORY OPTIMISATION

This course introduces the principles of transport waste reduction, flow, pull and inventory reduction to the layout of a factory or workshop.

Delegates will learn how to apply these concepts to real-world projects such as green field site factory design, existing factory footprint modification and floor-space reduction. The training includes relevant aspects of project management.

WHO SHOULD ATTEND?

Managers or any employee who needs to reduce workshop or factory footprint, plan or implement a factory layout or layout change which optimises manufacturing driven by minimum transportation waste, flow and/or customer pull and inventory control.

BENEFITS OF ATTENDING

By the end of this workshop, delegates will:

- understand the principles of minimising transport waste
- understand the principles of flow, pull and inventory reduction
- be able to apply these principles to factory layout/ footprint design or modification
- be able to plan a factory layout project

KEY TOPICS

- Spaghetti diagrams
- Flow and pull
- Kanban
- Project management

YOU MAY ALSO BE INTERESTED IN

Sustaining and Re-invigorating Lean – page 110
 Value Stream and Process Mapping – page 112
 Leading Change – page 120
 5S and Visual Management – page 113

This course is also available as a tailored in-house programme or as a subject for consultancy.

DATES	LOCATIONS	DATES	LOCATIONS
5-6 February	Hook	26-27 May	Gateshead
26-27 May	Hook		

EEF members: £599.00 (excl VAT)

Non-members: £699.00 (excl VAT)

Duration: 2 days

TOTAL PRODUCTIVE MAINTENANCE (TPM)

Total Productive Maintenance (TPM) drives the accountability for overall equipment effectiveness (OEE) to operator level, typically transferring responsibility and base level skills from maintenance personnel, allowing them to focus on major projects.

The effect of this is to increase OEE whilst reducing the need for breakdown recovery and parts replacement cost.

WHO SHOULD ATTEND?

Any person involved in the efficient maintenance of machinery including continuous improvement or Lean leaders/coordinators/champions, manufacturing and maintenance teams and team leaders and responsible managers.

BENEFITS OF ATTENDING

By the end of this workshop, delegates will:

- understand TPM as a part of a Lean programme
- be able to develop and implement a TPM programme

KEY TOPICS

- The concept of TPM
- The seven Pillars of TPM
- Autonomous maintenance
- Planned maintenance
- Training
- Early equipment management

YOU MAY ALSO BE INTERESTED IN

Planning and Running a Rapid Process Improvement Event Workshop (Kaizen Blitz) – page 114
 Rapid Tool Change-over (SMED) – page 115
 5S and Visual Management – page 113

This course is also available as a tailored in-house programme or as a subject for consultancy.

DATES

23-24 February

LOCATIONS

Birmingham

DATES

9-10 April

LOCATIONS

Hook

EEF members: £599.00 (excl VAT)

Non-members: £699.00 (excl VAT)

Duration: 2 days

STANDARD WORK

Standard work effectively measures and combines people, product and process under the current conditions to improve quality, cost, safety and ease of operations.

This course introduces the concept of standard work, covers the tools necessary to develop standard work including takt time, work sequence and standard inventory. The course also includes how to use data as the basis for continuous improvement.

WHO SHOULD ATTEND?

Any person involved in, or planning to become involved in, continuous improvement activities.

BENEFITS OF ATTENDING

By the end of this workshop, delegates will:

- be able to balance job content and sequence with respect to takt time
- determine work sequence and standard work-in-progress so that human variations to the process are minimised and become part of a repeating natural cycle
- regulate the method of work, or work sequence, into safe, uniform movements without waste
- be able to judge what is normal and abnormal at the production work site in order to detect problems during operation

KEY TOPICS

- The definition of standard work
- The benefits of standard work
- Elements of standard work
- Steps to create standard work
- Standard work analysis sheets

YOU MAY ALSO BE INTERESTED IN

Introduction to Lean – page 108

Sustaining and Re-invigorating Lean – page 110

Factory Layout and Processes for Just in Time (JIT)

Flow, Pull and Inventory Optimisation – page 116

This course is also available as a tailored in-house programme or as a subject for consultancy.

DATES		LOCATIONS		DATES		LOCATIONS	
6 May	Birmingham	2 December	Birmingham	3 December	Sheffield		
1 December	Hook						

EEF members: £299.00 (excl VAT)

Non-members: £359.00 (excl VAT)

Duration: 1 day

LEAN OFFICE

The productivity and efficiency of an office can be improved by the application of relevant Lean tools.

This course introduces the principles of Lean in the context of the office and/or service environment and provides delegates with an understanding of the main benefits they can bring to a business.

WHO SHOULD ATTEND?

- Any employee with responsibility for achieving delivery excellence with minimum waste in the office and service environment
- Senior managers who need to understand current best practice and may be considering introducing Lean into their non-factory organisation

BENEFITS OF ATTENDING

By the end of this workshop, delegates will be able to:

- understand the Lean principles and techniques and their benefits in the office and service environment
- identify customer value and waste
- recognise the eight wastes specifically relevant to the office and service environment and how to reduce them
- measure and continuously improve performance

KEY TOPICS

- Overview of Lean principles (customer value and waste) as applied to the office and service environment
- Value stream mapping
- Eight wastes
- Basic lean tools (e.g. 5S, visual management)
- Continuous improvement

YOU MAY ALSO BE INTERESTED IN

Planning and Running a Rapid Process Improvement Event (Kaizen Blitz) – page 114

This course is also available as a tailored in-house programme or as a subject for consultancy.

DATES

16 February
18 February
27 July

LOCATIONS

Hook
Gateshead
Hook

DATES

28 July
29 July

LOCATIONS

Birmingham
Sheffield

EEF members: £299.00 (excl VAT)

Non-members: £359.00 (excl VAT)

Duration: 1 day

LEADING CHANGE

For all organisations, change is now a constant factor. Poor change management leads to failure or poor results.

This course introduces the skills required to successfully lead change in an organisation, including preparing, developing and communicating plans, as well as identifying and removing barriers to change.

WHO SHOULD ATTEND?

Managers with responsibility for delivering change.

BENEFITS OF ATTENDING

By the end of this workshop, delegates will:

- be able to identify and prepare for the psychological response to change
- understand how to apply the appropriate actions to minimise the disruption of change
- be able to identify and use relevant communication strategies to facilitate change
- be able to monitor the progress of change against identified success metrics

KEY TOPICS

- The impact of imposed change on the workforce
- Identifying and removing barriers to change
- Supporting the team through change
- Measuring and communicating change

YOU MAY ALSO BE INTERESTED IN

Leading Lean – page 121

This course is also available as a tailored in-house programme or as a subject for consultancy.

DATES		LOCATIONS		DATES		LOCATIONS	
21-22 January	Hook	2-3 March	Birmingham	21-22 September	Sheffield		
12-13 February	Hook						

EEF members: £599.00 (excl VAT)

Non-members: £699.00 (excl VAT)

Duration: 2 days

LEADING LEAN

A recent survey identified lack of leadership as the major reason for the failure of Lean implementation and long-term sustainability.

This course addresses this challenge by providing business leaders with a relevant, contemporary toolkit to both launch and sustain Lean in their companies. Lean tools are aligned with core business needs, including capacity and capability growth, cost saving, space generation, time-to-cash and employee engagement.

WHO SHOULD ATTEND?

Leaders who want to launch and/or sustain Lean in their businesses.

BENEFITS OF ATTENDING

By the end of this workshop, delegates will:

- understand the principles of Lean and their applicability to all aspects of the business environment
- be able to align Lean tools to typical business strategies and challenges
- be able to successfully communicate Lean strategies to customers and employees

KEY TOPICS

- Principles of Lean
- Management and strategy challenges and relevant Lean tools
- Managing change

YOU MAY ALSO BE INTERESTED IN

Introduction to Lean – page 108
 Sustaining and Re-invigorating Lean – page 110
 Linking Lean with the Business Strategy – page 126
 Leading Change – page 120

This course is also available as a tailored in-house programme or as a subject for consultancy.

DATES		LOCATIONS		DATES		LOCATIONS	
14 January	Hook	16 January	Sheffield				
15 January	Birmingham						

EEF members: £299.00 (excl VAT) Non-members: £359.00 (excl VAT) Duration: 1 day

INTRODUCTION TO SIX SIGMA

The Six Sigma business management strategy aims to improve the quality of process outputs by removing the causes of defects and minimising variability in manufacturing and business processes.

Delegates are introduced to the aims of Six Sigma and its three main types: DMAIC, LeanSS and DFSS. Some of the main tools used are described.

WHO SHOULD ATTEND?

The course is aimed at individuals who have responsibility for implementing or studying the implementation of Six Sigma in their organisations. It can also be successfully used to train team members who will be part of Six Sigma project teams but who do not require the depth of knowledge of a Green Belt (see Lean Six Sigma Green Belt course - page 123). This course assumes no prior knowledge of Six Sigma.

