



Elite Training Solutions

DELIVERING SKILLS TO SAVE LIVES...

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# Highfield Approved E-Learning Course List



Suitable for Android, Mac and Microsoft platforms  
Not Recommended for mobile phones



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# Welcome to the Elite Training Solutions online course information brochure.

## Why choose an ETS approved course?

Our e-learning makes the most complex of subjects easier to digest through media and content-rich exercises that motivate and engage our courses are approved by Highfield. What makes us different is that our e-learning uses:

- ✓ interactive exercises/gaming
- ✓ media-rich content
- ✓ interactive 3D scenarios
- ✓ content provided by market leading experts
- ✓ relevant photography and illustrations
- ✓ multi-generational content and style

With courses written by Industry experts, our courses meet the requirements of Highfields and the CPD Certification Service. All our course certification is instantly available as a downloadable PDF which can be displayed on the wall at your workplace as well as kept on staff records



## Courses that show this logo are CPD Certified

What is CPD Accredited? CPD training means the learning activity has reached the required Continuing Professional Development standards and benchmarks. The learning value has been scrutinised to ensure integrity and quality. The CPD Certification Service provides recognised independent CPD accreditation compatible with global CPD requirements.

## Our Introduction to Allergens course is recognised by Allergy UK



Who is Allergy UK? We are the leading national patient charity for people living with all types of allergy. We work with government, professional bodies, Healthcare Professionals and corporates towards our vision and to help improve the lives of the millions of people with allergic disease.



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## Our online courses

- ✓ An awareness of Spectator Safety
- ✓ An awareness of Understanding Stewarding at Spectator Events
- ✓ An awareness of Warehousing and Storage
- ✓ Asbestos Awareness
- ✓ Care Certificate
- ✓ Communication
- ✓ COVID-19 Secure Hospitality
- ✓ COVID-19 Secure Office
- ✓ COVID-19 Secure Retail
- ✓ Display screen equipment (DSE)
- ✓ Equality and Diversity
- ✓ Food Safety Level 1, 2 and 3
- ✓ Food Safety Level 2 Manufacturing
- ✓ Introduction to Allergens
- ✓ An Introduction to the Bribery Act
- ✓ Introduction to Prevention of Money Laundering
- ✓ Introduction to Fraud and Fraud Awareness
- ✓ GDPR
- ✓ Health and Safety Level 1, 2 and 3
- ✓ Infection Prevention and Control + COVID-19
- ✓ Level 2 Award for Personal Licence Holders
- ✓ Level 2 Customer Service
- ✓ Level 2 Fire Safety
- ✓ Managing Conflict
- ✓ Manual Handling
- ✓ Safeguarding Children
- ✓ Safe use and control of Anaphylaxis and Autoinjectors
- ✓ Stress management
- ✓ Teamworking



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## Awareness of Spectator Safety

The online spectator safety course provides learners with the knowledge to go on to achieve the level 2 award in understanding stewarding at spectator events qualification and safely work at spectator events.

This innovative, multi-device e-learning course provides learners with the knowledge they need to go on to achieve a level 2 understanding stewarding at spectator events qualification in a fun and interactive way. Learners successfully completing this course and its subsequent assessment will achieve the knowledge components of the Highfield Level 2 NVQ Certificate in Spectator Safety (RQF).

Why choose an ETS approved course?

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- interactive exercises/gaming
- media-rich content
- interactive 3D scenarios
- content provided by market leading experts
- relevant photography and illustrations
- multi-generational content and style

The content of this course perfectly matches the knowledge components of the ETS Highfield approved Level 2 NVQ Certificate in Spectator Safety and the Highfield endorsed Level 2 Award in Understanding Stewarding at Spectator Events (RQF). The topics covered include:

- ✓ prepare for spectator events
- ✓ control the entry, exit and movement of people at spectator events
- ✓ monitor spectators and deal with crowd problems
- ✓ deal with accidents and emergencies
- ✓ managing conflict
- ✓ supporting the work of the team and organisation



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# Awareness of Understanding Stewarding at Spectator Events

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From football matches to festivals, concerts to car races, there are thousands of spectator events every year that require stewards. Stewards are responsible for ensuring the safety of spectators and ensuring that an event runs smoothly.

## The course

The content of this course perfectly matches the knowledge components syllabus of the Highfield Level 2 Award in Understanding Stewarding at Spectator Events (RQF).

The course may also be used to underpin the knowledge required of the level 2 NVQ certificate in spectator safety qualification.

## Areas covered

- ✓ Prepare for spectator events
- ✓ Control the entry, exit and movement of people at spectator events
- ✓ Monitoring spectators and dealing with crowd problems
- ✓ Dealing with accidents and emergencies

## Who is it aimed at?

The course is useful for anyone looking to work as a steward at spectator events. It may be particularly useful for learners looking to gain a recognised level 2 qualification in spectator safety.

## Prerequisites

No prior knowledge needed

## Typical Duration

6 – 7 hours

**Assessment** Learners are assessed at the end of the course by multiple-choice questions.

**Certificated:** Yes – ETS branded, Highfield recognised completion Certificate which is downloadable on completion



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# Awareness of Warehousing and Storage

This online warehousing and storage course is designed to deliver the knowledge requirement of the level 2 certificate in warehousing and storage and covers topics that ensure safe working in a warehouse environment. Over 2 million people in the UK work in the warehousing, storage and logistics industry and it is worth an estimated £93 billion to the country's economy.

## The course

ETS's 'An Awareness of Warehousing and Storage' e-learning course offers a flexible delivery option for apprentices undertaking the level 2 certificate or intermediate apprenticeship in warehousing and storage. This online course covers the underpinning knowledge for the two mandatory units and one optional unit of the qualification.

The course is also a useful resource for learners wishing to further their knowledge of how to work safely and effectively within a warehouse or storage setting.

