

First Aid Works®

CIEH Level 2 Accredited Conflict Resolutions and Personal Safety

Course Dates 2010

Central Birmingham B7 4BB

Month	Dates	Times
May 2010	12 th	CLOSED
July 2010	20 th	FULLY BOOKED
September 2010	1 st	POSTPONED

The cost of the course is £75.00 Ex Vat per delegate.

Courses are held at our Central Birmingham Training Centre

Faraday Wharf Holt Street Birmingham B7 4BB

Call 0845 607 6881 or Email to info@firstaidworks.co.uk

Work-related violence is on the rise and yet employers have a duty of care to provide a safe place of work. This is not easy in environments where the potential for conflict and aggression is high. Zero tolerance initiatives and commitment to prosecution have brought improvements in organisations like the NHS, London Underground and many pubs and clubs that now work together to monitor and bar known troublemakers. Yet high staff turnover and a lack of training mean many people are still vulnerable to physical and psychological damage. The costs to businesses can be very high indeed.

Designed for: All employees
Course duration: 6 hours minimum
Assessment method: Multiple choice questions
QCA Accredited: Yes
Level: Level 2

**On successful completion of these courses you will be issued a certificate
Accredited by the Chartered Institute of environmental Health.**



Chartered
Institute of
Environmental
Health



Highfield
awarding body for compliance
Approved HABC Centre

Approved by the HSE – CIEH and HABC Approved Training Centre - BS EN ISO 9001:2000
Faraday Wharf Holt Street Birmingham B7 4BB
Tel: 0845 607 6881 Fax: 0121 260 6075
Web: www.firstaidworks.co.uk Email: info@firstaidworks.co.uk