



HEALTH AND SOCIAL CARE

TRAINING
BROCHURE





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Hello...

We are First Response Training; a leading national training provider, delivering a wide range of courses to thousands of learners across the UK.

Our goal is to create safer working environments through high-quality, people-focused training. With offices in the Midlands and training facilities nationwide, we have a large team of highly experienced and qualified trainers who can deliver effective training at your location, wherever you are based.

We offer a diverse range of training solutions for all industries, with courses tailored to meet client needs and delivered through a range of flexible, high-quality learning methods.

[firstresponsetraining.com](https://www.firstresponsetraining.com)

0800 310 2300



Training solutions for care...

First Response Training has been delivering tailored training solutions for employers and learners in health and social care for over 25 years. We work with local and national social care providers, NHS Trusts, dental practices and care recruitment agencies across the UK on a daily basis.

Our specially developed courses are meticulously mapped to national standards, legislation and guidance to reliably guide health and social care workers along the training pathway, from induction through to higher level and special focus training.

Our health and social care trainers are carefully chosen based on their relevant professional experience and training skills, and undergo regular professional development to keep their knowledge updated and ensure high quality delivery.



Our Health and Social Care courses are carefully developed by curriculum experts to ensure the highest quality, up-to-date training for care staff. All courses are mapped to national standards, legislation and best practice

How We Work

All clients are allocated their own personal account manager who will be their main point of contact for all training requests and queries.

Our account managers are experienced at working with local and national care providers and are knowledgeable about the training requirements for workers in health and social care. They provide a personal service, using a collaborative, partnership approach to determine the best solutions for your staff.

Your account manager can help you plan monthly, quarterly or annual training schedules and provide regular reports to help you track attendance, success rates and learner feedback, enabling you to review and refine your programme as required. They can also assist with refresher reminders, bespoke content and regular news updates.



Managing Your Training



BESPOKE DIGITAL SYSTEMS

You will have an individual client account set up on our bespoke Customer Relationship Management (CRM) system, which is integrated with our Trainer Diary, Trainer App and secure client webportal



SPECIALIST SUPPORT

You will receive dedicated personal account management, a core team of experienced, qualified trainers and access to Curriculum specialists



FLEXIBLE SOLUTIONS

You can access tailor-made training, with bespoke, dual-branded course materials, a range of flexible learning solutions, news updates relevant to health and social care and ideas for new training and efficiencies



QUALITY MONITORING

We provide ongoing quality monitoring, with 360-degree feedback processes. We can even provide regular management information reports and feedback infographics to help track your training



COMMUNICATION

HEAD OFFICE

Bank House, 5 High Street
Pershore, Worcestershire
WR10 1AA

TELEPHONE

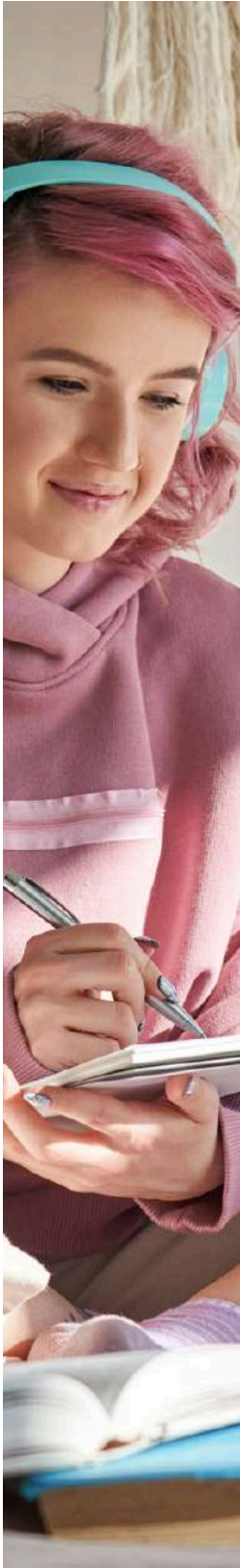
0800 310 2300

EMAIL

info@firstresponsetraining.com

WEBSITE

www.firstresponsetraining.com



Flexible Training Solutions

First Response Training offers a range of delivery options that combine quality with flexibility to offer you unbeatable value and to suit any budget, shift pattern or work model