BENEFITS OF ATTENDING

By the end of the workshop, delegates will:

- understand Six Sigma and what it can do
- understand the vocabulary used in Six Sigma
- appreciate the value of a consistent and predictable service/product
- be able to demonstrate a customer-centric approach and avoid unnecessary defects
- evaluate critical processes

KEY TOPICS

- What is Six Sigma?
- Simple tools for immediate results
- DMAIC methodology
- Identifying mission-critical processes
- Improvements and how to sustain them

YOU MAY ALSO BE INTERESTED IN

Lean Six Sigma Green Belt – page 123

This course can be tailored to meet your business needs and delivered at your company.

DATES	LOCATIONS	DATES	LOCATIONS
27 April	Hook	15 September	Hook
27 April	Sheffield	16 September	Birmingham
28 April	Birmingham	18 September	Sheffield

EEF members: £299.00 (excl VAT)

Non-members: £359.00 (excl VAT)

Duration: 1 day

LEAN SIX SIGMA GREEN BELT

Arguably the most relevant type of Six Sigma for a manufacturing company is Lean Six Sigma (LeanSS), which is a hybrid of Lean and the less statistical, variation reduction aspects of Six Sigma.

LeanSS utilises the DMAIC phases of Six Sigma projects linked to Lean's waste elimination based on DMAIC-based critical-to-quality characteristics. This course trains an individual to Green Belt level in LeanSS. A broad understanding of both Lean and Six Sigma is developed into a structured process to maximise the strengths of each tool set.

WHO SHOULD ATTEND?

The course is aimed at individuals who have responsibility for undertaking Six Sigma projects where the primary aim is the elimination of waste.

BENEFITS OF ATTENDING

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

- understand Lean and Six Sigma and how they interact
- structure a successful LeanSS project
- apply basic Lean and Six Sigma tools and decide when to use them in an improvement project
- plan and run a successful Kaizen event

KEY TOPICS

- What is Lean; what is Six Sigma?
- Identifying and selecting projects for maximum business impact
- DMAIC methodology and Lean tools
- Running Kaizen events

YOU MAY ALSO BE INTERESTED IN

Introduction to Six Sigma – page 122

This course can be tailored to meet your business needs and delivered at your company.

DATES

22-26 June

LOCATIONS

Hook

EEF members: £1,395.00 (excl VAT) Non-members: £1,595.00 (excl VAT) Duration: 5 days

GETTING THE MOST FROM YOUR LEAN SIX SIGMA GREEN AND BLACK BELTS

Deploying Lean Six Sigma as a continuous improvement strategy without clearly establishing project choice and management techniques can reduce the return on investment in Green and Black Belt training.

This course equips managers who are responsible for Green and Black Belts with the confidence to manage these key individuals. The course includes tools to judge and review project results.

WHO SHOULD ATTEND?

Any manager who is responsible for the management of a team of Lean Six Sigma Green or Black Belts.

BENEFITS OF ATTENDING

- By the end of this workshop, delegates will:
- understand the basics of Lean Six Sigma and also its value as a quality initiative to a sufficient level to lead Green and Black Belts
 - be able to manage a Lean Six Sigma engagement in the context of company strategy

KEY TOPICS

- Overview of Lean Six Sigma
- Voice of the customer
- DMAIC
- The role of the leader or champion
- Project selection
- Green and Black Belt selection

YOU MAY ALSO BE INTERESTED IN

- Introduction to Six Sigma – page 122
- Lean Six Sigma Green Belt – page 123

This course is also available as a tailored in-house programme or as a subject for consultancy.

DATES	LOCATIONS	DATES	LOCATIONS
30-31 March	Hook	10-11 September	Sheffield
2-3 July	Hook		

EEF members: £599.00 (excl VAT) Non-members: £699.00 (excl VAT) Duration: 2 days

ACTIVITY-BASED COSTING

Every business needs to understand the costs inherent in its products if it is to make correct pricing decisions and make a profit.

This course covers how to identify and accurately measure the cost of each business operation and the subsequent cost of the items produced. Combining theory with practice, the course will give delegates both the theoretical understanding of the subject and the skills necessary to apply ABC methods in the workplace.

WHO SHOULD ATTEND?

Any person who is responsible for product pricing or operational cost management and improvement.

BENEFITS OF ATTENDING

By the end of this workshop, delegates will:

- understand how accurate product costing makes the difference between profit and loss
- be able to identify the profitable products
- be able to identify product cross-subsidising
- be able to set profitable product prices
- be able to eliminate resources wasted on unprofitable activities

KEY TOPICS

- Operational costs – what they are, why we need to know them and how accurately
- Labour, investment, facilities, production overheads, SG&A – ‘what goes where’
- Definition and features of cost centres
- Populating a cost centre with the correct costs
- Tracking a product through the manufacturing facility
 - identifying the cost centres used
- Calculating product cost using product timings and cost centre costs

YOU MAY ALSO BE INTERESTED IN

Basic Project Management – page 135

This course is also available as a tailored in-house programme or as a subject for consultancy.

DATES		LOCATIONS		DATES		LOCATIONS	
5-7 May	Birmingham	28-30 September	Hook				
12-14 May	Hook						

EEF members: £899.00 (excl VAT) Non-members: £1,099.00 (excl VAT) Duration: 3 days

LINKING LEAN WITH THE BUSINESS STRATEGY

One of the strongest aids to gaining maximum business advantage and sustaining Lean and Six Sigma is a strong link to the overarching business strategy.

This course introduces common, key aspects of business strategy and illustrates the most relevant alignment of Lean and Six Sigma tools. Delegates will learn how to read and understand high-level strategy, vision and mission statements and match Lean and Six Sigma projects.

WHO SHOULD ATTEND?

Continuous improvement leaders and practitioners who need to ensure that their projects match company strategies, and boards and management teams which require their continuous improvement activities to support their overarching strategies.

BENEFITS OF ATTENDING

By the end of this workshop, delegates will:

- understand the principles and drivers of business strategy
- be able to align Lean and Six Sigma tool sets to business strategies
- be able to match Lean and Six Sigma projects and results to business strategies
- be able to successfully communicate continuous improvement alignment to senior management teams
- be able to successfully communicate and coach business strategy to continuous improvement teams

A basic level of Lean and/or Six Sigma knowledge is required.

KEY TOPICS

- Principles of business strategy
- Lean and Six Sigma impact overview
- Matching techniques
- Stakeholder analysis
- Communications plans

YOU MAY ALSO BE INTERESTED IN

Introduction to Lean – page 108
 Sustaining and Re-invigorating Lean – page 110
 Process Improvement and Lean for SME Leaders – page 127
 Introduction to Six Sigma – page 122

This course is also available as a tailored in-house programme or as a subject for consultancy.

DATES		LOCATIONS	
5 March	Gateshead	22 October	Aston
21 October	Hook	23 October	Sheffield

EEF members: £299.00 (excl VAT) Non-members: £359.00 (excl VAT) Duration: 1 day

PROCESS IMPROVEMENT AND LEAN FOR SME LEADERS

Managing an SME is a multi-disciplinary challenge which can leave little time and space for considering process improvement and Lean.

This course introduces core parts of process improvement and Lean with a particular focus on aspects which have proven to be applicable to SMEs. Lean tools are aligned with core business needs, including space generation, time-to-cash and being part of an original equipment manufacturer supply chain. A guide to available government support is also included.

WHO SHOULD ATTEND?

Leaders who hold positions of responsibility in SMEs.

BENEFITS OF ATTENDING

By the end of this workshop, delegates will:

- understand the principles of process improvement and Lean and their applicability to the SME business environment
- be able to align Lean tools to typical SME business strategies and challenges
- be able to successfully communicate Lean strategies to customers

KEY TOPICS

- Principles of process improvement and Lean
- SME challenges and relevant Lean tools
- Reacting to OEM Lean requirements
- Managing change in a SME
- Government support

YOU MAY ALSO BE INTERESTED IN

Introduction to Lean – page 108
Sustaining and Re-invigorating Lean – page 110
Leading Change – page 120
Leading Lean – page 121

This course is also available as a tailored in-house programme or as a subject for consultancy.

DATES	LOCATIONS	DATES	LOCATIONS
29 April	Hook	30 April	Birmingham
30 April	Sheffield		

EEF members: £299.00 (excl VAT) Non-members: £359.00 (excl VAT) Duration: 1 day

LEAN FOR SERVICE INDUSTRIES – AN INTRODUCTION

Have you lost or irritated customers because of inconsistent service? Do you lose money as a result of wasted effort and low productivity? Has inefficiency resulted in low worker morale? If so, applying Lean principles and techniques can quickly reduce or remove these problems.

