



**Horizons  
Training**

# Horizons Training

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## Who are we?

We are a small friendly team of qualified trainers, Established in 2012 designed to support your local training needs, we offer years of vocational experience in many sectors including management, health and social care and childcare. Whatever your needs, objectives and requirements, Horizons can design well thought out tailor-made programmes to meet them. Such made-to-order training courses offer our clients immense cost-reduction and content-adaptation benefits.

We design and deliver quality training solutions to enhance team potential and develop new skills. Our rapidly growing client base spans a wide range of industries. If you're looking for a training company with a flexible approach and a strong track record, why not give us a call?

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## Courses/Workshops Available

- Management Training
  - Care Certificate Training
  - Communication
  - End Of Life
  - Dementia
  - Mental Capacity and DOLs
  - Medication
  - Protection of Vulnerable Adults
  - Safeguarding and Child Protection
  - E-Safety
  - Awareness of Prevent Duty
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  - Health and Safety
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# Generic Course's Available

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## Management Training

Regardless of the sectors that professionals work in, skills and knowledge are always going to be invaluable and with the help of the experienced team of trainers here at Horizons professionals one and all can gain the relevant skills and knowledge in order to carry out essential tasks in a proficient manner. Now perhaps people may ask, 'Why choose Horizons as opposed to other providers?' Well, the simple answer is, people should choose our management training programmes and workshops because we truly do care about the delegates who enrol with us, which we feel sets us apart from the crowd.

Topics include

Management and leadership theories, team building, communication and many more

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## Communication Skills

Each training course is designed to develop essential verbal and written communication skills in a fun environment and can be tailored to your needs. These courses are typically run as 'in-house training', at your company premises anywhere in the UK.

Topics can include

- ▶ Communication Skills
- ▶ Report Writing
- ▶ Conflict resolution

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## Supervision and Appraisal Practices

Learning outcomes and objectives

- ▶ •To consider definitions of supervision;
- ▶ •To define principles of good supervision;
- ▶ •To manage a supervision session;
- ▶ •To introduce a model of supervision;
- ▶ •To practice, observe and receive supervision.

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## Moving and Handling Training

This course covers the following topics

- ▶ Manual Handling Responsibilities and the Law
- ▶ Anatomy of the Spine and Types of Injuries
- ▶ Biomechanics and Ergonomics
- ▶ Safe Lifting Techniques - L.I.T.E
- ▶ Lifting Objects
- ▶ Key Elements of People Moving
- ▶ Risks and Controls related to People Moving
- ▶ People Moving - Risk Assessments/ Personal Plan
- ▶ People Moving Equipment
- ▶ People Moving - Controversial Techniques
- ▶ People Moving - Good Techniques
- ▶ Practical Sessions and Assessments in People Moving

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## Health and Social Care Course's Available

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## Care Certificate Training

The Care Certificate is intended to provide clear evidence that a health or social care worker is competent and safe to support vulnerable people whilst providing high quality compassionate care and support.

The Care Certificate and Care Quality Commission (CQC) regulation and inspection have clearly set out the outcomes that must be achieved, whether this is through training or alternative learning and development activities. There is a clear requirement to provide evidence that staff have been assessed in the workplace to demonstrate their competence and safety to practice.

We can deliver this in a variety of different options including the observation of competence ask for more information on our packages.

(Please see separate price guide for different packages)

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## End of Life Training

This Course includes the following topics:

- ▶ Different perspectives on death and dying
- ▶ The aims, principles and policies of end of life care
- ▶ Factors regarding communication
- ▶ Accessing the range of support services available to individuals and others
- ▶ The holistic approach to end of life care
- ▶ Person-centred assessment and care planning
- ▶ Advance care planning.
- ▶ Supporting individuals as they are approaching death
- ▶ How to care for a deceased individual
- ▶ Support needed by family, significant others and friends of the deceased
- ▶ Relevant legislation and policies.

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## Dementia Training

This course provides learners with the key principles in supporting and caring for those with dementia, enabling them to actively assist individuals with the condition using appropriate methods.

Topics include:

- ▶ Defining dementia
- ▶ Key functions of the brain affected by dementia
- ▶ Why depression, delirium and age related memory impairment may be mistaken for dementia.
- ▶ The medical model of dementia
- ▶ The social model of dementia
- ▶ Why dementia should be viewed as a disability.