Our portfolio of over 200 face-to-face, **classroom-style courses** are interactive, learner-centred and delivered by one of our highly qualified trainers at your setting or venue of your choice



Led by an experienced trainer, our live **webinars** provide you with all the interaction and quality of classroom-based training from the flexibility and convenience of your laptop or mobile device



We offer flexible, interactive and accredited **e-learning** on our sleek, user-friendly LMS. It is a cost-effective solution for mandatory training



Our **distance learning manuals** are accredited and mapped to our Level 2 Awards. Marked and certificated by us, they offer unbeatable flexibility

The Care Training Pathway



THE CARE CERTIFICATE

Every individual new to the care sector must complete the Care Certificate to gain the minimum skills, knowledge and behaviours required. Our Level 1 Awards cover all 15 standards and provide this essential basic induction training



CORE AND MANDATORY TRAINING

Build on these minimum skills by undertaking further training in a range of essential subjects and skill areas. Our Level 2 Awards include all core and mandatory subjects



HEALTH, SAFETY & WELLBEING

All employees require basic health and safety knowledge, and this includes mental health. All workplaces should also have nominated employees to cover first aid and fire safety



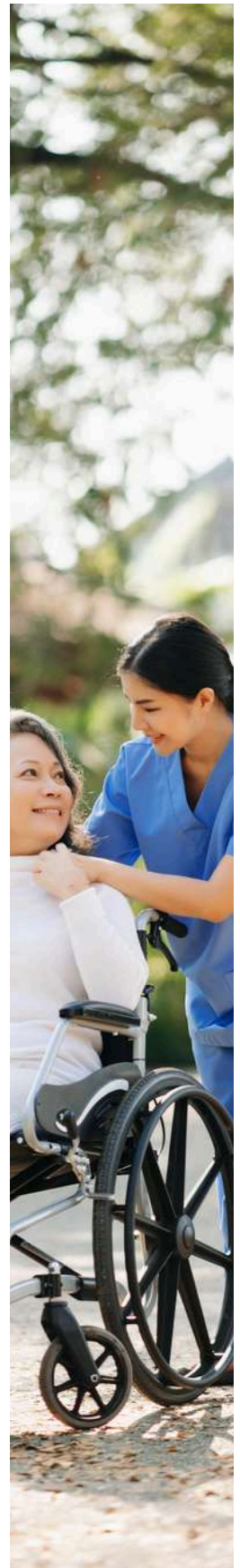
CLINICAL AND SPECIAL SKILLS

Depending on your setting and the people you support, you may also require training in specific clinical or special skills, such as Epilepsy or Catheter Care.



UPDATE, REFRESH AND PROGRESS

Core skills should be refreshed regularly, with certificates renewed every 3 years. Annual updates are also encouraged. In addition, some workers may progress to higher level training or to supervise or assess the competency of their colleagues



Our Health and Social Care Training



Our courses guide workers in the Health and Social Care sector along the training pathway, from induction right through to higher level and special focus training.

Training courses are available in a variety of delivery methods, including traditional in-person classroom delivery, online video call webinars, distance learning workbooks and eLearning.

We are a **Skills for Care Endorsed Learning Provider**, recognised for our classroom, webinar and eLearning training.