Processes as varied as taking an order, dealing with customer requests, handling complaints, opening an account, closing the month-end books and recruiting staff can all be greatly improved by the application of some simple techniques. This course introduces basic Lean techniques in forms that are relevant to service organisations.

WHO SHOULD ATTEND?

This course is for anyone working in a non-manufacturing environment who wants to understand how Lean can help them increase the efficiency of their business.

BENEFITS OF ATTENDING

By the end of this workshop, delegates will:

- understand how Lean can be applied to their organisation to eliminate unnecessary work to improve the speed and flexibility of response

KEY TOPICS

- Understanding what the customer really wants
- 5S principles as applied to service environments
- Eight wastes in service organisations and their reduction or removal
- Process mapping in service organisations

YOU MAY ALSO BE INTERESTED IN

Sustaining and Re-invigorating Lean – page 110
Value Stream and Process Mapping – page 112
Leading Change – page 120

This course is also available as a tailored in-house programme or as a subject for consultancy.

DATES	LOCATIONS	DATES	LOCATIONS
11 March	Hook	13 March	Sheffield
12 March	Birmingham	23 September	Birmingham

EEF members: £299.00 (excl VAT)

Non-members: £359.00 (excl VAT)

Duration: 1 day

LEAN FOR SERVICE INDUSTRIES – A PRACTITIONER’S WORKSHOP

Have you lost or irritated customers because of inconsistent service? Do you lose money as a result of wasted effort and low productivity? Has inefficiency resulted in low worker morale? If so, applying Lean principles and techniques can quickly reduce or remove these problems.

Processes as varied as taking an order, dealing with customer requests, handling complaints, opening an account, closing the month-end books and recruiting staff can all be greatly improved by the application of some simple techniques. This course builds on the Lean for Service Industries – an Introduction course and adds more detailed instructions to the basic tools and introduces more complex tools such as CTQ trees. This course also covers more advanced communication, planning and sustaining tools.

WHO SHOULD ATTEND?

This course is for anyone working in a non-manufacturing environment who wants to lead and/or implement Lean in their organisation.

BENEFITS OF ATTENDING

By the end of this workshop, delegates will:

- understand how Lean can be applied to their organisation to eliminate unnecessary work to improve the speed and flexibility of response
- be able to develop and implement a business-wide Lean plan
- be able to specify, prioritise and lead individual Lean projects

KEY TOPICS

- Understanding what the customer really wants
- 5S principles as applied to service environments
- Eight wastes in service organisations and their reduction or removal
- Process mapping in service organisations
- Developing CTQ trees for service organisations
- The SIPOC process and value-added analysis
- Managing a Lean project

YOU MAY ALSO BE INTERESTED IN

Sustaining and Re-invigorating Lean – page 110
 Value Stream and Process Mapping – page 112
 Leading Change – page 120
 Basic Project Management – page 135

This course is also available as a tailored in-house programme or as a subject for consultancy.

DATES	LOCATIONS	DATES	LOCATIONS
7-8 April 29-30 June	Gateshead Hook	14-15 October	Sheffield

EEF members: £599.00 (excl VAT) Non-members: £699.00 (excl VAT) Duration: 2 days

USING YOUR BUSINESS DATA FOR PROCESS IMPROVEMENT

Do you have lots of data, but not much information to drive improvement? Companies generate lots of data about all sorts of processes.

The bigger the company, the more data it usually has, and the less likely it is to actually use it in the most effective manner – to drive continuous improvement. This course enables delegates to learn how to solve real-world process, service and customer experience problems with their data using Visual Sigma techniques.

WHO SHOULD ATTEND?

Anyone needing to solve problems in a data-rich environment.

BENEFITS OF ATTENDING

By the end of this workshop, delegates will:

- understand the need to collect the correct data and stop collecting unused data
- be able to use statistical software to solve real-life problems with their own data

KEY TOPICS

- Framing the problem
- Collecting the data
- Measurement system analysis
- Visualisation of the data

YOU MAY ALSO BE INTERESTED IN

Introduction to Six Sigma – page 122
 Lean Six Sigma Green Belt – page 123
 Practical Problem Solving (8D Method) – page 131

This course is also available as a tailored in-house programme or as a subject for consultancy.

DATES		LOCATIONS		DATES		LOCATIONS	
2 November	3 November	Sheffield	Birmingham	4 November		Hook	

EEF members: £299.00 (excl VAT) Non-members: £359.00 (excl VAT) Duration: 1 day

PRACTICAL PROBLEM SOLVING (8D METHOD)

Any technical or engineering challenge needs to be solved as quickly as possible and actions put in place to prevent recurrence. This process is often a pre-requisite for customer proposals and contracts.

This workshop provides a detailed understanding of a rapid, structured problem-solving process. Working through structured steps and using a variety of linked tools, practical examples are used to illustrate the key stages of problem definition and solution.

WHO SHOULD ATTEND?

This course is for operations, technical and project supervisors and those responsible for solving real-world problems and making sure the solution sticks.

BENEFITS OF ATTENDING

By the end of this workshop, delegates will be able to:

- work through a structured problem-solving process
- clearly define the problem
- clearly define the root cause of the problem
- develop and implement corrective actions
- define actions to prevent recurrence of the problem

KEY TOPICS

- Problem definition
- Cause and effect analysis, brainstorming, fishbone diagrams, the five whys
- Containment actions
- Root cause identification, corrective action, implementation and preventing recurrence

This course is also available as a tailored in-house programme or as a subject for consultancy.

DATES		LOCATIONS		DATES		LOCATIONS	
16 March	Hook	5 November	Birmingham	6 November	Hook	6 November	Sheffield
17 March	Birmingham						
20 March	Sheffield						

EEF members: £299.00 (excl VAT) Non-members: £359.00 (excl VAT) Duration: 1 day

GAINING VALUE FROM INTELLECTUAL PROPERTY

Intellectual property (IP) rights are important for manufacturers as they give protection to the ideas, designs and solutions of that organisation and assert the right of the owner to prevent unauthorised use or profiting from it. Yet IP is often underutilised and unrecognised as a value creator in many companies.

This course introduces delegates to the various types of IP and describes ways of maximising the business impact of a company's existing IP.

WHO SHOULD ATTEND?

This course is for managers (general, engineering, technical, product and project) who are involved in the generation of IP (ideas, designs and solutions) which could bring additional value to the company.

BENEFITS OF ATTENDING

By the end of this workshop, delegates will:

- understand each type of IP
- understand the various means of maximising IP value
- be able to develop plans to maximise the value of the company's current IP
- understand the business need for an IP strategy
- be able to develop and communicate an IP strategy

KEY TOPICS

- Patents, design rights, copyrights, trademarks and company secrets
- Offensive and defensive IP
- IP as an employee engagement tool
- IP strategies

This course is also available as a tailored in-house programme or as a subject for consultancy.

DATES	LOCATIONS	DATES	LOCATIONS
2 February	Hook	7 September	Hook
3 February	Sheffield	8 September	Birmingham
4 February	Birmingham	9 September	Sheffield

EEF members: £299.00 (excl VAT)

Non-members: £359.00 (excl VAT)

Duration: 1 day

GEOMETRIC DIMENSIONING AND TOLERANCING

This course focuses on the features of the BS8888 standard and examines how to tolerance for manufacture to increase production efficiency.

WHO SHOULD ATTEND?

This course is for any employee who needs to transfer technical information into a standardised drawing output which is understandable to internal production, manufacturing and purchasing functions, as well as external suppliers. This course is particularly suitable to improve the practical, real-world skill set of recent engineering or manufacturing graduates.

BENEFITS OF ATTENDING

By the end of this workshop, delegates will be able to produce a correctly toleranced part drawing to the BS8888 standard.

KEY TOPICS

- Datums
- Combined tolerances
- Projected tolerances
- Dependencies
- Envelope principle
- Zero tolerances
- Least material condition

YOU MAY ALSO BE INTERESTED IN

Basic Failure Mode Effect Analysis (FMEA) – page 136
Basic Project Management – page 135

This course is also available as a tailored in-house programme or as a subject for consultancy.

DATES		LOCATIONS		DATES		LOCATIONS	
22-24 April	Hook	23-25 September	Hook				
15,17-18 June	Birmingham						

EEF members: £4,200.00 (excl VAT) Non-members: £4,600.00 (excl VAT) Duration: 3 days

TECHNICAL REPORT WRITING

This course introduces the principles of clear and concise technical writing using industry best practice.

Delegates will learn how to structure a report and to summarise complex subjects and data into concise and useful business documents. The use of illustrations and conclusions and recommendations is described to ensure maximum clarity.

WHO SHOULD ATTEND?

Any employee with responsibility for creating clear and concise written reports.