## Areas covered

- ✓ Working safely
- ✓ Health and Safety at Work etc. Act 1974
- ✓ COSHH
- ✓ First aid
- ✓ Workplace safety monitoring
- ✓ Manual handling
- ✓ Working relationships
- ✓ Job descriptions
- ✓ Organisational policies and procedures
- ✓ Misunderstandings and difficulties
- ✓ Environmental factors
- ✓ Legal requirements
- ✓ Operating requirements
- ✓ Personal protective equipment
- ✓ Personal health and hygiene standards
- ✓ Replenishment
- ✓ Waste disposal
- ✓ Food safety enforcement
- ✓ Health and safety and security

## Who is it aimed at?

The course is ideal for learners undertaking the level 2 certificate in warehousing and storage (RQF) or staff working within a warehouse or storage facility who wish to further their knowledge.

**Prerequisites:** No prior knowledge needed

**Typical Duration:** 2-3 hours

**Assessment:** Learners are assessed at the end of the course by multiple-choice questions.

**Certificated:** Yes – ETS branded, Highfield recognised completion Certificate which is downloadable on completion

# Asbestos Awareness



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This Asbestos Awareness course is designed to ensure that anyone who may come into contact with asbestos knows what asbestos is, where it can be found, the dangers of asbestos and how to protect themselves from accidental exposure. If you're in a building that was built before the year 2000, it probably contains asbestos. The dangers that asbestos presents are serious, with it being responsible for around 5,000 deaths per year. Employers must ensure that anyone who could disturb asbestos while carrying out their everyday work understands what asbestos is and how to work in a competent and safe way, without risk to themselves or others.

## The course

ETS's Asbestos Awareness e-learning course is designed to ensure that anyone who may come into contact with asbestos knows what asbestos is, where it can be found, the dangers of asbestos and how to protect themselves from accidental exposure. Learners undertaking this course will gain the knowledge and skills required to work safely with asbestos, ensuring that they, and others, remain safe.

## Areas covered

- ✓ What asbestos is
- Where it can be found
- Asbestos-related death
- Health implications of asbestos exposure
- Working with asbestos
- Preventing accidental asbestos exposure

## Who is it aimed at?

Anyone who could disturb asbestos while carrying out their everyday work.

**Prerequisites:** No prior knowledge needed.

**Duration:** 1 - 2 hours.

**Assessment:** Learners are assessed at the end of the course by multiple-choice questions.

**Certificated:** Yes – ETS branded, Highfield recognised completion Certificate which is downloadable on completion



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# Care Certificate

Interactive, engaging and endorsed by Skills for Care, ETS's Care Certificate e-learning is recognised by Highfields and designed to help you achieve the knowledge requirements of all 15 standards. The Care Certificate has been written by leading experts from the field of health and social care. It has been designed to allow learners to work at their own pace, online, at a time and in a place to suit them, and achieve the knowledge element of the care certificate.

What does it cover?

The course content has been written by leading experts in the field of health and social care and learners will cover the following 15 standards:

- understand your role
- your personal development
- duty of care
- equality and diversity
- work in a person-centred way
- communication
- privacy and dignity
- fluids and nutrition
- mental health, dementia and learning disability
- safeguarding adults
- safeguarding children
- basic life support
- health and safety
- handling information
- infection prevention and control

Please note that if you would like to obtain competency sign off for the Care Certificate, you will need to arrange this through your employer. You can only achieve the knowledge element of the course online.

**Duration** 30 – 60 minutes per standard

**Assessment:** Multiple-choice questions Yes

**Localisation** EU legislation within a UK context, but suitable for international businesses that trade with EU and will be subject to the legislation

**Certificated:** Yes – ETS branded, Highfield recognised completion Certificate which is downloadable on completion



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# Communication

Effective communication in the workplace is integral to a company's culture and business success. Whether it's face-to-face verbal communication in the office, or non-verbal communication like a quick email to a customer, getting the right message to the right person can be vital. Good communication can mitigate conflict and improve engagement among employees. It can also create better relationships, both internally and with customers, that result in a more talented, productive workforce.

## The Course

The ETS e-learning Short Course in Communication is designed to help your organisation understand the importance of good communication. Learners on the course will learn what communication is, the different types of communication and the importance of context in communication. It will equip learners with the tools to identify barriers to communication and how to overcome them. Finally, learners will understand the importance of effective communication in the workplace and the potential consequences of ineffective communication.

## Areas Covered

- The communication cycle
- Communication in different contexts
- Types of communication
- Barriers to communication
- Inclusive communication
- Overcoming barriers to communication
- Effective communication in the workplace
- Consequences of ineffective communication

## Who Is It Aimed At?

ETS's e-learning's Short Course in Communication is ideal for all levels of employee within a business and as part of the induction process for new employees. The course is also ideal for use as part of the on-programme element of the new apprenticeship standards and can support the knowledge, skills and behaviours apprentices need to effectively integrate into the workplace.

**Duration:** 20 - 40 minutes.

**Assessment:** Learners are assessed at the end of the course by multiple-choice questions.

**Certificated:** Yes – ETS branded, Highfield recognised completion Certificate which is downloadable on completion



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## Covid Secure Hospitality

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

### Areas covered

- ✓ Coronavirus
- ✓ Risk assessment
- ✓ Getting to work
- ✓ Common areas
- ✓ Working with customers and colleagues
- ✓ Cleaning
- ✓ Face and body coverings
- ✓ Handling deliveries
- ✓ Accidents and incidents
- ✓ Raising concerns
- ✓ Working with customers
- ✓ Handling goods
- ✓ Handling money
- ✓ Managing queues.
- ✓ POS

### Who is it aimed at?

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

**Duration:** 40 – 60 minutes

**Assessment:** Multiple-choice questions

**Localisation:** EU legislation within a UK context, but suitable for international businesses that trade with EU and will be subject to the legislation

**Certificated:** Yes – ETS branded, Highfield recognised completion Certificate which is downloadable on completion

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# Covid Secure Office



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Returning to work and continuing our way of life is a growing concern among people many in these difficult times. Give them the confidence that they are protected.