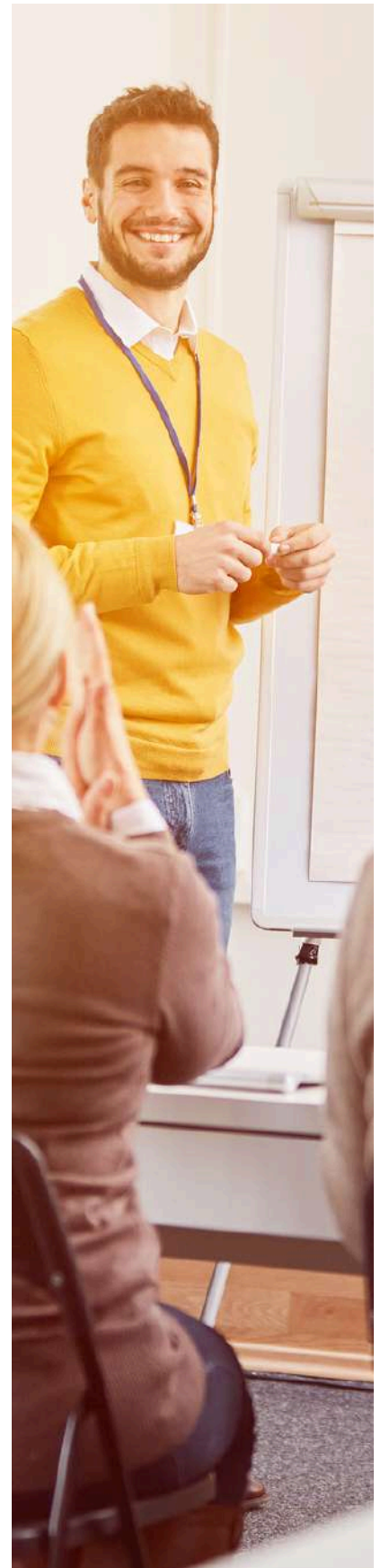
COURSE CATEGORIES:

- ✓ The Care Certificate
- ✓ Mandatory Training
- ✓ Health and Safety in Care
- ✓ Special Focus
- ✓ Clinical Skills
- ✓ Mental Health in Care

Course Mapping

Our Health and Social Care courses are carefully developed by curriculum experts to ensure the highest quality, up-to-date training for care staff. All courses are mapped to the relevant national standards, legislation and guidance including, but not limited to:

- Skills for Care (SFC)
- Skills for Health (SFH)
- Care Quality Commission (CQC)
- legislation.gov.uk
- Public Health England (PHE)
- National Institute of Health & Care Excellence (NICE)
- Social Care Institute for Excellence (SCIE)
- Royal College of Nursing (RCN)
- National Health Service (NHS)
- World Health Organisation (WHO)
- National Occupational Standards (NOS)
- General Medical Council (GMC)
- Care UK
- Health Education England (HEE)
- National Care Forum
- National Care Association
- Health and Safety Executive (HSE)





The Care Certificate

The Care Certificate standards provide the essential basic knowledge and training that all care workers must complete in order to provide safe, effective care and support.

We provide a complete Care Certificate training solution via eLearning or distance learning and offer a range of Level 1 Awards via classroom-style or webinar training to cover all 15 standards.



A Simple Solution to the Care Certificate

Our Care Certificate **distance learning** package comes with a workbook and knowledge book

£18.95

The Care Certificate

Our Care Certificate **eLearning** course provides underpinning theory-based knowledge for all 15 standards

£29.95

The Care Certificate



Level 1 Awards

Our range of Level 1 Awards cover all 15 standards of the Care Certificate and can be delivered face-to-face or virtually

£170
1.5 hours

Our range of Level 1 Awards are designed for healthcare support workers and adult social care workers. Mapped to the relevant Care Certificate standards, they provide the essential basic knowledge and training that all care workers must complete in order to provide safe, effective care and support.

Successful completion of each Level 1 Award will result in learners being issued with a personal certificate that is valid for three years. This certificate may be used to demonstrate that the learner has achieved a certain level of competence and knowledge in their role.

You may choose to group together different Level 1 Awards to create your own bespoke induction training day(s).