BENEFITS OF ATTENDING

By the end of the workshop, delegates will be able to:

- understand the importance of the readers' needs
- gain the correct balance between completeness and brevity
- structure the report in a logical manner
- use illustrations, tables and graphs in a relevant manner

KEY TOPICS

- Structure – beginning and end
- Sections and sub-sections, titles and notation
- Accuracy and brevity
- Illustrations, tables and graphs
- Summaries, conclusions and recommendations
- Abstracts and references

This course is also available as a tailored in-house programme or as a subject for consultancy.

DATES		LOCATIONS		DATES		LOCATIONS	
2 March	Sheffield	8 October	Birmingham	5 March	Birmingham	9 October	Sheffield
7 October	Hook						

EEF members: £299.00 (excl VAT)

Non-members: £359.00 (excl VAT)

Duration: 1 day

BASIC PROJECT MANAGEMENT

This course introduces the basic principles of project management with particular emphasis on small-scale, tactical product and operations projects. No project management software knowledge or use is required.

The course covers initiating, planning and launching the project and then moves on to monitoring and controlling it. Project reporting and closure is also included. A real-world example is used to ensure that the training is relevant and ready to be immediately used in the business.

WHO SHOULD ATTEND?

Managers and team leaders with responsibility for managing product introduction and other projects.

BENEFITS OF ATTENDING

By the end of the workshop, delegates will:

- understand the principles of project management
- be able to successfully initiate, plan, launch, measure and close a project

KEY TOPICS

- The project life cycle
- Gathering the requirements and recruiting the team
- Risk management
- Identifying and managing the stakeholders
- Estimating resources, time and cost
- Scheduling and critical path analysis
- Reporting on progress

YOU MAY ALSO BE INTERESTED IN

Basic Failure Mode Effect Analysis (FMEA) – page 136

This course is also available as a tailored in-house programme or as a subject for consultancy.

DATES	LOCATIONS	DATES	LOCATIONS
16 April	Hook	9 November	Hook
17 April	Birmingham	10 November	Birmingham
29 June	Birmingham	13 November	Sheffield
30 June	Sheffield		

EEF members: £299.00 (excl VAT)

Non-members: £359.00 (excl VAT)

Duration: 1 day

BASIC FAILURE MODE EFFECT ANALYSIS (FMEA)

FMEA is a common product design and development process which should be employed in all products where interactions and design outcomes can cause unwanted failures. A real-world example is used to ensure that the training is relevant and ready to be immediately used in the business.

This course introduces the basic principles of failure mode effect analysis (FMEA) applied to product designs.

WHO SHOULD ATTEND?

Managers and team leaders with responsibility for designing successful products.

BENEFITS OF ATTENDING

By the end of the workshop, delegates will be able to:

- understand the principles of FMEA
- complete a basic FMEA on a product
- understand the value of diverse teams in completing FMEAs
- successfully communicate the outcome of the FMEA

KEY TOPICS

- Defining product failure modes
- Defining failure likelihoods
- Defining failure effects
- Risk mitigation
- Communication and teamwork

YOU MAY ALSO BE INTERESTED IN

Basic Project Management – page 135

This course is also available as a tailored in-house programme or as a subject for consultancy.

DATES	LOCATIONS	DATES	LOCATIONS
18 February	Hook	7 December	Hook
19 February	Birmingham	8 December	Birmingham
20 February	Sheffield	11 December	Sheffield

EEF members: £299.00 (excl VAT)

Non-members: £359.00 (excl VAT)

Duration: 1 day

INNOVATION FOR MANUFACTURING COMPANIES

This course introduces the principles of innovation as applied to both product and process.

Delegates will learn how to apply these concepts to real-world projects such as idea generation, user-driven innovation, technology roadmaps and managing the 'valley of death' between innovation and commercialisation. The training also includes relevant aspects of project management – a key skill in ensuring innovation from whatever source is embedded and sustained.

WHO SHOULD ATTEND?

Managers and teams with responsibility for initiating and developing product and process innovation.

BENEFITS OF ATTENDING

By the end of the workshop, delegates will:

- understand the principles of innovation and how it applies to their business
- understand relevant innovation techniques
- know how to commercialise innovation

KEY TOPICS

- Defining innovation which is relevant to the business
- Creating innovation which is relevant to the business
- Commercialising innovation

YOU MAY ALSO BE INTERESTED IN

Gaining Value from Intellectual Property – page 132
 Leading Change – page 120
 Basic Project Management – page 135

This course is also available as a tailored in-house programme or as a subject for consultancy.

DATES	LOCATIONS	DATES	LOCATIONS
10 February	Birmingham	14 September	Sheffield
19 February	Gateshead	18 September	Gateshead
26 February	Hook	21 September	Birmingham

EEF members: £299.00 (excl VAT)

Non-members: £359.00 (excl VAT)

Duration: 1 day

APPRENTICES AND TECHNICAL SKILLS

– Apprentices and Technical Skills Training and Consultancy Services	139
– 17th Edition Wiring Regulations Level 3 Award in the Requirements for Electrical Installation BS7671:2008 (2011) City and Guilds 2382 -12	141
– Apprentice Coaching and Mentoring	142
– Introduction to CNC Milling/Machine Centre or Turning	143
– Practical Industrial Electrical Course for Engineers	144
– Portable Appliance Testing (PAT) – City & Guilds 2377-22 Level 3 Award in the In-Service Inspection and Testing of Electrical Equipment	145
– Reading Engineering Drawings	146
– Safe Mounting of Abrasive Wheels	146
– Safe Use of Bandsaws	147
– Safe Use of Power Presses (For Press Setters)	147
– Safe Use of Woodworking Equipment	148
– Welding Training	148

To discuss your training and consultancy requirements, call our national line today on **0845 293 9850** or call our Apprentice and Skills team on **0121 331 3930**

Apprentices and Technical Skills

From recruiting the right apprentice and developing tailored training programmes through to ongoing support and assessment, we harness the passion and enthusiasm of young people in the industry. We can put a bright spark in your business and nurture them to their full potential.

Training

We can help you easily set up engineering and manufacturing apprenticeships and work-based training programmes. Our service is available nationally, and the programmes can lead to a range of qualifications: electrical, mechanical, manufacturing engineering, maintenance, welding, and warehousing and distribution.

Alternatively, we can tailor a bespoke qualification precisely to the needs of your business. We can also help you set up a programme to support learners and your business. Our dedicated advisers and programme delivery managers will guide you through each step and simplify the entire process.

We are nationally recognised for the excellence of our work – accredited by national awarding bodies such as City & Guilds, CIEH and EAL. We also work closely with Semta – the Sector Skills Council for the engineering and manufacturing sector.

As flexible as your business

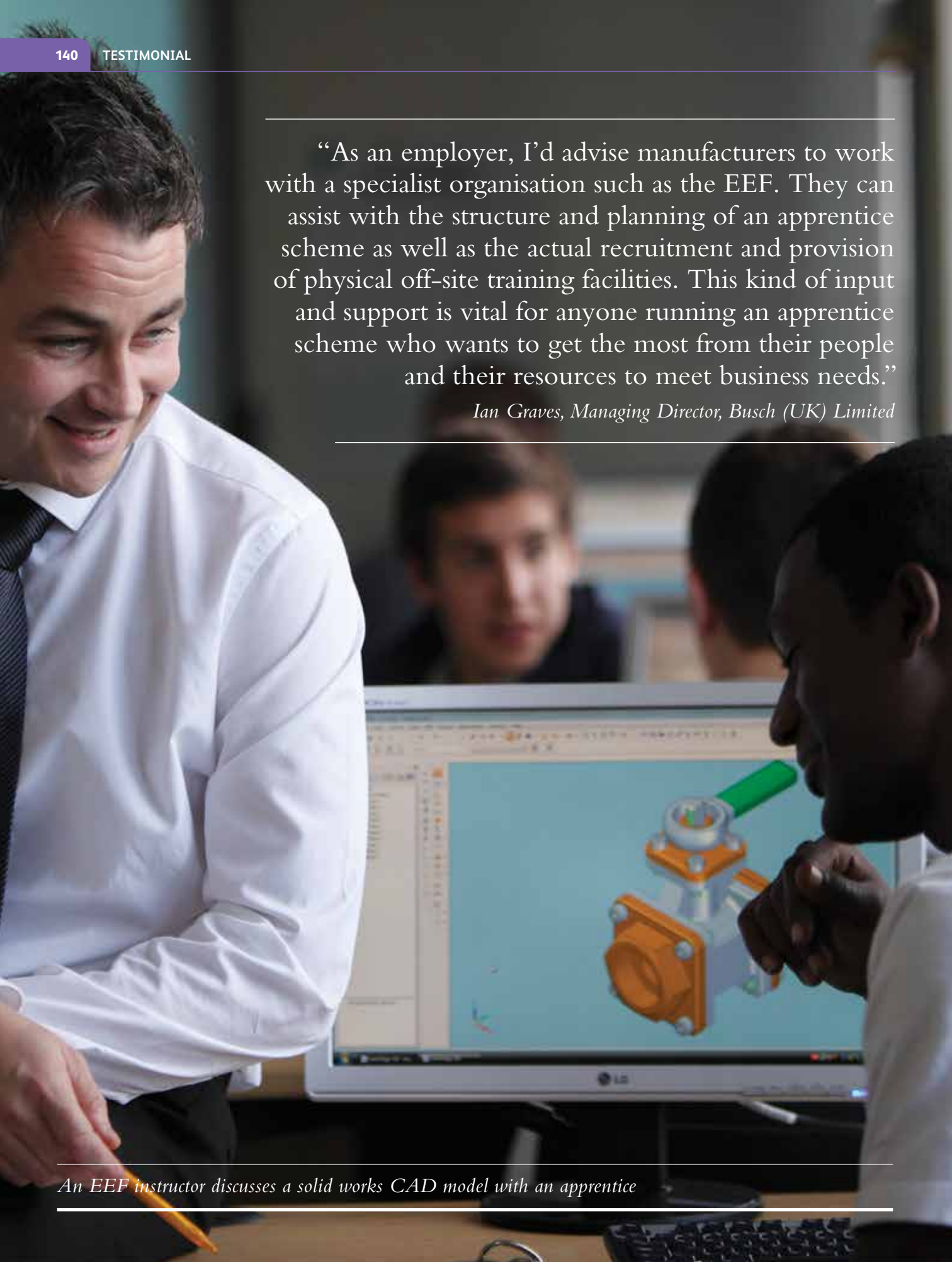
In September 2013, we opened a new purpose-built state-of-the-art technology training centre in Birmingham. Enabling employers and apprentices to benefit from a multi-million pound investment, we set the standard for world-class engineering manufacturing education and training. Students and delegates have the opportunity to work with new high-technology machines as well as the expected standard equipment and machinery.