## Areas covered

- ✓ Coronavirus
- ✓ Risk assessment
- ✓ Getting to work
- ✓ Common areas
- ✓ Customers and colleagues
- ✓ Cleaning
- ✓ Face and body coverings
- ✓ Deliveries
- ✓ Accidents and incidents
- ✓ Raising concerns

## Who is it aimed at?

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

**Duration:** 40 – 60 minutes

**Assessment:** Multiple-choice questions

**Localisation:** EU legislation within a UK context, but suitable for international businesses that trade with EU and will be subject to the legislation

**Certificated:** Yes – ETS branded, Highfield recognised completion Certificate which is downloadable on completion

# Covid Secure Retail



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Returning to work and continuing our way of life is a growing concern among people many in these difficult times. Give them the confidence that they are protected.

## Areas Covered

- ✓ Working with customers
- ✓ Handling goods
- ✓ Fitting rooms
- ✓ Handling money
- ✓ POS
- ✓ Managing queues

## Who is it aimed at?

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

**Duration:** 40 – 60 minutes

**Assessment:** Multiple-choice questions

**Localisation:** EU legislation within a UK context, but suitable for international businesses that trade with EU and will be subject to the legislation

**Certificated:** Yes – ETS branded, Highfield recognised completion Certificate which is downloadable on completion

# Display screen equipment user



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## Are You Sitting Comfortably?

Every day hundreds of thousands of us spend multiple hours using display screen equipment (DSE), a computer at work, a laptop or tablet at home, with little regard for the health problems it may cause us. From postural issues to eye strain, repetitive strain injury to headaches - if you're using display screen equipment regularly you may suffer from one or more of these conditions. The good news is that there are steps you can take to make working with DSE as comfortable as possible. This course outlines the steps you should take.

## The Course

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

## Areas Covered

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

## Who Is It Aimed At?

Any employee or manager who works with display screen equipment, such as display screens, laptops, touchscreens and other similar devices. This course can be used as a stand-alone module or included in an induction programme. It may also be useful as part of the on-programme phase of the new apprenticeship standards, helping apprentices integrate into the workforce effectively and efficiently.

**Duration:** 20 to 40 minutes.

**Assessment:** Multiple-choice questions

**Certificated:** Yes – ETS branded, Highfield recognised completion Certificate which is downloadable on completion

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# Equality and Diversity Online Training



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For an organisation to thrive, it must strive to create an environment with equality of opportunity for all, and that celebrates the differences that make us unique. Equality and diversity concerns avoiding discrimination and ensuring that there is equal opportunity for all stakeholders, which in turn leads to a positive company culture and better staff engagement levels.

## The Course

The ETS e-learning Short Course in Equality & Diversity is designed to help your organisation understand the importance of providing equal opportunity for all.

Learners on the course will understand what is meant by the term equality and diversity, and the consequences of inequality. It will equip learners with the tools to promote inclusion and create fairer workplaces. Finally, learners will learn the legal and moral frameworks that govern equality and diversity.

## Areas Covered

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

## Who Is It Aimed At?

ETS e-learning's Short Course in Equality & Diversity is ideal for all levels of employee within a business and as part of the induction process for new employees. The course is also ideal for use as part of the on-programme element of the new apprenticeship standards and can support the knowledge, skills and behaviours apprentices need to effectively integrate into the workplace.

**Duration** 20 - 40 minutes.

**Assessment:** Learners are assessed at the end of the course by multiple-choice questions.

**Certificated:** Yes – ETS branded, Highfield recognised completion Certificate which is downloadable on completion

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# Food Safety Level 1

Food Safety Level 1 online training at a glance

- ✓ Meets the UK's mandatory training requirement for food handlers
- ✓ Covers the key syllabus of RQF level 1 food safety qualifications
- ✓ Written by Richard Sprenger, renowned food safety expert and author
- ✓ CPD-accredited training
- ✓ Self-paced study hosted online
- ✓ Compatible with desktop, laptop and tablet devices
- ✓ Accessible with features including audio voiceover and transcript
- ✓ PDF certificate available immediately on completion
- ✓ Accredited by Highfield Qualifications, the UK's leading provider of regulated food safety qualifications



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## Course Overview

Food businesses must, by law, ensure that all staff have received the appropriate level of safety and hygiene training commensurate with their role and risk. It is a useful induction programme for those undertaking work-experience in a food business, and for anyone with a keen interest in learning more about the basic principles of food safety and hygiene.

This online course is suitable for those working in a catering environment who are not directly involved in the preparation or handling of high-risk foods, but work in an environment where food is handled elsewhere or only deal with low-risk foods. It is also ideal for those working with pre-packaged or wrapped food.

The ETS, Highfield endorsed e-learning's Food Safety Level 1 course has been written by one of the world's leading food safety experts, Richard Sprenger, and is accredited by the UK's leading organisation for regulated food safety qualifications.

## Course content

- ✓ Introduction to food safety
- ✓ Microbiological hazards
- ✓ Food poisoning and its control
- ✓ Contamination hazards and controls
- ✓ Safe handling and the storage of food
- ✓ Personal hygiene
- ✓ Food pests and pest control
- ✓ Cleaning and disinfection

**Duration:** 2 to 3 hours

**Assessment:** Learners are assessed at the end of the course by multiple-choice questions.

**Certificated:** Yes – ETS branded, Highfield recognised completion Certificate which is downloadable on completion



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## Food Safety Level 2

### The Course

Public confidence in terms of food safety is a major concern for any business in the food sector. With increasing public, media and legislative scrutiny, food businesses need to get it right first time, every time. Ensure your staff understand their role in maintaining food safety.

The course Areas covered Who is it aimed at? The Highfield e-learning Food Safety Level 2 course is ideal for anyone who works where food is cooked, prepared or handled. Although it does not provide a qualification itself, it does meet all legal requirements and offers full compliance for high-risk food handlers. And along with its supporting PDF handbook, the e-learning provides all the knowledge and understanding required in order for a learner to go on to achieve any level 2 food safety (RQF) qualification, whether in catering, manufacturing or retail, with an approved training provider.