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## Mental Capacity and DOLs

This training course aims to help learners understand what their responsibilities are in relation to the DoLS so that they can promote the welfare of the adults that they work with or care for, ensure compliance with the law and understand how to assess capacity and make decisions that are in a person's best interests.

- ▶ What is the Mental Capacity Act?
- ▶ Decisions covered by the Mental Capacity Act
- ▶ What are the Deprivation of Liberty Safeguards?
- ▶ Who do the Safeguards apply to?
- ▶ Related legislation
- ▶ Key definitions

At the end of this course learners will:

- Understand what the Deprivation of Liberty Safeguards are and how they can be applied to care homes and settings.
- Know what constitutes deprivation, restriction and restraint.
- Understand essential responsibilities under the Mental Capacity Act 2005, including the five statutory principles.
- Have an awareness of what's involved in assessing capacity and best interests.
- Understand the authorisation process for the necessary deprivation of liberty, including the application process, assessments and reviewing the authorisation.

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## Medication Training

This course aims to provide learners with the knowledge required to support the use of medication in health and social care settings. It provides information on the different types, classifications and forms of medication, as well as providing guidance on safe storage and disposal.

On completion, learners will have an increased understanding of the importance of accurate recording and reporting when administering medication.

On completion of this course learners will be able to:

- ▶ Describe relevant legislation
- ▶ Recognise the different types of medication
- ▶ Define roles and responsibilities
- ▶ Describe relevant techniques for administering medication
- ▶ List considerations when receiving, storing and disposing of medication
- ▶ Identify the rights of an individual
- ▶ Describe suitable recording and reporting techniques relevant to medication administration

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## Medication Training cont.

Course to include:

- ▶ Policies. Legislation.
- ▶ Medication. Routes. Formulation. Types. Absorption.
- ▶ Roles and Responsibilities. Levels of support. Boundaries and agreed ways of working.
- ▶ Order. Receive. Store. Record. Transfer. Dispose.
- ▶ 6 R's. Group Work. Sources of info. Practical session including MAR charts.
- ▶ Risk assessments. Person Centred Care. Review. Covert. Consent. Refuse.
- ▶ Errors and action.
- ▶ Infection Control and Technique.

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## Protection of Vulnerable Adults

During the course you will learn:

- ▶ Understand the national and local contexts of safeguarding
- ▶ Gain relevant insight by applying the principles of duty of care to everyday situations
- ▶ Learn about best practice in protecting and serving the needs of vulnerable adults
- ▶ Strengthen your knowledge in key safeguarding principles to enhance your current health or social care role
- ▶ The national and local context of safeguarding and protection from abuse
- ▶ How to recognise potential and actual abuse and harm
- ▶ How to respond if abuse or harm is disclosed, suspected or alleged
- ▶ Ways to reduce the likelihood of abuse or harm
- ▶ Information and support in relation to abuse or harm

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## Health and safety Training

This course includes the following topics

- ▶ Health and Safety in the Workplace
- ▶ Risk Assessment
- ▶ Accident Prevention, Investigation and Reporting
- ▶ Communication and Environment
- ▶ Hazards and Controls: Fire and Electricity
- ▶ Hazards and Controls: COSHH and PPE
- ▶ Hazards and Controls: Manual Handling & DSE

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## Infection Control

This course provides all health workers with fundamental knowledge of how to control the cause and spread of infection in hospitals and other settings reliant on superior hygiene standards.

Topics include:

- ▶ How infection is caused
- ▶ How infection can spread
- ▶ The 'chain of infection'
- ▶ The importance of recognising Healthcare Associated Infections (HCAI).
- ▶ Personal hygiene at work
- ▶ Handwashing
- ▶ Personal protective equipment.

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## Nutrition

This course focus on how diet affects a person's health, focusing on the five major food groups

- ▶ Gain a practical insight into effective weight management
- ▶ Understand more about different types of eating disorders
- ▶ Discover how nutritional needs vary according to an individual's age

Topics included are:

- ▶ Linking diet and health
- ▶ Components of a healthy diet
- ▶ The role of nutrients
- ▶ Principles of healthy food preparation.
- ▶ Nutritional needs of children and young people or Nutritional needs of older people
- ▶ Special dietary requirements
- ▶ Barriers to healthy eating.

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## Moving and Handling Training

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## Preparing for your CQC visit

The new CQC inspection regime came into force in April 2015, and is vastly different from the old system we had become used to.