We can also deliver high-quality, bespoke training on your premises, using your own equipment so that it's a precise fit. We can deliver it to suit your methods of working too – including evenings, night shifts and weekend working.

We hope you find this brochure useful in finding the training or consultancy solution you're looking for. If you would like to know more, visit www.eeftraining.org.uk

“As an employer, I’d advise manufacturers to work with a specialist organisation such as the EEF. They can assist with the structure and planning of an apprentice scheme as well as the actual recruitment and provision of physical off-site training facilities. This kind of input and support is vital for anyone running an apprentice scheme who wants to get the most from their people and their resources to meet business needs.”

Ian Graves, Managing Director, Busch (UK) Limited



An EEF instructor discusses a solid works CAD model with an apprentice

17TH EDITION WIRING REGULATIONS LEVEL 3 AWARD IN THE REQUIREMENTS FOR ELECTRICAL INSTALLATION BS 7671:2008 (2011) CITY & GUILDS 2382-12

This course is designed to take delegates through the main sections of the new wiring regulations and prepare delegates for the online City & Guilds examination.

WHO SHOULD ATTEND?

This course is aimed at practising electrical installation and maintenance engineers with a sound knowledge of basic electrical theory. It is intended to familiarise the candidate with the layout and application of the 17th Edition Wiring Regulations.

Learners must have achieved one of the following qualifications, which addresses the requirements for BS 7671, in order to be allowed to enter this qualification:

- City & Guilds Level 3 Certificate in the Requirements for Electrical Installations BS 7671: June 2001 (2381)
- City & Guilds Level 3 Certificate in Electrotechnical Technology Installation (Building and Structures) (2330-07)
- City & Guilds Level 3 Certificate in Electrotechnical Technology Electrical Maintenance (2330-08)
- City & Guilds Level 3 Certificate in Electrical Installation Part Two (2360) (from 1 January 2004 onwards only)
- City & Guilds Level 3 Certificate in Knowledge of Electrical Installation Engineering (2351) (from 1 January 2004 onwards only, and only if achieved as part of an Electrotechnical Advanced Apprenticeship completed after 1 January 2004)
- Other competency certificates including electrical NVQs

BENEFITS OF ATTENDING

Upon successful completion of the course, delegates will be able to relate the IEE 17th Edition Wiring Regulations to electrical installation work practices, achieving the City & Guilds certification.

KEY TOPICS

- Status and structure of the IEE 17th Edition Wiring Regulations
- Induction and Electricity at Work Regulations (1989) overview
- Introduction, scope and fundamental principles
- Assessment of general characteristics
- Definitions
- Protection for safety
- Selection and erection of equipment
- Special installations or locations
- Inspection and testing
- City & Guilds online examination

ASSESSMENT

An online two-hour examination.

This course is run throughout the year at our Technology Training Centre; it can also be tailored to meet your needs and be delivered at your company.

EEF members: £439.00 (excl VAT) + examination fee

Non-members: £520.00 (excl VAT) + examination fee

Duration: 4 days plus examination

APPRENTICE COACHING AND MENTORING

This course provides skilled team members, team leaders and first line managers (who have a responsibility to train and support apprentices) with the knowledge, skills and confidence to perform effectively as workplace coaches.

WHO SHOULD ATTEND?

Anyone who assists with the training and development of apprentices. There are no formal entry requirements for this course.

BENEFITS OF ATTENDING

By the end of the course, delegates will be able to assess their own ability to use a variety of interpersonal communication skills when giving effective feedback to apprentices. They will have an awareness of coaching and practical skills in monitoring and recording learners' progress.

COURSE STRUCTURE

The course is delivered in the classroom – practical events and role play are key components.

KEY TOPICS

- Apprentice frameworks – advanced apprentice
- Training and assessment
- The role of the apprentice coach and mentor
- Supporting the training programme/assessment
- Understanding good practice in workplace coaching
- Organising workplace coaching
- Undertaking supervised coaching in the workplace
- Role play

PROGRESSION ROUTES

Following completion of the course, delegates may wish to enrol for the ILM Coaching and Mentoring Award level 3, which will involve additional training and assessment.

This course is run throughout the year at our Technology Training Centre; it can also be tailored to meet your needs and be delivered at your company.

EEF members: £283.00 (excl VAT)

Non-members: £330.00 (excl VAT)

Duration: 2 days

INTRODUCTION TO CNC MILLING/MACHINE CENTRE OR TURNING

This introduction course has been designed to give delegates skills and knowledge to part-programme and operate a CNC machine.

This five-day course adopts a common-sense approach. It will be run in our engineering workshop; delegates are taught by highly skilled engineering tutors. This course is hands on, and theory is taught progressively through the programme.

The programme can also be delivered on your own premises, provided you have the required equipment.

WHO SHOULD ATTEND?

Machine operators or those who are new to operating a machine and need to gain a working knowledge of programming and setting a CNC machine.

BENEFITS OF ATTENDING

By the end of the course, delegates will be able to demonstrate competence in programming and setting a CNC milling/machine centre or CNC lathe.

COURSE STRUCTURE

Delegates will have the opportunity to create, edit and prove a CNC programme.

KEY TOPICS

- Introduction to programming – absolute/incremental
- Linear movements – circular movements
- Canned cycles – loops
- Sub-programming
- User cycles
- Speeds and feeds
- Workpiece coordinate system
- Tool setting – tool length off-set
- Cutter compensation
- Datum setting
- Test run – single block – run full sequence
- Graphics

ASSESSMENT

By completing practical work, delegates receive EEF certification. The contents of this course can complement CNC NVQ level 2 or 3 courses.

This course is run throughout the year at our Technology Training Centre; it can also be tailored to meet your needs and be delivered at your company.

EEF members: £850.00 (excl VAT) Non-members: £1,000.00 (excl VAT) Duration: 5 days

PRACTICAL INDUSTRIAL ELECTRICAL COURSE FOR ENGINEERS

(PREVIOUSLY KNOWN AS MECHANICAL TO ELECTRICAL CONVERSION PROGRAMME)

This conversion programme is designed for maintenance engineers and supervisors who need to carry out electrical maintenance on 110 volt, 240 volt and 415 volt systems.

This ten-day course adopts a practical approach to enable delegates to gain a working knowledge of electrical control systems, and is run in our engineering workshop. Delegates will cover the necessary theory to enable them to construct control circuits and to fault find and rectify faults in circuitry and components.

The programme can also be delivered on your own premises, provided you have the required equipment.

WHO SHOULD ATTEND?

Mechanical maintenance engineers and supervisors/team leaders who need to gain a practical working knowledge of electrical control circuitry.

BENEFITS OF ATTENDING

By the end of the course, delegates will be able to safely isolate and test electrical circuits, identify common components and describe how they function, and apply fault-finding techniques using appropriate test procedures/instrumentation. They will also be able to apply safe working practices when working with electrical systems.