### Areas Covered

- ✓ Introduction to food safety
- ✓ Microbiological hazards
- ✓ Food poisoning and its control
- ✓ Contamination hazards and controls
- ✓ HACCP from delivery to service
- ✓ Personal hygiene
- ✓ Food premises and equipment
- ✓ Food pests and pest control
- ✓ Cleaning and disinfection
- ✓ Food safety enforcement

**Duration:** 4-5 hours

**Assessment:** Learners are assessed at the end of the course by multiple-choice questions.

**Certificated:** Yes – ETS branded, Highfield recognised completion Certificate which is downloadable on completion

# Food Safety Level 3

Online food hygiene training for supervisors and managers



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## Food Safety Level 3 at a glance

- ✓ Meets the UK's mandatory training requirement for food handlers
- ✓ Covers the key syllabus of RQF level 3 food safety qualifications
- ✓ Written by Richard Sprenger, renowned food safety expert and author
- ✓ CPD-accredited training
- ✓ Self-paced study hosted online
- ✓ Compatible with desktop, laptop and tablet devices
- ✓ Accessible with features including audio voiceover and transcript
- ✓ PDF certificate available immediately on completion
- ✓ Accredited by Highfield Qualifications, the UK's leading provider of regulated food safety qualifications
- ✓ Approximate duration: 9 to 14 hours

In many cases, outbreaks of food poisoning can be traced back to failures of management and a lack of supervision of people and processes. When you consider that consumers spend £219 billion a year on food and drink, and that the sector employs nearly 4 million people, it's no wonder food safety has never been higher on the public's agenda. ETS's Food Safety Level 3 training course is ideal for supervisors and managers working in a catering environment with responsibility for food hygiene. This includes those working in restaurants, cafes, hotels, bars, fast-food outlets, takeaways, mobile food trucks, kitchens, hospitals, schools and colleges.

## Course Overview

Food businesses must, by law, ensure that all staff have received the appropriate level of safety and hygiene training commensurate with their role and risk. This level 3 food safety course meets all legal requirements for supervisors within a food business. This online food safety training course from ETS e-learning is designed for owners, managers and supervisors within a food business. It is particularly useful for those who directly supervise and train other staff. Implementing the knowledge, you gain from this food hygiene training programme will improve food safety within your business. This programme can provide the knowledge required for businesses that aspire to achieve a five-star rating in the national food hygiene rating scheme. ETS's e-learning's Food Safety Level 3 course has been written by one of the world's leading food safety experts, Richard Sprenger, and is accredited by the UK's leading organisation for regulated food safety qualifications. Learners will also be provided with a supporting PDF handbook.

### Course content

- ✓ Introduction to food safety
- ✓ Microbiology
- ✓ Contamination hazards and control
- ✓ Food poisoning
- ✓ Personal hygiene Supervisory management
- ✓ Food safety legislation and enforcement
- ✓ Design of food premises and equipment
- ✓ Cleaning and disinfection
- ✓ Pest control
- ✓ HACCP
- ✓ Control measures

## Will my certificate be accepted by environmental health officers?

On successful completion of this online food safety training, you will receive an ETS branded certificate of completion endorsed by Highfield e-learning. The certificate is accepted by many EHOs as evidence that you have been trained to the appropriate level.

**Duration:** 9-14 hours

**Assessment:** Learners are assessed at the end of the course by multiple-choice questions.

**Certificated:** Yes – ETS branded, Highfield recognised completion Certificate which is downloadable on completion



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# Food Safety Level 2 in Manufacturing



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## Who is this qualification for?

This qualification is aimed at individuals who are, or intend to be, food handlers working in catering. The objective of this qualification is to prepare learners for employment in catering role, or to support a role in the workplace. This course is written by food safety expert Richard Sprenger, meets all legal and mandatory training requirements.

## Topics covered

- Introduction to food safety
- Combat microbiological hazards
- Prevent Food poisoning
- Control contamination hazards
- HACCP from delivery to service
- Address personal hygiene
- Food premises and equipment
- Handle cleaning and disinfection
- Control pests
- Food Safety Enforcement

**Duration:** 7 hours

**Assessment:** Learners are assessed at the end of the course by multiple-choice questions.

**Certificated:** Yes – ETS branded, Highfield recognised completion Certificate which is downloadable on completion

# Introduction to Allergens



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## An Introduction to Allergens at a glance

- Meets the entry requirements for Allergy UK's Allergy Aware Scheme
- Accredited by Allergy UK
- Self-paced study hosted online
- Compatible with desktop, laptop and tablet devices
- Accessible with features including audio voiceover and transcript
- PDF certificate available immediately on completion
- Accredited by Highfield Qualifications, the UK's Awarding Organisation of the Year 2018
- Approximate duration: 1 to 2 hours

Food allergies and intolerances are at the top of many food businesses watch lists, and yet it seems the latest high-profile allergen cases are never far from news headlines. It is important that anyone working in the food industry is aware of allergens and the steps that should be taken to effectively manage and control the risk of allergens.

## Course Overview

This food allergy awareness training course is designed to provide food handlers, or those with responsibility for managing food handlers, with an awareness around the controls and legal responsibilities when it comes to the 14 regulated allergens.

Food businesses have a legal responsibility to ensure that the food they manufacture, produce, sell or serve is safe for the consumer to eat.

The course is accredited by Allergy UK and meets all entry requirements for recognition on their Allergy Aware Scheme.

## Course Content

- |                                    |   |
|------------------------------------|---|
| ✓ Introduction to food allergens   | ✓ The 14 regulated allergens                        |
| ✓ Allergies                        | ✓ 'Free from' claims                                |
| ✓ Intolerances and coeliac disease | ✓ Managing allergens from purchase to service       |
| ✓ Allergens legislation            | ✓ Providing allergen information to customers       |
| ✓ Food labelling requirements      | ✓ Symptoms of allergic reactions and how to respond |

## Why should I choose this course?

ETS's Highfield approved e-learning's Introduction to Allergens training course is suitable for food handlers and managers working with food types. From production and manufacturing through to the sale and serving of food, the course will provide an awareness of best practice when it comes to allergens and their control. It also meets the entry requirements for catering businesses looking to join the Allergy Aware Scheme run by Allergy UK.