Complete this course to:

- ▶ Understand the changes to the standards and the inspection regime
- ▶ Understand and recognise a quality management system
- ▶ Understand how to stay compliant

Prepare for your next CQC inspection

- ▶ The objectives of this course are:
- ▶ To examine the new key lines of enquiry
- ▶ To explore the new fundamental standards and the dental provider handbook
- ▶ To look at how to organise a quality management system
- ▶ To explore the key changes to the CQC and how they inspect

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## The Purpose of Meaningful Activities

### Aims

- ▶ · To develop individual needs to enhance performance.
- ▶ · An insight into what the experience of dementia may be like.
- ▶ · A basic understanding of dementia as a range of different conditions.
- ▶ · A basic understanding of how dementia may affect a person's behaviour and ability to communicate and the impact that this may have on others.
- ▶ · To enable you to provide quality activities to you residents.

### Objectives

- ▶ · Demonstrate increased knowledge and awareness of Dementia.
- ▶ · Provide updated information and training to create and maintain a climate for motivating your residents.
- ▶ · Communicate effectively to enable your residents to be motivated within their abilities.
- ▶ · Deliver activities that will create a supportive learning environment, which is stimulating and challenging for your residents.

### Key learning points

- ▶ The challenge is to not to deliver activities based solely on assumptions and stereotypes but to focus on individual needs and abilities.

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## PMVA Training (2 Day course)

- ▶ Introduction to workplace violence.
- ▶ List the possible causes of challenging behaviour.
- ▶ Demonstrate de-escalation principles in the event of aggression.
- ▶ Define the term 'reasonable force' and apply its principles.
- ▶ Understand the law relating to Self Defence and Physical Intervention.
- ▶ Perform a dynamic risk assessment.
- ▶ Identify the importance of recording and debriefing.
- ▶ Escape from wrist grabs, body grabs, hair & clothing grabs. Demonstrate effective defensive physical techniques including- wrist, hair, throat and clothing grabs, punches, kicks, third party assistance and escorting/guiding techniques.
- ▶ Demonstrate effective restraint techniques in standing, walking and sitting positions
- ▶ Practice and reflect the importance of 'Letting Go' safely.
- ▶ Demonstrate higher level restraints in standing, kneeling and sitting positions.
- ▶ Support an individual in a floor position and relocate them from the floor.
- ▶ Practice effective escalation and de-escalation of techniques

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- ▶ Self awareness
- ▶ Proactive service delivery
- ▶ Communication skills
- ▶ Signalling non aggression
- ▶ Defusing and calming
- ▶ High risk conflict
- ▶ Lone working protocol
- ▶ Post incident support
- ▶ Breakaway from strangulations including attacker using ligatures.
- ▶ Dealing with punches, head butts, kicks, & groin attacks.
- ▶ How to deal with assaults whilst on the floor.
- ▶ Intervention techniques to break up fights
- ▶ Use of defensive body positioning & personal space.
- ▶ Aspects of good communication skills.
- ▶ The “what if’s”

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## Childcare Course's Available

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## Schemas

This course has been devised to support staff working with children in the early year's sector.

Topics include:

- ▶ Descriptions and discussions of the nine most common Schema
- ▶ Ideas for suitable resources to stretch and challenge children's learning
- ▶ Identifying some of the challenges and how to overcome these
- ▶ Consideration of Special Educational Needs and Disabilities
- ▶ How schematic play varies across the Early Years age range
- ▶ Planning in groups using Schematic Play as a starting point, including Possible Lines of Development (PLODS)
- ▶ Linking Schematic Play to the EYFS

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## Safeguarding and Child Protection Training

A general child protection training course specifically designed for anyone who comes into contact with children. It covers legislation and guidance, the different types of child abuse and your responsibilities with regard to reporting concerns. It fulfils the safeguarding outcomes as specified by Ofsted and CQC.

Topics include:

- ▶ recognise possible child abuse
- ▶ respond appropriately
- ▶ report your concerns about a child
- ▶ record what you've seen.