KEY TOPICS

- Lighting circuit two-way domestic
- Lighting circuit two-way and intermediate
- Power circuits – domestic
- Terminating cables
- Testing procedures
- Instruments
- Insulation and continuity tester
- Visual inspection
- Earth continuity (circuit protection conductor) low resistance
- Polarity (switches in live conductor)
- Insulation test high resistance Megaohms
- Control circuits
- Motor control circuit EM2
- Motor control circuit EM6/7
- Testing – multimeter, volts, low voltage/resistance
- Site voltage 110V single phase (55V to earth)
- Low voltage 230V single phase, 415V three phase

ASSESSMENT

Through completion of practical work. Delegates receive an EEF certificate.

PROGRESSION ROUTES

The contents of this course can complement that of NVQ electrical maintenance training courses.

This course is run throughout the year at our Technology Training Centre; it can also be tailored to meet your needs and be delivered at your company.

EEF members: £1,417.00 (excl VAT) Non-members: £1,668.00 (excl VAT) Duration: 10 days

To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/tsc050

PORTABLE APPLIANCE TESTING (PAT) – CITY & GUILDS 2377-22 LEVEL 3 AWARD IN THE IN-SERVICE INSPECTION AND TESTING OF ELECTRICAL EQUIPMENT

This course is aimed at those with responsibilities for the maintenance of electrical equipment and those undertaking practical inspection and testing of electrical equipment, in particular portable appliance testing.

This course is designed to enable candidates to learn, develop and practise the skills required to test portable electrical appliances with the Code of Practice for In-service Inspection and Testing of Electrical Equipment and provides guidance on the inspection and testing of portable, movable, hand-held tools and equipment; equipment connected by means of a cable to an outlet plate; appliances to build in; IT equipment; and extension leads, multiway adaptors and suppressor adaptors.

WHO SHOULD ATTEND?

Anyone who is required, as part of their job, to conduct portable appliance testing or oversee portable appliance testing as the responsible person. **NOTE:** It is expected that candidates attempting this qualification and job role should be familiar with electrical systems and hazards of electricity in order to satisfactorily complete this qualification and fulfil the job role.

BENEFITS OF ATTENDING

A Level 3 Electrotechnical qualification indicates to industry that an individual is qualified. This qualification is designed to provide expertise and focus on the IEE Code of Practice for In-Service Inspection and Testing of Electrical Equipment and guidance on the practical aspects of carrying out portable appliance testing.

COURSE STRUCTURE

Delivered over two days in the classroom and workshop. This course is participative.

KEY TOPICS

- Statutory and non-statutory requirements relevant to electrical equipment maintenance
- Electrical units of measurement associated with portable appliance testing
- How equipment construction and classification reduces the risk of electric shock
- Procedures for in-service inspection and testing of electrical equipment
- How to carry out combined inspection and testing
- Information contained in documentation for in-service inspection and testing of electrical equipment
- Practical inspection and test of items of hand-held and portable electrical equipment
- Practical completion of appropriate documentation

BOOK REQUIRED

Candidates are required to have their own copy of the IEE Code of Practice for the In-service Inspection and Testing of Electrical Equipment (3rd Edition) for the duration of the course and online examination. Exam Success: IEE Code of Practice 2377 is available but not compulsory for this course.

ASSESSMENT

For the City & Guilds 2377 Level 3 Award mandatory units 101/102 credit value 4: candidates are expected to demonstrate that they are able to inspect and test items of electrical equipment and complete an online examination lasting 1 hour 45 minutes consisting of 50 multiple-choice questions.

This course is run throughout the year at our Technology Training Centre; it can also be tailored to meet your needs and be delivered at your company.

EEF members: £283.00 (excl VAT) + examination fee

Non-members: £330.00 (excl VAT) + examination fee

Duration: 2 days plus examination

To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/tsc032

READING ENGINEERING DRAWINGS

A basic skills course aimed at persons who are required to read, understand and interpret engineering drawings.

WHO SHOULD ATTEND?

Any person engaged in manufacturing who needs to read, understand and interpret engineering drawings.

BENEFITS OF ATTENDING

Delegates will gain the skills necessary to read and interpret engineering drawings.

KEY TOPICS

- Introduction to ISO 8888:2000
- Projections – first and third angle
- Part and assembling drawings – component drawings

- Line types
- Symbols
- Abbreviations
- Drawing conventions
- Working from datum points

ASSESSMENT

Can be used to complement NVQ programmes.

This course is run throughout the year at our Technology Training Centre; it can also be tailored to meet your needs and be delivered at your company.

EEF members: £170.00 (excl VAT) Non-members: £200.00 (excl VAT) Duration: 1 day

To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/tsc034

SAFE MOUNTING OF ABRASIVE WHEELS

This course is designed to enable employees to mount abrasive wheels correctly.

WHO SHOULD ATTEND?

This programme is aimed at employees and apprentices who will change and mount abrasive wheels on a variety of machines and equipment, which will include surface, cylindrical off-hand and portable grinders.

BENEFITS OF ATTENDING

On completion of this course, delegates will be able to change abrasive wheels with a minimum risk to their own and others' health and safety.

The course meets the training requirements under the PUWER Regulations 1998.

KEY TOPICS

- Legal requirements
- Hazards arising from the use of abrasive wheels
- Abrasive wheels marking system, inspection and testing, storing, handling and transportation
- Practical session – dressing and truing abrasive wheels
- Practical session – mounting and balancing of abrasive wheels

This course is delivered on demand and in company only.

EEF members: £195.00 (excl VAT) Non-members: £230.00 (excl VAT) Duration: 1 day

To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/hst39

SAFE USE OF BANDSAWS

This course covers all aspects of setting and operating a bandsaw, with reference to current health and safety requirements. This course takes place in the classroom and in the workshop.

WHO SHOULD ATTEND?

Personnel who are required to set or operate a bandsaw machine.

BENEFITS OF ATTENDING

Delegates will be shown and practise safe setting procedures and how to operate the equipment safely.

KEY TOPICS

- Guarding
- Machine setting
- Tensioning
- Tracking

- Saw blade guides and thrust wheels
- Machine operation
- Cutting with a fence
- Cutting without a fence
- Curved or irregular work
- Circular work
- Workpiece support
- Safety devices
- Cleaning and maintenance

This course is delivered on demand and in company only.

EEF members: £195.00 (excl VAT) Non-members: £230.00 (excl VAT) Duration: 1 day

To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/hst45

SAFE USE OF POWER PRESSES (FOR PRESS SETTERS)

This course will cover the statutory requirements laid down by the Work Equipment Regulations 1998 (as applied to power presses), Approved Code of Practice and guidance.

WHO SHOULD ATTEND?

Anyone who sets or changes tooling on a power press/brake press.

BENEFITS OF ATTENDING

This course is a statutory requirement for people who set and adjust guarding on power presses or brake presses. On completion of this course, delegates will have developed a more positive and systematic approach to safer working practices/methods.

COURSE STRUCTURE

The course is delivered over a two-day period and can be delivered on site.

KEY TOPICS

- Health and Safety at Work Act 1974
- Provision and Use of Work Equipment Regulations 1998
- Types of press
- Press mechanisms, clutch and brakes
- Guarding of power presses
- Safety considerations in tool design
- Safe setting and tool layout
- Theory, testing, closure and feedback

ASSESSMENT

A one-hour written examination.

This course is run throughout the year at our Technology Training Centre; it can also be tailored to meet your needs and be delivered at your company.

EEF members: £378.00 (excl VAT) Non-members: £445.00 (excl VAT) Duration: 2 days

To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/hst49

SAFE USE OF WOODWORKING EQUIPMENT

This course will cover the Statutory Requirements laid down by the Provision and Use of Work Equipment Regulations 1998.

WHO SHOULD ATTEND?

Persons who use and/or set woodworking equipment.

BENEFITS OF ATTENDING

Delegates will be shown and practise safe setting procedures and how to operate the equipment safely. The course meets the training requirements under the PUWER 1998 regulations.

KEY TOPICS

- Guarding
- Machine setting

- Tensioning
- Tracking
- Saw blade guides and thrust wheels
- Machine operation
- Cutting with a fence
- Cutting without a fence
- Curved or irregular work
- Circular work
- Workpiece support
- Safety devices
- Cleaning and maintenance

This course is delivered on demand and in company only.

EEF members: £195.00 (excl VAT) Non-members: £230.00 (excl VAT) Duration: 1 day

To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/hst48

WELDING TRAINING

The welding courses are designed for specific types of welding from a choice of MIG welding, oxy-acetylene welding, manual metal ARC welding or TIG welding.

These courses have been designed for delegates to gain skills and knowledge to safely produce satisfactory welded joints.

Each three-day course adopts a common-sense approach to enable welders to gain a working knowledge of how to produce specific welding joints. It will be run in our engineering workshop, where delegates are monitored and assessed by highly skilled tutors.

WHO SHOULD ATTEND?