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# Introduction to the Bribery & Corruption Act Online Training

## Introduction to the Bribery Act 2010

Bribery is one of the most commonly reported economic crimes in the UK, with nearly one quarter of British businesses having been exposed to it in some form. It is against the law for companies based in the UK to pay or take bribes to gain business anywhere in the world. It is also a criminal and a corporate offence if a company is found to have failed to prevent bribery. If found guilty, companies can face unlimited fines, while individuals can be handed an unlimited fine and 10 years in prison.

The Bribery Act 2010 is the strongest anti-bribery legislation ever introduced in the UK. It not only defines what is bribery, but places responsibilities on businesses that operate in terms of compliance, awareness and staff training. Understanding the act – and the consequences of not implementing it fully and properly – is essential to protect you, your business and your employees.

## The Course

The ETS e-learning Introduction to the Bribery Act 2010 Short Course has been designed to help your organisation understand the act, what bribery is, how bribery takes place and what you need to do to remain compliant with the act and reduce risk. The course forms part of a suite of short e-learning courses that focus on different types of economic crime, and is ideal for employees in busy workplaces who need to understand the Bribery Act 2010.

## Areas Covered

- ✓ How bribery is defined
- ✓ Forms that bribery can take
- ✓ Indicators that bribery is taking place
- ✓ Consequences of bribery
- ✓ The legal framework, including the Bribery Act 2010
- ✓ What to do if you suspect bribery is taking place

## Who Is It Aimed At?

Any employee, manager or director who needs to be aware of the requirements of the act, or who is in a position where bribery could be a risk. It can also be used as a stand-alone module by anyone interested in finding out more about economic crime and the legislative requirements placed on individuals and businesses to combat it.

**Duration:** 20 to 40 minutes.

**Assessment:** Learners are assessed at the end of the course by multiple-choice questions.

**Certificated:** Yes – ETS branded, Highfield recognised completion Certificate which is downloadable on completion

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**Web:** [www.etsfirstaid.co.uk](http://www.etsfirstaid.co.uk)

# Introduction to Prevention of Money Laundering



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It's estimated that the scale of money laundering in the UK exceeds £90 billion per year. Criminal entities profiteer at the expense of their victims. The practice of money laundering attempts to make the proceeds from crime, sometimes exploitative and violent crime, including people trafficking and drug dealing, appear legitimate or 'clean'.

## The Course

ETS's Introduction to the Prevention of Money Laundering Short Course is designed to provide learners with the understanding of what money laundering is, and understand the three stages of the money laundering process. It will provide the knowledge and skills required to prevent money laundering occurring in your organisation, and the indicators, or 'red flags', of suspicious activity and what to do if concerns are raised.

The course forms part of a suite of short e-learning courses that focus on different types of economic crime, and is ideal for employees in busy workplaces who need to understand the issues around money laundering.

## Areas Covered

- What money laundering is
- Legislative framework
- The anti-money laundering policy statement
- Controls and monitoring
- Due diligence
- Training
- Record-keeping

## Who Is It Aimed At?

Any employee who may be in a position where money laundering is a potential risk, as well as their managers, and it is also ideal as part of an induction programme. It can also be used as a stand-alone module by anyone interested in finding out more about economic crime and the legislative requirements placed on individuals and businesses to combat it.

**Prerequisites:** No prior knowledge needed.

**Assessment:** Learners are assessed at the end of the course by multiple-choice questions.

**Duration:** 20 to 40 minutes.

**Certificated:** Yes – ETS branded, Highfield recognised completion Certificate which is downloadable on completion

# Introduction to Fraud & Fraud Prevention



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## Introduction to Fraud and Fraud Prevention

It's estimated that the cost of fraud to UK businesses could be as high as £190 billion each year, with over 70 per cent of fraud occurring in the private sector and over 20 per cent in the public sector. An increasing number of companies are experiencing fraud, or finding they need to invest more to prevent it. Ensuring your organisation understands the different types of fraud and how to prevent it is vital, and will help you protect your business and employees from the serious consequences fraud can result in.

## The Course

The Highfield e-learning Introduction to Fraud and Fraud Prevention Short Course is designed to help your organisation understand the nature of fraud, how you may be vulnerable and its effects. It will give you the knowledge needed to reduce risk within your organisation and implement anti-fraud policies. The course forms part of a suite of short e-learning course that focus on different types of economic crime, and is ideal for employees in busy workplaces who need to understand the issues around fraud.

## Areas Covered

- ✓ The definition of fraud
- ✓ Different types of fraud
- ✓ Legislation relevant to fraud
- ✓ The consequences of fraud for individuals, businesses and organisations
- ✓ The facts that explain how and why fraud occurs
- ✓ Creating a zero-tolerance culture
- ✓ Anti-fraud policies
- ✓ Preventing and detecting fraud
- ✓ Fraud investigation
- ✓ Circumstances that increase the likelihood of fraud occurring
- ✓ Fraud risk management

## Who Is It Aimed At?

Any employee who may be in a position where fraud is a potential risk, as well as their managers. It can also be used as a stand-alone module by anyone interested in finding out more about economic crime and the legislative requirements placed on individuals and businesses to combat it.

**Prerequisites:** No prior knowledge needed.

**Assessment:** Learners are assessed at the end of the course by multiple-choice questions.

**Duration:** 20 to 40 minutes.

**Certificated:** Yes – ETS branded, Highfield recognised completion Certificate which is downloadable on completion

# General Data Protection Regulation (GDPR)



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Unravel the complexities of the GDPR and help ensure your organisation avoids fines, penalties and reputational damage through understanding the principles of the GDPR. This online training course can be completed in just 30 minutes.

The General Data Protection Regulation (GDPR) came into effect on 25 May 2018. It strengthens existing legislation on how businesses store and process data. Ensuring that your organisation is up to speed with the GDPR is essential, not only to protect your clients' data, but also to protect your business from fines, penalties and reputational damage.

## The Course

ETS's GDPR e-learning Short Course is designed to help your organisation navigate the introduction of the GDPR. It covers all the essential information on how GDPR affects your business.

It is ideal for employees in busy workplaces who need to get up to speed quickly with the requirements of the GDPR.