Level 1 Awards

Level 1 Award in Basic Life Support

Level 1 Award in Dignity in Care

Level 1 Award in Duty of Care

Level 1 Award in Effective Communication

Level 1 Award in Equality, Diversity and Inclusion

Level 1 Award in Food Safety, Nutrition and Hydration

Level 1 Award in Handling Information

Level 1 Award in Health, Safety and Fire

Level 1 Award in Infection Control and Prevention

Level 1 Award in Medication and Healthcare Tasks

Level 1 Award in Mental Health, Dementia and Learning Disability

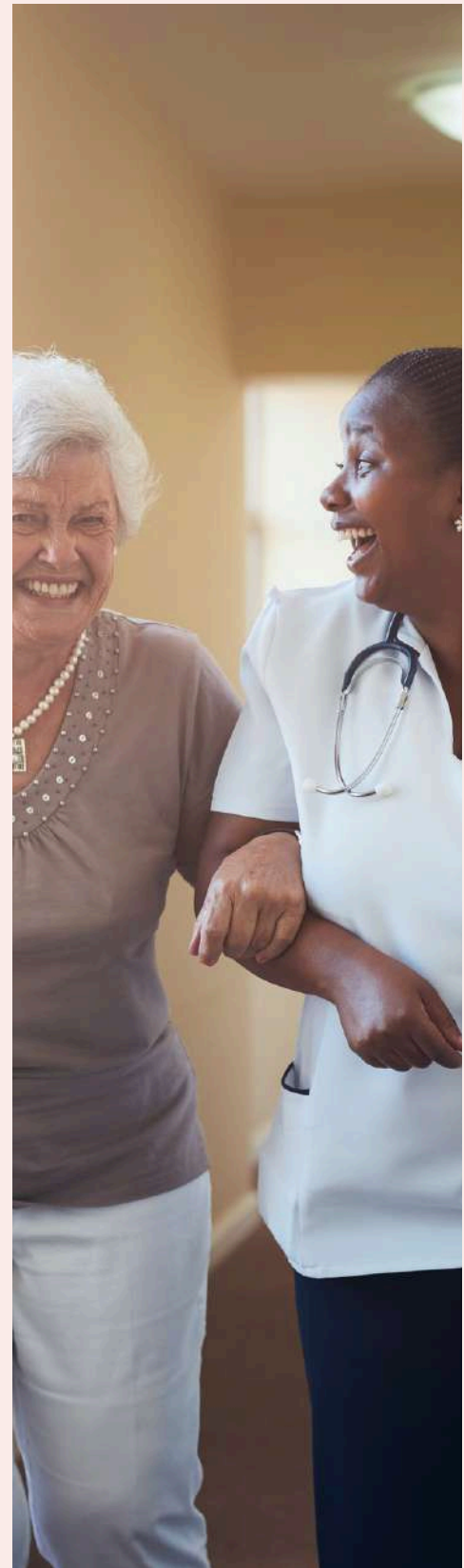
Level 1 Award in Moving and Assisting

Level 1 Award in Person Centred Care and Support

Level 1 Award in Role of the Care Worker and Personal Development

Level 1 Award in Safeguarding Adults

Level 1 Award in Safeguarding Children





Mandatory Training

It is essential that health and social care workers build on the minimum skills they gained during induction by undertaking further mandatory training in a range of essential subjects.

Our Level 2 Awards include all core and mandatory subjects to provide care workers with essential knowledge, skills and confidence.



Flexible Mandatory Training

Some of our Level 2 Awards are available via **eLearning** training or **distance learning** workbooks, **call us to find out more**

£14.95

Level 2 Awards

Our range of Level 2 Awards cover all core and mandatory subjects for care and can be delivered face-to-face or virtually

£330
3 hours

Level 2 Awards

- Level 2 Award in Care Support Planning
- Level 2 Award in Duty of Care
- Level 2 Award in Effective Communication
- Level 2 Award in Equality, Diversity and Inclusion
- Level 2 Award in Food Safety, Nutrition and Hydration
- Level 2 Award in Handling and Recording Information, including Duty of Candour
- Level 2 Award in Health, Safety and Fire
- Level 2 Award in Infection Control and Prevention
- Level 2 Award in Moving and Assisting
- Level 2 Award in Person Centred Care and Support
- Level 2 Award in Role of the Care Worker and Personal Development
- Level 2 Award in Safe Handling and Administration of Medication
- Level 2 Award in Safeguarding Adults



Additional Level 2 Awards

We can provide a full-day **Level 2 Award in Safe Handling and Administration of Medication** training to enhance knowledge of medication safety principles

£525
7 hours

Oliver McGowan Mandatory Training



Oliver McGowan Tier 1 (Part 2)

A live **webinar** for people who require only general awareness of the support people with learning disabilities or autism may need

£300
1 hour

Oliver McGowan Tier 2 (Part 2)

Classroom-based training for health and social care staff with responsibility for providing support for people with a learning disability or autism

£1500
7 hours

The **Oliver McGowan Mandatory Training** programme is the only training that is guaranteed to meet the new requirements laid out in the Health and Care Act 2022 and employers using this training can have confidence that the training is recognised by national bodies advising on standards for the sector. All learners must first complete the free eLearning course via eLearning for Healthcare (elfh) (Part 1).