Anyone required to learn basic welding techniques and produce weld joints.

BENEFITS OF ATTENDING

- By the end of the course, delegates will:
- understand the principles of metal fusion
 - be able to set and operate welding equipment
 - know how to produce standard weld types

KEY TOPICS

- Safety considerations – theory and practical
- Maintenance inspection procedure for pressure regulators if appropriate
- Welding procedures – types of filler rods/wire
- Consideration of material type
- Set-up of equipment and welding practice
- Flat straight – left/right
- Fillet
- Butt welding

ASSESSMENT

On completion of practical work, delegates will receive an EEF certificate.

This course is run throughout the year at our Technology Training Centre; it can also be tailored to meet your needs and be delivered at your company.

EEF members: £800.00 (excl VAT) Non-members: £940.00 (excl VAT) Duration: 3 days

To find out more about this course, call us today on 0845 293 9850 or visit www.eeftraining.org.uk/tsc027

Information and Research

We provide the business intelligence and industry insight to help your business grow.

As the manufacturers' organisation, we're in a unique position to provide insight into the trends and behaviours that shape the UK manufacturing sector. So whether you need to uncover new locations for your business or want to understand the latest information on salary trends in your sector, we can provide you with the intelligence to help your business compete, innovate and grow.

Pay benchmarking

With a modern and highly flexible workforce, keeping in touch with market developments is vital to maintaining your company's competitive edge, yet for many HR professionals the daunting task of identifying, collating and analysing data can be costly and time consuming.

Pay benchmarking can provide you with a quick, reliable and cost-effective means of assessing the market and allows you to:

- effectively manage employee retention
- guide your remuneration strategy
- compare salary packages with your competitors
- develop salary bands
- forecast your future wage budget.

With three off-the-shelf pay benchmarking reports published and updated annually, covering the depth and breadth of UK manufacturing (from apprentice to chief executive), you can instantly access the most comprehensive analysis on pay available.

If you're looking for something a little more niche, we also have the ability to undertake bespoke pay research tailored to your individual needs. This is popular with clients who prefer a greater level of control over the project design and have specific research requirements.

Some recent examples of bespoke pay benchmarking we have undertaken...

Company A wanted to compare engineers' pay within their sub-sector as they had a concern over labour turnover. We worked with the company to design and deliver a bespoke survey that covered basic and total pay, benefits, overtime, hours of work and turnover for ten engineer roles.

Company B wanted to assess what the local pay rates were for certain manual employees, as they felt they were generous in their pay but were not sure how they compared on the total salary package. Focused on a specific geographic radius, the survey looked at four manual roles and included details on pay (basic and total), benefits, shift premia, overtime and hours of work.

Employee opinion survey

It can be useful to understand how your employees view their employment relationship and to get a benchmark of employee opinions, sentiment and morale. We can assist with the professional design and structure of an employee opinion survey, providing you with valuable insight. These surveys can identify issues and frustrations, and also what employees feel works well and what things are important to them.

We offer a flexible approach to the operation of the survey, designed to meet your needs:

- **Operation only:** where we act as the independent operator of the survey, but the company itself designs the questionnaire.

- **Standard employee opinion survey:**
We have an ‘off-the-shelf’ employee opinion survey questionnaire that is ready to use.
- **Bespoke employee opinion survey:**
We will come in and design the questions based on discussions with you on areas you wish to focus on.

At all levels of the service we will provide a comprehensive report on the findings, with the option of additional support and advice on how to implement results.

Market intelligence

We have a solid track record of providing actionable independent research for a wide range of customers. Our research philosophy is built around developing long-term relationships where we can understand your specific issues and design a project built to address your individual requirements.

Using the very latest data from manufacturing, engineering and technology businesses across every industrial sector, our research team can help you use market intelligence to:

- investigate potential markets to develop your business
- identify areas for growth by investigating new sectors and opportunities

- gain an understanding of the people and companies that matter to your business
- investigate how other companies have dealt with difficult decisions that your business might be facing – e.g. relocation.

With a range of analytical tools at our disposal, we can provide intelligence around market trends, size, value and more, so that you can make well-informed decisions that help your business grow.

Market intelligence for you

We recently undertook a project for a company that wanted to develop its strategy going forward. The firm had some concern over a heavy reliance on a relatively small customer base within close proximity to their location. There was, therefore, a desire to identify new customers and sectors where existing expertise could be applied.

We worked on a tailored project to research the existing customer base, profile competitors, research suppliers, identify other potential customers (within an increased radius – defined by postcode) and uncover potential new sectors for the company.

For further information, or to find out how we might be able to help you, please speak to one of our team.

Call us on **0195 471 2376**

www.eef.org.uk/business-support/our-services/research-and-intelligence

Export and International Trade

We've teamed up with the Institute of Export (IOE) to bring you access to their comprehensive range of professional qualifications and short courses, at discounted rates for EEF members.

As the only professional body in the UK holding OfQual awarding status for their formal qualifications in export and international trade, IOE's training and qualifications portfolio is designed to equip you with the knowledge and skills you need to navigate the challenging and often complex trading conditions that international markets bring. Whether you're new to export or a seasoned global trader, you will find a course that meets your needs.

Educational programmes

All programmes cover the vital elements of knowledge needed to develop an **international strategy and market entry planning**.

Finance includes getting paid and managing risk in new markets.

Business environment covers how trade tariffs work and how they impact on your price and business models across the world.

Logistics & physical distribution is a vital element of both customer satisfaction and getting paid.

Programmes start at level 1 for 16+ Young International Trader and run through 2,

3 and 4 to the Institute's prestigious Diplomas in International Trade or World Customs Compliance and Regulation at level 5 (equivalent NVQ) with a progression through to full BSc and MSc.

To fit in with everyone's busy work schedules, the qualifications are delivered via distance learning combined with online tutorials and webinars.

The IOE is widely recognised as providing the most comprehensive grounding for roles in export sales and international marketing or for an international career in law, finance or compliance.

Quick Start courses

IOE Quick Start courses are run at various UK venues or can be delivered in house and tailored to your company's particular requirements.

- An Introduction to Exporting
- International Business Essentials
- Letters of Credit
- An Introduction to Importing
- Advanced Letters of Credit
- Search for Knowledge
- International Documentation
- A-Z Exporting
- Agents and Distributors
- Legal Aspects of International Trade
- Customs Procedures
- Managing for Export Success
- Selling for Export Success
- Compliance – Export Controls



The Institute of Export is the professional membership body representing and supporting the interests of everyone involved in importing, exporting and international trade.

For a full list of training available visit www.export.org.uk/training or call **0173 340 4415**. EEF members can book IOE training at the preferential member rate. Make sure you quote 'EEF Member' to receive your discount.

Understanding Your Business Inside and Out

Looking for a training and consultancy partner who can bring out the best in your business? It's a good idea to go for someone who understands your industry inside out.

Real-world knowledge and experience

EEF is your gateway to a wealth of talent and expertise. Ours are some of the most highly qualified, knowledgeable people in their field in the UK. But it isn't just about academic qualifications. The training we provide comes grounded in real-world experience.

That's because our trainers don't just spend their time training – they're also the ones delivering practical consultancy to our clients and putting the latest procedures into practice. It means that when they go back into the classroom, what they teach is totally relevant and practical for your business.

Joined-up approach

Because of the breadth of what we do, the way we work with you can range across different disciplines, combining HR support with health and safety training, for example, to address a particular issue. We understand that solutions to the issues our members face don't sit in silos, so we don't either. With EEF, each service we offer is strengthened and reinforced by our knowledge of the others.

Straight talking

We pride ourselves on our pragmatism. We go to great lengths to make sure the benefits we offer are measurable over time, and aligned closely with commercial need. It's one of the reasons why we prefer to work in close partnership with our customers because the more we get to know you, the more we can tailor our approach to your advantage.

National presence

EEF is a national organisation based in regions around the UK. For our customers, this has two distinct advantages. If your operations are focused in one part of the country, we can offer you services tailored specifically to the particular needs of that region. But if you're a larger organisation with operations across the UK, it means we can bring you joined-up, consistent support, wherever you're based around the country.

A seat at the table

We're a strong voice in UK and EU policymaking. Through our close links to government, the EU and the enforcing bodies, we're consulted regularly on issues that affect our members. It means that we can predict the issues that will become more important for your business in the long term, as well as what you need to start thinking about now to seize the advantage. It all gets built into the service you get from us, in the training room or on the shop floor.

Unlock Savings and Value You Can't Get Anywhere Else



Quality, Confidence, Trust - EEF Advantages is a portfolio of services offered exclusively to our members and delivered by carefully selected Approved Partners.

We respond to what you want, delivering strong commercial advantages that aren't available on the open market.

Whilst they are delivered by partner organisations, we're always there in the background providing you with the extra reassurance you deserve when taking on a new supplier.