## Areas Covered

- ✓ What the GDPR is, and how it affects how your business collects data
- ✓ The principles behind how you should process client data
- ✓ The rights of individuals over their data, including subject access requests and the right to be forgotten
- ✓ The GDPR requirements for your organisation
- ✓ What data and personal data is
- ✓ Data breaches and penalties

**Who Is It Aimed At?** Any employee responsible for handling data, as well as their managers. It is particularly useful for employees responsible for managing or accessing databases.

**Prerequisites:** No prior knowledge needed.

**Assessment:** Learners are assessed at the end of the course by multiple-choice questions.

**Duration:** 20 to 40 minutes.

**Certificated:** Yes – ETS branded, Highfield recognised completion Certificate which is downloadable on completion

# Health & Safety Level 1



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

## The Course

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

The course covers the key content and knowledge required to go on to achieve a recognised level 1 health and safety qualification. To achieve a regulated qualification the learner must sit an assessment with a recognised training provider.

## Areas Covered

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

## Who Is It Aimed At?

Ideal for employee inductions, or anyone working within a low-risk environment. The course can also be used as part of the on-programme element of the new apprenticeship standards, supporting the knowledge, skills and behaviours apprentices need to effectively integrate into the workplace.

**Prerequisites:** No prior knowledge needed.

**Assessment:** Learners are assessed at the end of the course by multiple-choice questions.

**Duration:** 1 to 2 Hours

**Certificated:** Yes – ETS branded, Highfield endorsed completion Certificate which is downloadable on completion



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**Web:** [www.etsfirstaid.co.uk](http://www.etsfirstaid.co.uk)



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## Health & Safety Level 2

The HSE estimates that workplace injuries cost the UK economy over £15 billion per year. Official figures estimate the cost to business at £3.2 billion with individuals losing approximately £8.6 billion. Effective training can reduce the potential risk of harm occurring in the workplace, and save you money!

### The Course

An ideal introduction to health and safety for anyone working in a low to medium risk environment. Although it does not provide a qualification itself, it does provide the knowledge and understanding required to go on to achieve a level 2 health and safety qualification.

The nine modules of this course covers the key content and knowledge required to go on to achieve a recognised level 2 health and safety qualification. To achieve a regulated qualification the learner must sit an assessment with a recognised training provider.

### Areas Covered

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

### Who Is It Aimed At?

Ideal for employee inductions or for anyone wishing to go on to achieve a level 2 health and safety qualification. The course can also be used as part of the on-programme element of the new apprenticeship standards, supporting the knowledge, skills and behaviours apprentices need to effectively integrate into the workplace.

**Prerequisites:** No prior knowledge needed.

**Assessment:** Learners are assessed at the end of the course by multiple-choice questions.

**Duration:** 2-3 Hours



**Tel:** 07708522621 **Email:** [info@etsfirstaid.co.uk](mailto:info@etsfirstaid.co.uk)

**Web:** [www.etsfirstaid.co.uk](http://www.etsfirstaid.co.uk)



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## Health & Safety Level 3

Effective management of health and safety has the potential to save you vast sums of money. Accidents in the workplace cost business in the UK tens of billions of pounds every year. From increased insurance premiums to the cost of replacing injured staff and in the worst instances facing litigation, the risks to your business are severe. Effective training can reduce the risk of harm occurring in the workplace and save you money!

### The Course

Designed to provide a wide-ranging level of knowledge around health and safety, this e-learning course covers health and safety law, the hazards present in a workplace and how to implement effective and necessary controls. At the end of the course learners will have the knowledge and skills to effectively supervise staff. Comprising of 11 modules the course covers the key syllabus of level 3 health and safety qualifications, and provides the knowledge a learner requires to go on to achieve a recognised qualification.

### Areas Covered

- ✓ Introduction to health and safety
- ✓ Accidents, injuries and work-related health
- ✓ Legal aspects of health and safety
- ✓ Risk assessment
- ✓ Hazardous substances (COSHH)
- ✓ The workplace
- ✓ Using equipment safely
- ✓ Fire safety
- ✓ Ergonomics, manual handling and display screen equipment
- ✓ Measuring and monitoring performance
- ✓ The role of line managers and supervisors

### Who Is It Aimed At?

Ideal for supervisors or managers with health and safety duties, or anyone looking to go on to achieve a level 3 health and safety qualification. The course may also be used as part of the on-programme element of the new apprenticeship standards, supporting the knowledge, skills and behaviours apprentices need to effectively integrate into the workplace.

**Prerequisites:** No prior knowledge needed.

**Assessment:** Learners are assessed at the end of the course by multiple-choice questions.

**Duration:** 6-9 Hours

**Certificated:** Yes – ETS branded, Highfield recognised completion Certificate which is downloadable on completion



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# Infection control + Covid19



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This course is designed to help you and your business understand how to prevent and control infection, including coronavirus, and why it is important to do so. For no extra cost, we have included our new COVID-19 module.

## Areas Covered

- ✓ Combat pathogenic microorganisms
- ✓ Protect the vulnerable
- ✓ Reduce the risk of infection
- ✓ Address personal hygiene
- ✓ Use PPE effectively
- ✓ Safely handle waste
- ✓ Now includes up-to-date information on coronavirus COVID-19

Protect your staff, your company and your community

Learn how infections occur, the factors that can make a person more vulnerable to infection and the steps you can take to prevent infections from occurring.

**Prerequisites:** No prior knowledge needed.

**Assessment:** Learners are assessed at the end of the course by multiple-choice questions.

**Duration:** 20-40 Minutes

**Certificated:** Yes – ETS branded, Highfield recognised completion Certificate which is downloadable on completion



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## Level 2 Award for Personal Licence Holders

An interactive, fun and engaging approach to personal licence holder training this online course covers the syllabus of the level 2 award for personal licence holders (APLH). The perfect course for anyone who wishes to sell alcohol in England or Wales

### Areas Covered

- ✓ Understand licensing law and enforcement
- ✓ Learn what a personal licence is and who needs one
- ✓ Know how to apply for a premises licence
- ✓ Ensure the protection of children
- ✓ Prepare for temporary events
- ✓ Ensure responsible retailing

Protect your staff, your company and your community. Licensed premises must have at least one personal licence holder. This course covers the knowledge required to achieve a level 2 award for personal licence holders. This course is ideal for those looking for knowledge to go on to take a regulated exam and apply for a personal licence to sell alcohol. This may include those working in hospitality, bars, retail and on or off-licences

**Assessment:** Learners are assessed at the end of the course by multiple-choice questions.

**Duration:** 20-40 Minutes

**Certificated:** Yes – ETS branded, Highfield recognised completion Certificate which is downloadable on completion

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**Web:** [www.etsfirstaid.co.uk](http://www.etsfirstaid.co.uk)

# Level 2 Customer Service



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Good customer service is good for business. Studies show that by 2020 the biggest differentiator for customers' purchases will not be based on product or price but will be driven by service and experience. Ensure customer service in your business hits the right note with an online training course from Highfield e-learning.