Health & Safety in Care



It's vital that all employees have basic knowledge of health and safety at work and all workplaces, across any sector, should also have nominated employees who undergo more in depth training to cover key positions such as the Appointed First Aider and Fire Marshal.

We can provide a range of Level 2 and 3 Awards in key health and safety subjects designed especially for health and social care workers.



Flexible Infection Control Training

Some of our Level 2 Awards are available via [eLearning](#) training or [distance learning](#) workbooks, [call us to find out more](#)

£14.95

Classroom Infection Control Training

We can deliver a Level 2 Award in Infection Prevention and Control as well as specialist courses related to COVID-19 or different care settings

£330
2-3 hours

Moving & Assisting

Level 2 Award in Single Handed Care	This course teaches the principles of single-handed care in the context of the safe moving and assisting of people	£525 7 hours
Level 2 Award in Moving, Assisting & Hoisting	This course teaches the principles of moving and assisting people safely, including the safe use of hoists	£525 7 hours
Moving, Assisting & Hoisting Practical Update	We can provide a practical update session to refresh practical skills in moving, assisting and hoisting	£330 3 hours
Level 2 Award in People / Patient Hoisting	This course teaches the principles of safe people hoisting and the importance of risk assessment prior to any hoisting task	£330 2 hours
Level 3 Award in Assessing Competency in Moving & Assisting	This course teaches the principles of safe people hoisting and the importance of risk assessment prior to any hoisting task	£695 7 hours

Moving & Assisting

Manual Handling Passport

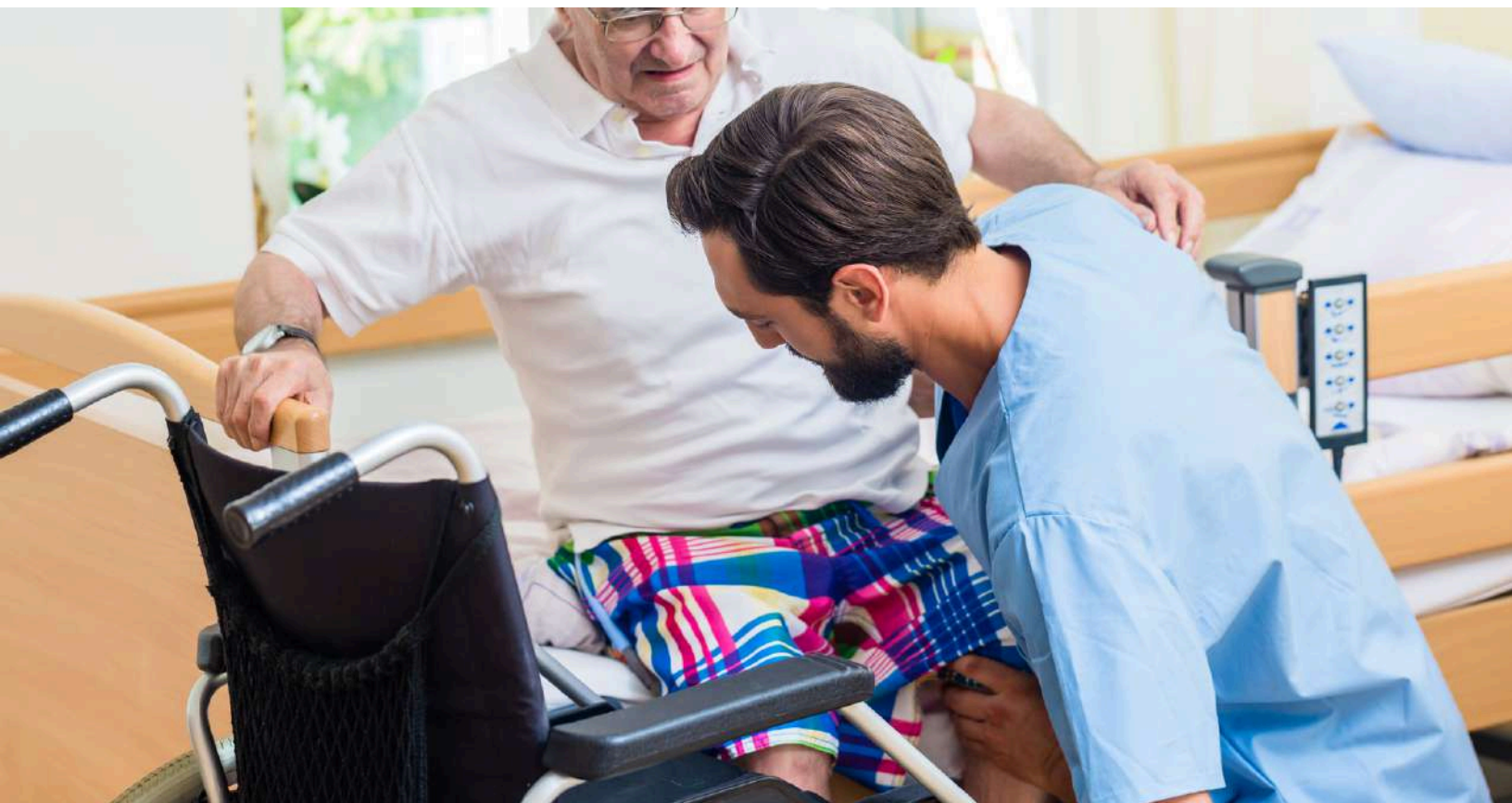
We can provide courses to meet the requirements of the All-Wales and Scottish Manual Handling Passport schemes