EEF Advantages has saved our members more than £3 million. Challenge us to get you a better deal.

Insurance services

Hand-picked insurance products that save members up to 30% on their insurance premiums.

Cash plan

Supplement wages and boost your pay settlements with affordable employee health care from just £1 per week per employee.

Employee benefits

Exclusive rates on partially and fully managed online employee benefit schemes, saving you time and money.

Recruitment services

Get the skills you need with specialist recruitment solutions for our industry.

R & D tax credits

Specialist support to help you find out if you're eligible, then to complete the complex process of submitting your claim.

Energy services

Energy procurement and energy management solutions so you take control of your energy costs, and we'll find the best price and the best deal for your business.

Our Training Centres

Our training courses are available at fully equipped centres around the country and are certified to ISO 9001 quality standard. To join us at one of the locations listed below or to discuss any aspect of training and consultancy, call us on our national booking number: 0845 293 9850. Our advisers will be happy to help manage your training requirements.

Non-residential training centres

Midlands

Birmingham - St James's House, Frederick Road, Edgbaston, Birmingham B15 1JJ

Melton - Pera Business Park, Nottingham Road, Melton Mowbray, Leicestershire LE13 0PB

Aston - EEF Technology Training Centre, Unit 3 Nexus Point, Gavin Way, Birmingham B6 7AF

South West

Bristol - Engineers' House, The Promenade, Clifton Down, Bristol BS8 3NB

South East

Cambridge - Building 2030, Cambourne Business Park, Cambridge, CB23 6DW

Hook - Station Road, Hook, Hampshire RG27 9TL

London - Broadway House, Tothill Street, London SW1H 9NQ

North East

Gateshead - EEF House, Queensway North, Team Valley Trading Estate, Gateshead, Tyne and Wear NE11 0NX

Sheffield - Advantage House, Poplar Way, Catcliffe, Rotherham S60 5TR

North West

Warrington - Glazebrook Lane, Glazebrook, Warrington WA3 5BN

Wales

Bridgend - Waterton Centre, Waterton, Bridgend CF31 3WT

Residential and non-residential training centre

Woodland Grange - Old Milverton Lane, Leamington Spa, Warwickshire CV32 6RN

Our Woodland Grange venue, set in 16 acres, offers rural character combined with modern purpose-built facilities:

- Awarded four stars by VisitBritain
- AIM Gold accredited
- A BDRC Gold Standard venue
- Member of the Customer Service Institute
- Member of Conference Centres of Excellence
- Located at the heart of the Midlands motorway network
- 114 en-suite bedrooms: with every modern facility, they provide plenty of working space to prepare for the next day's activities
- First-class dining options offering quality, choice and nutritionally balanced menus produced by a team of skilled chefs
- Fully equipped health and leisure centre available free of charge to residential delegates



Woodland Grange,
Leamington Spa

COURSE INDEX

- 17th Edition Wiring Regulations Level 3 Award in the Requirements for Electrical Installation BS7671:2008 (2011) City & Guilds 2382-12	141	- Leading Lean	121
- 5S and Visual Management	113	- Lean Facilitator/Lean Champion	109
- Absence Management (Fit for Work)	41	- Lean for Service Industries – a Practitioner's Workshop	129
- Accident Investigation	59	- Lean for Service Industries – an Introduction	128
- Activity-Based Costing	125	- Lean Office	119
- Advanced Presentation Skills	18	- Lean Six Sigma Green Belt	123
- Apprentice Coaching and Mentoring	142	- Lean Tool Refresher	111
- Basic Failure Mode Effect Analysis (FMEA)	136	- Linking Lean with the Business Strategy	126
- Basic Project Management	135	- Machinery Risk Assessment and CE Marking	75
- Behaving Assertively	19	- Making the Business Case for Training	28
- Bullying and Harassment	42	- Managing and Delivering Projects	29
- City & Guilds IEMA Managing with Environmental Sustainability	92	- Managing Contractors	76
- City & Guilds IEMA Working with Environmental Sustainability	93	- Managing People for Results	30
- CMI Level 5 Award in Management and Leadership	13	- Managing Performance (Appraisal Skills and Performance Objectives)	31
- Coaching Skills for Managers	20	- Managing Stress	32
- Commercial Negotiation Skills	21	- Managing Underperformance (Conduct and Capability)	45
- Construction Design and Management (CDM)	60	- Managing Within the Law	46
- COSHH Made Simple	61	- Manual Handling for Instructors	77
- Developing your Employee Representatives	43	- Mediation and Managing Conflict in the Workplace - Focus on Bullying and Harassment	47
- EEF/Oxford Brookes University Advanced Diploma in Health, Safety and Risk Management	62	- Mock Tribunal	48
- EEF/Oxford Brookes University Certificate of Credit in Health and Safety Management	64	- NEBOSH Award of Health and Safety at Work	79
- EEF/Oxford Brookes University MSc/PgDip in Health, Safety and Environmental Management	66	- NEBOSH Certificate in Environmental Management - New	99
- Effective Meetings	22	- NEBOSH Fire Safety and Risk Management	78
- Essential Selling Skills	23	- NEBOSH National Certificate in Construction Health and Safety	80
- Exceptional Customer Service	24	- NEBOSH National Certificate in the Management of Health and Well-Being at Work	81
- Factory Layout and Processes for Just in Time (JIT), Flow, Pull and Inventory Optimisation	116	- NEBOSH National Diploma in Environmental Management – Diploma Module	101
- Finance for Non-Financial Managers	25	- NEBOSH National Diploma in Occupational Health and Safety	82
- Gaining Value from Intellectual Property	132	- NEBOSH National General Certificate in Occupational Health and Safety	84
- Geometric Dimensioning and Tolerancing	133	- Planning and Running a Rapid Process Improvement Event Workshop (Kaizen Blitz)	114
- Getting the Most from Your Lean Six Sigma Green and Black Belts	124	- Portable Appliance Testing (PAT) – City & Guilds 2377-22 Level 3 Award in the In-Service Inspection and Testing of Electrical Equipment	145
- Greenhouse Gas (GHG) Reporting – Carbon Footprinting	89	- Practical Industrial Electrical Course for Engineers	144
- Handling Discipline and Grievance	44	- Practical Problem Solving (8D Method)	131
- Health and Safety Diploma Revision/Exam Technique Courses	102	- Pre-Retirement Workshop	49
- Health and Safety for Managers and Supervisors	68	- Presentation Skills	33
- IEMA Associate Certificate in Environmental Management	90	- Process Improvement and Lean for SME Leaders	127
- IEMA Diploma in Sustainable Business Practice	94	- Rapid Tool Change-over (SMED)	115
- IEMA Foundation Certificate in Environmental Management	95	- Reading Engineering Drawings	146
- IEMA Leading with Environmental Sustainability - a Course for Senior Executives	96	- Recruitment and Selection: Right Person, Right Job	50
- ILM Level 2 Award in Leadership and Team Skills	9	- Registration Evaluation and Authorisation of Chemicals (REACH)	103
- ILM Level 3 Award in Coaching	16	- Resolving Conflict	34
- ILM Level 3 Award in Leadership and Management	11	- Risk Assessment	86
- Innovation for Manufacturing Companies	137	- Safe Mounting of Abrasive Wheels	146
- Instructional Techniques for Workplace Trainers	26	- Safe Use of Bandsaws	147
- Internal Auditors - ISO 14001 Environmental Management Systems	97	- Safe Use of Power Presses (For Press Setters)	147
- Interpersonal Communication Skills	27	- Safe Use of Woodworking Equipment	148
- Introduction to CNC Milling/Machine Centre or Turning	143	- Standard Work	118
- Introduction to Lean	108	- Sustaining and Re-invigorating Lean	110
- Introduction to Six Sigma	122	- Technical Report Writing	134
- IOA Certificate in Environmental Noise Measurement	98	- The New Team Leader	35
- IOA Certificate in the Management of Occupational Exposure to Hand-Arm Vibration	69	- Time Management and Prioritisation	36
- IOA Certificate in Workplace Noise Assessment	70	- Total Productive Maintenance (TPM)	117
- IOSH Managing Safely	71	- Train the Trainer	37
- IOSH Managing Safely Refresher	72	- Using your Business Data for Process Improvement	130
- IOSH Safety for Senior Executives	73	- Value Stream and Process Mapping	112
- IOSH Working Safely	74	- Waste Management	104
- Leading Change	120	- Welding Training	148
		- Working Successfully with Trade Unions	51

Boost your business intelligence with ours and join the thousands of British manufacturers who benefit from our unique business services, insight and influence. Not to mention training, consultancy and more.

For information on membership, visit www.eef.org.uk or call our member information line on 0845 250 1333.

Find out more about our training and consultancy services at www.eeftraining.org.uk or call our booking line on 0845 293 9850.