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## E-Safety

This training course specifically designed for teachers, schools and the education sector.  
The course gives an introduction to e-Safety and social media and raises your awareness of:

- ▶ The risks to children
- ▶ The importance of educating and empowering children
- ▶ The risk to you
- ▶ How to deal with e-Safety incidents
- ▶ The different types of social media
- ▶ How to use social media for parental engagement, professional development and teaching/learning

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## Awareness of Prevent Duty

From 1st July 2015, schools and education providers have been required to prevent young people from being drawn into terrorism. Staff must know how to identify children who are at risk of radicalisation and what to do if children are identified. This online training course has been specifically written to address these needs.

Topics include:

What Prevent is

- What extremism and radicalisation are
- Who may be vulnerable
- How people may be drawn into terrorism
- How messages are spread
- The role of the internet and social media
- What schools and childcare providers must do to comply with the Prevent Duty
- The support available for individuals at risk
- Reporting Concerns

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## Story Sacks

A story sack is usually a drawstring bag that contains a range of items to support a particular book. It includes at least one copy of the book, possibly a CD or tape of the story or related rhymes and songs, some small soft toy or plastic characters from the story, and a non-fiction book related to the theme. Launching a set of story sacks is a good reason to invite parents to a session on using them at home. Many settings have found these sessions really useful in opening up a dialogue about books.

Through this course you will understand what a story sack is, how to design and make one for your setting.

This is a great way of involving parents in your setting and encouraging your staff to bond over a fabulous story

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## Child Development

Topics in this course include:

- ▶ Understand how a child's brain and body develop at different key stages
- ▶ Understand why the early years are vital in brain development
- ▶ Recognise the role of play in developing the brain through play and interaction
- ▶ Understand how to observe children, read their body language, signs and signals and include them in your own learning
- ▶ Develop activities, resources, environment and adult support for children at different stages
- ▶ Link planning, observation and assessment to the child's development stage
- ▶ Effectively support and involve parents in their child's development.

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## Equality and Diversity

This is a great opportunity to find out how to apply best practice in relation to equality and diversity within your community and the workplace.

Topics included are:

- ▶ What is meant by 'equality' and 'diversity'
- ▶ •The effects of stereotyping, labelling, prejudice and discrimination
- ▶ •Different characteristics that make people who they are.
- ▶ The meaning of equality and diversity in the workplace
- ▶ •Monitoring equality and diversity in the workplace
- ▶ •Protecting people's rights in the workplace.

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## Early Years Foundation Stage

This childcare course gives you the basic information you need to understand the Early Years Foundation Stage (EYFS). You will also learn about Development Matters and the Common Inspection Framework. This course is ideal for people new to the sector.

Topics include:

- ▶ The EYFS safeguarding and welfare requirements
- ▶ The EYFS learning and development requirements
- ▶ Development Matters statements
- ▶ The Common Inspection Framework
- ▶ Two year-old Progress Checks.

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## Leadership in the Early Years

- ▶ Explore the roles of a leader and manager, and consider what sort of leader you may wish to become. Recognise some of the key qualities that would benefit someone who takes a higher level role.
- ▶ Consider the various leadership styles that exist in the workplace, including the types of leader that may work within your organisation at the moment. Understand the need for flexible leadership, adopting certain styles to suit different situations.
- ▶ Understand why it's important to support leaders, and why communication is a key aspect of the decision making process.
- ▶ Gain insight into what a leader needs to do if there's conflict, and how they can resolve the situation to ensure the best outcome is achieved.
- ▶ Learn how to set objectives so that both the work environment, and the individuals who work there, can grow and develop professionally.
- ▶ Learn about how teams are put together, including the various team building stages (forming, storming, norming and performing).
- ▶ Understand team roles, with particular emphases on Meredith Belbin's expert research.

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## Child Care - Recognising and Supporting Children with Special Educational Needs and disability -SEND

Introduce yourself to special educational needs and disability (SEND) and disability, and learn to appreciate the importance of the subject in relation to equality and inclusion. Every child deserves to have the opportunity to reach their full potential, regardless of what issues they may face. As a training early years practitioner, you need to be aware of the legislation that is in place, and learn how to recognise and support those with SEN who visit your learning environment.

- ▶ Learn how to use information sourced from a Key Person, SENCO and parents to form an Individual Education Plan (IEP) which can then be used to plan the child's activities and support, with emphasis on the EYFS where necessary.
- ▶ Gain insight into the various child-led models of delivery, and the importance of the approach in comparison to service-led alternatives.
- ▶ Understand the importance of observations, and how they can help with future plans and activities based on the child's individual requirements.
- ▶ Explore the various Special Educational Needs (SEN) that you will experience within a childcare setting, including Down's Syndrome, ADHD, ADD, Cerebral Palsy and Asperger's Syndrome.
- ▶ Understand some of the key legislation points that help govern practice with regards to SEN.
- ▶ Get to grips with the role of a SENCO and their importance in a childcare setting.