## The course

Whether the ETS Level 2 Customer Service e-learning course is used as part of the training for a level 2 customer service qualification or as a stand-alone training course for staff and managers, learners will understand what is meant by, and how to deliver, good customer service in your organisation.

From the basic principles of customer service to understanding and anticipating customers' wants and needs, the course breaks information into engaging and interactive chunks.

## Areas covered

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

## Who is it aimed at?

The course is useful for staff, managers and apprentices working within any business. It may be useful for any learner looking to gain a recognised level 2 qualification in customer service.

## Prerequisites

No prior knowledge needed

**Assessment:** Learners are assessed at the end of the course by multiple-choice questions.

**Duration:** 1-2 Hours

**Certificated:** Yes – ETS branded, Highfield recognised completion Certificate which is downloadable on completion

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## Fire Safety Level 2

Most fires can be prevented. Everybody within the workplace has responsibility for fire safety. The key to avoiding fire within your business is understanding factors and behaviours within your business and carrying out a thorough assessment to minimise risk. This course will equip learners with the knowledge and skills to avoid the risk of fire in your business.

### The Course

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

The course is also ideal for employee inductions, as refresher training for existing staff or for those looking to go on to achieve a recognised level 2 fire safety qualification.

### Areas Covered

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

### Who Is It Aimed At?

This course is particularly useful for managers, supervisors and fire marshals and all staff working in any area of the business where there is the potential risk of fire. It is also ideal for anyone taking a level 2 fire safety qualification. The course can also be used as part of the on-programme element of the new apprenticeship standards, supporting the knowledge, skills and behaviours apprentices need to effectively integrate into the workplace.

**Prerequisites:** No prior knowledge needed.

**Typical Duration:** 2 – 3 hours.

**Certificated:** Yes – ETS branded, Highfield recognised completion Certificate which is downloadable on completion

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# Managing Conflict



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Conflict in the workplace is destructive and detrimental to all stakeholders. It can leave disengaged employees, unhappy customers and reputational damage. Unfortunately, from time to time, we all find ourselves in a conflict situation. Knowing how to effectively and confidently diffuse such situations is vital to reduce the risk of threatening or abusive behaviour in the workplace. Effective conflict management can improve engagement amongst employees, ensure that customer experience is not tarnished, and create better relationships, both internally and with customers, that result in a more talented, productive workforce.

## The Course

The ETS e-learning Short Course in Managing Conflict is designed to equip your organisation with the skills and confidence to effectively handle conflict situations. Learners on the course will understand what workplace conflict is, suitable responses to conflict, cultural differences and different ego types. It will equip learners with the knowledge around breakdowns in communication, the behavioural cycle and patterns of behaviour. The course also covers the various models and techniques that can be utilised to effectively manage conflict, and provides learners with an awareness of the potential damage conflict can cause.

## Areas Covered

- ✓ What is workplace conflict?
- ✓ Responses to conflict
- ✓ Cultural differences
- ✓ Different ego types
- ✓ Breakdowns in communication
- ✓ The behavioural cycle
- ✓ The PEACE model
- ✓ Conflict with customers
- ✓ The HEAT technique
- ✓ Patterns of behaviour
- ✓ Distance zones
- ✓ Physical conflict warning and danger zones
- ✓ Impact factors
- ✓ The BAP strategy

## Who Is It Aimed At?

ETS's e-learning's Short Course in Managing Conflict is ideal for all levels of employee within a business and as part of the induction process for new employees. The course is also ideal for use as part of the on-programme element of the new apprenticeship standards and can support the knowledge, skills and behaviours apprentices need to effectively integrate into the workplace.

**Prerequisites:** No prior knowledge needed.

**Typical Duration:** 20-40 minutes.

**Certificated:** Yes – ETS branded, Highfield recognised completion Certificate which is downloadable on completion

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## Manual Handling

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

### The Course

This course offers a comprehensive guide to best practice when it comes to manual handling. Ideal as part of a staff induction, as refresher training for existing staff or for those looking to go on to achieve a recognised manual handling qualification.

### Areas Covered

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

### Who Is It Aimed At?

Ideal for employee inductions, refresher training or anyone who will be involved in manual handling as part of their job role.

The course can also be used as part of the on-programme element of the new apprenticeship standards, supporting the knowledge, skills and behaviours apprentices need to effectively integrate into the workplace.

**Prerequisites:** No prior knowledge needed.

**Typical Duration:** 20-40 minutes.

**Certificated:** Yes – ETS branded, Highfield recognised completion Certificate which is downloadable on completion



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# Safeguarding Children



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Child protection and safeguarding is everyone's responsibility. This online course outlines roles, responsibilities and rights when it comes to safeguarding children.

## The Course

This course introduces the roles, responsibilities and rights when it comes to safeguarding children. You will learn to recognise potential indicators of child abuse, understand the impact a parent or carer's physical and mental health can have on a child, and understand the rights of the child when it comes to safeguarding.

You will learn the actions you should take if you have concerns for a child's wellbeing, the support available, and begin to understand the basic principles of safeguarding legislation.

The potential risks associated with the internet and social networking will also be considered within this short e-learning course.

## Areas Covered

- Recognise the potential indicators of child abuse – physical, emotional, sexual and neglect, including radicalisation, child trafficking and female genital mutilation
- Understand the impact a parent or carer's physical and mental health can have on the wellbeing of a child or young person, including the impact of domestic violence
- Understand the importance of a child's rights in the safeguarding/child protection context
- Know what action to take if you have concerns, including to whom you should report your concerns and seek advice
- Demonstrate an understanding of the risks associated with the internet and social networking
- Understand the basic knowledge of legislation

## Who Is It Aimed At?

The course is ideal for anyone who has responsibility for looking after, or caring for, children and young people. It may be particularly useful for child minders, nursery staff, teachers and teaching assistants.

The course may also be used as part of the on-programme element of the new apprenticeship standards, and can support the knowledge, skills and behaviours apprentices need to effectively integrate into the workplace.

**Prerequisites:** No prior knowledge needed.

**Typical Duration:** 20-40 minutes.

**Certificated:** Yes – ETS branded, Highfield recognised completion Certificate which is downloadable on completion

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# Safe Use and Control of Anaphylaxis & Auto Injectors



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Understand the risks of a severe allergic reaction and how to administer adrenaline through an autoinjector. This online Short Course is designed to be completed in under 30 minutes and has the potential to save a life.

Anaphylaxis is an extreme and potentially life-threatening allergic reaction, which results in rapid chemical changes in the body. In the UK it is estimated that almost 20% of the population is affected by at least one allergic disorder. Anaphylaxis is characterised by quickly developing life-threatening airway, breathing and/or circulation problems. The swelling and tightening of the airway causes breathing difficulties and/or a sudden fall in blood pressure, which can lead to dizziness and fainting. Autoinjectors offer fast-acting relief to somebody suffering an anaphylactic reaction. The successful administration of a device can prevent serious consequences and provide enough time for emergency services to attend and treat the sufferer.

## The Course

ETS Highfield's recognised Anaphylaxis and Autoinjector Short Course is designed to help you understand the risks of a severe allergic reaction and how to administer emergency treatment. The course outlines how anaphylaxis can be caused by a broad range of 'triggers', such as insect stings, foods, for example nuts and shellfish, latex and medicines, such as penicillin. Learners will also learn how to recognise the symptoms and identify how to administer first aid to a casualty who is suffering from anaphylaxis.

### Areas covered

- ✓ Reactions to allergens
- ✓ Anaphylaxis
- ✓ An employee's responsibility
- ✓ Adrenaline autoinjectors
- ✓ Common traits

## Who Is It Aimed At?

Any employee or manager working in an environment where an understanding of anaphylaxis and autoinjectors would be beneficial. This course can be used as a stand-alone module or included in an induction programme.

**Prerequisites:** No prior knowledge needed.

**Typical Duration:** 20-40 minutes.

**Certificated:** Yes – ETS branded, Highfield endorsed completion Certificate which is downloadable on completion



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# Stress Management



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Do you know the difference between positive and negative stress? Understand what stress is, the common stressors and causes, and the various strategies to manage work-related stress through this 30-minute online course.

Everyone experiences stress from time to time. It can be brought on by any number of factors. It is a natural reaction to many situations in life including work, family, relationships and money. Some stress can be a positive because short periods of stress are proven to make you more alert and increase your performance levels. However, work-related stress is a significant issue, with millions of working days being lost each year as a result of stress, anxiety and depression.

## The Course

ETS Stress Management Short Course is designed to help you understand work-related stress. The course will help you to understand what stress is, the common stressors and causes and the various strategies to manage work-related stress.

The course covers the importance of personal resilience and how this can help you to cope with stress, and finally will help you learn the steps to carry out a risk assessment for work-related stress.

## Areas Covered

- ✓ Defining stress
- ✓ The causes of stress at work
- ✓ Effects of stress on jobs
- ✓ Strategies for managing stress
- ✓ Stress reduction
- ✓ Stress and the law
- ✓ Management of Health and Safety at Work Regulations
- ✓ HSE's management standards
- ✓ Risk assessment for work-related stress

## Who Is It For?

This Short Course is ideal for any organisation and can be utilised as part of a workplace's health and wellbeing programme. Individuals may wish to use this course to understand their stress triggers and how to best deal with them. This course can be used as a stand-alone module or included in an induction programme.

It may also be useful as part of the on-programme phase of the new apprenticeship standards, helping apprentices integrate into the workforce effectively and efficiently.

**Prerequisites:** No prior knowledge needed.

**Typical Duration:** 20-40 minutes.

**Certificated:** Yes – ETS branded, Highfield recognised completion Certificate which is downloadable on completion

# Teamworking



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Teamwork makes the dream work! Working as a team, building relationships and effective communication are vital skills. This 30-minute, online Short Course is designed to equip your staff with the skills to ensure effective teamwork

Working towards a common goal is vital in establishing a positive company culture and ensuring business objectives are met. Teams in the workplace take many forms and sizes, but should always be bound by common objectives so that they work together to achieve a successful outcome. Working as part of a team – along with relationship building and effective communication - is therefore integral to a business's success.

## The Course

The ETS e-learning Short Course in Team Working is designed to help your organisation understand the importance of good communication.

Learners on the course will learn what teamwork is, and the different types of team and group personalities. It will equip learners with the tools to build effective relationships, highlight positive and negative characteristics and what motivates a team. Finally, learners will understand the importance of self-analysis, reflection and the importance of feedback that ultimately leads to effective and efficient teamwork.

## Areas Covered

- ✓ What is teamwork?
- ✓ Working effectively with colleagues
- ✓ Establishing good working relationships
- ✓ Group composition and teamwork
- ✓ Group personalities
- ✓ Positive and negative communication characteristics
- ✓ Active listening
- ✓ Motivation
- ✓ Self-analysis
- ✓ Feedback
- ✓ Why it is important to handle criticism positively

## Who Is It Aimed At?

ETS e-learning's Short Course in Team Working is ideal for all levels of employee within a business and as part of the induction process for new employees.

The course is also ideal for use as part of the on-programme element of the new apprenticeship standards and can support the knowledge, skills and behaviours apprentices need to effectively integrate into the workplace.

**Prerequisites:** No prior knowledge needed.

**Typical Duration:** 20-40 minutes.

**Certificated:** Yes – ETS branded, Highfield recognised completion Certificate which is downloadable on completion