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## Health and Safety in Early Years

Delve into the extensive topic of health and safety, and get to grips with some of the key aspects that are directly related with working in an early years environment. As a childcare practitioner, it's essential that you adopt healthy and safe practices in the workplace, in order to ensure the children in your care are safe and secure, and their welfare is prioritised.

- ▶ Learn how to establish a safe and secure environment for children, and recognise the importance of using risk assessments to raise everybody's awareness to potential dangers.
- ▶ Identify ways in which practitioners can prevent safety hazards.
- ▶ Look at ways in which leaders can maintain a healthy, safe and secure environment for children, particularly with regards to hygiene practices including washing hands properly. Understand basic hygiene and how to promote it within an early years service.
- ▶ Learn more about the procedures for accidents, injuries, illnesses and other emergencies.
- ▶ Explore ways in which you can encourage children to manage risk for themselves, in order to promote independence and safeguard future well-being.
- ▶ Take a look at the EYFS statutory framework and get to grips with Section 3, which covers the safeguarding and welfare requirements, and promoting children's welfare.

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## Child Behaviour Course

The Child Behaviour Course gets down to discussing the development of behaviour in the early years of life. It tackles some of the theories and environmental and innate influences that impact the foundation of children's behaviour. It also covers essential concepts relevant to the subject, such as emotional intelligence, temperament and modelling. Issues such as bullying and psychological disorders and how they affect or influence children's behaviour are also touched upon the course. A couple of expert techniques and approaches that can be used to deal with challenging behaviour are also provided within.

Children display a range of behaviour, some of which are regarded as unacceptable by adults. However, it should be pointed out that the way a child behaves is a result of a variety of factors, including genes, environment, and the presence of a disorder. The first step to understanding and addressing a particular behaviour, especially when it is deemed unacceptable, is to know what could be causing it.

By the end of this course, students will be able to:

- ▶ Understand different theories about the foundation of children's behaviour and how certain behaviours are influenced by the environment and innate drives.
- ▶ Know the impact of bullying and psychological disorders in the development of children's behaviour.
- ▶ Learn different approaches and techniques for dealing with challenging behaviour and be able to apply them in practice.

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## Preparing for your Ofsted visit

All private or voluntary nurseries in the UK must be registered on the Early Years Register if they are providing care for children aged between birth and five years old. Ofsted requires nurseries to provide Early Years Foundation Stage (EYFS) care, preparing children for school and their future.

In order to regulate the provision of Early Years Care Ofsted regularly inspects nurseries to ensure the set standards are being achieved. The inspections exist to support and guide nurseries with their overall objectives as child care providers. The inspections should be viewed as a positive and encouraging aspect of promoting good practice for Early Years education.

Most nursery inspections are carried out on a regular basis and can take place on average between every one to three years. However, if a previous inspection has shown there are some areas to be improved upon quite urgently there could be a follow-up inspection within months.

Some inspections take place due to complaints about the nursery. If this is the case the inspector is obliged to inform the nursery of the complaint and what they are specifically inspecting.

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## Storytelling in Early Years

What Will I Learn?

- ▶ Become a more engaging, clear and compelling communicator.
- ▶ Increase your charisma, using your voice, body, emotions and intelligence.
- ▶ Entertain and make a meaningful impact on your listeners.
- ▶ Discover The 2 Essential Ingredients for any good story.
- ▶ Include The 6 Senses in your story scenes to trigger emotional responses.
- ▶ Know how to answer the "So what?" question in your ending.

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## Speech and Language in Play

Play is absolutely vital to a child's healthy development. A child's exposure to play provides physical, intellectual, emotional and social development. Some research shows that up to 75% of brain development happens after birth, and the early years of a child's life are the foundation for healthy growth and development. Every time a baby or child engages in an activity the nerve cells in the brain are stimulated and connections are made. This process influences the development of fine and gross motor skills, language, speech, socialization, personal awareness, listening and attention, emotional well-being, creativity, problem solving and learning ability. Children learn to master their environment by practising things over and over again.

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## Observations and assessments in a Early Years Setting

This course will focus on:

- ▶ The EYFS
- ▶ Practice assessment procedures and link these to current practice
- ▶ Use assessments to plan next steps for children 0-5
- ▶ Understand the importance of the characteristics of effective learning on the learning journey of a child 0-5
- ▶ Observe, assess and plan for schematic behaviour in children aged 0-5
- ▶ Brain Development and Child Development
- ▶ Tracking Tools.

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## Maths in Play

When considering the use of games for teaching mathematics, educators should distinguish between an 'activity' and a 'game'. Gough (1999) states that "A 'game' needs to have two or more players, who take turns, each competing to achieve a 'winning' situation of some kind, each able to exercise some choice about how to move at any time through the playing". The key idea in this statement is that of 'choice'. In this sense, something like Snakes and Ladders is NOT a game because winning relies totally on chance. The players make no decisions, nor do they have to think further than counting. There is also no interaction between players - nothing that one player does affects other players' turns in any way.

### Benefits of Using Games

**Meaningful situations** - for the application of mathematical skills are created by games

**Motivation** - children freely choose to participate and enjoy playing

**Positive attitude** - Games provide opportunities for building self-concept and developing positive attitudes towards mathematics, through reducing the fear of failure and error;

**Increased learning** - in comparison to more formal activities, greater learning can occur through games due to the increased interaction between children, opportunities to test intuitive ideas and problem solving strategies

**Different levels** - Games can allow children to operate at different levels of thinking and to learn from each other. In a group of children playing a game, one child might be encountering a concept for the first time, another may be developing his/her understanding of the concept, a third consolidating previously learned concepts

**Assessment** - children's thinking often becomes apparent through the actions and decisions they make during a game, so the teacher has the opportunity to carry out diagnosis and assessment of learning in a non-threatening situation

**Independence** - Children can work independently of the teacher. The rules of the game and the children's motivation usually keep them on task.

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## Creative Development Workshop

"Creative experiences to motivate children to be lifelong learners, express their creativity, think critically, spread positivity, and just plain have fun!"

What will I learn?

- ▶ Understand the different learning styles of children and how to adapt practice to meet children's individual needs
- ▶ Understand the adult's role in children's learning and development, including consulting with children
- ▶ Reflect on play and learning opportunities in your setting and explore the differences between child-initiated and adult-initiated learning
- ▶ Evaluate your own practice and assess if it's meeting the needs of children and their areas of development
- ▶ Confidently support children to develop their creativity through play.

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## Other Services We Offer

- ▶ Mystery Shopper reports
- ▶ Mock Compliance audits for Care settings and Early years Settings
  - ▶ Consultancy workshops

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## Mystery Shopper Services

- ▶ Mystery Shopper reports package will provide your company with information on how your setting deals with new clients. We will call the setting three times, send emails three times and make one visit to the setting over the course of 6 months under the guise that we are prospective customers looking to use your service. We will provide the company with a detailed report of our experiences and how we found the information was provided. Cost £125.
- ▶ We can also offer:
- ▶ One telephone call and one online enquiry - £25.00 includes report

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## Mock Compliance audits for Care settings

- ▶ Our audits are designed to help identify the homes compliance against the 2014 Regulations and give a comprehensive and objective appraisal of how your service is performing. The audits are carried out by one of our experienced staff who understand the challenges faced in the area and can provide practical and hands on advice during the audit to help Owners & Managers improve their service. Following our visit, you will receive a report produced which is linked to the regulations and will highlight where the service fails or meets the standards and will make recommendations on how to improve.
- ▶ Cost are dependent on size of care home:
  - ▶ 0 - 15 Beds £175
  - ▶ 16-34 Beds £325
  - ▶ 34+ Beds £475

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## Mock Compliance audits for Early Year's settings

- ▶ Our audits are designed to help Early Years settings check compliance against Ofsted Regulations and give a comprehensive and objective appraisal of how your service is performing. The audits are carried out by one of our experienced staff who understand the challenges faced in the area and can provide practical and hands on advice during the audit to help Owners & Managers improve their service. Following our visit, you will receive a report produced which is linked to the regulations and will highlight where the service fails or meets the standards and will make recommendations on how to improve.

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## How to contact us:-

We also offer any specific training your company may require just ask a member of staff for a quote or more information. All of our courses can be adapted to suit your companies training needs.

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