£1050
2 days

Manual Handling Passport Refresher

We can provide refresher training in line with the requirements of the All-Wales and Scottish Manual Handling Passport schemes

£525
7 hours



General Awareness

Level 2 Award in Health & Safety in Health & Social Care	This course provides learners with the knowledge to carry out their work safely and in line with legislation and guidance	£525 7 hours
Manual Handling Practical Update	This course provides learners with a refresh of their practical skills for the safe manual handling of inanimate loads	£330 1.5 hours
Level 2 Award in Lone Working	This course introduces learners to the hazards and risks involved in lone working and methods of controlling those risks.	£330 3 hours
Level 2 Award in Prevention of Slips, Trips & Falls	This course provides learners with the knowledge to prevent slips, trips and falls within the care and support setting	£330 2 hours
Level 2 Award in Safe Use of Wheelchairs	This course provides an awareness of the safe use of wheelchairs, including a range of wheelchair assistance tasks and manoeuvres	£330 3 hours

Managing Safety and Risk in Care



Level 2 Award in Risk Assessment in Care

This course provides learners with an overview of health and safety risk assessments and how they are applied within care settings

£300
3 hours

Level 3 Award in Managing Risk in Care

This course enables learners to identify hazards involved in the provision of care and assess and control the risks to people using services and care workers

£695
7 hours

Level 3 Award in Managing & Supervising Safety

This course provides learners with an understanding of their health and safety responsibilities and what to do if things go wrong.

£695
7 hours

Conflict Resolution

Level 2 Award in Conflict Resolution and Breakaway

This course provides learners with the knowledge and skills to effectively manage conflict in care settings, including safe breakaway techniques for physical conflict

£895
7 hours

Practical Breakaway Techniques

This course focuses on equipping workers in care with the skills to practice safe and effective breakaway techniques to escape physical conflict in care settings

£525
3 hours



Your Appointed People for Safety



Level 3 Award in Emergency First Aid at Work

This course provides learners with the knowledge and expertise to deliver emergency first aid in the work place

£525
7 hours

Level 3 Award in First Aid at Work Qualifying

This course provides learners with the in-depth knowledge and expertise to qualify as a first aider in the work place. The 2-day requalifying course is also available

£1575
3 days

Level 3 Award in Role of a Fire Marshal

This course provides learners with the knowledge and skills required to be a Fire Marshal in the workplace

£465
3 hours

Special Focus



We provide a range of special focus training awards to enable care workers to meet the specific needs of their setting and the people they support.

The specialist skills and knowledge that health and social care workers require depends on their role, the setting they work within and the type of people receiving care there. It can range from Dementia Awareness training to Positive Behaviour Support or End of Life Care, and we can cover it all for you.



Flexible training for Special Focus skills

Some of our Special Focus Level 2 Awards are available via **eLearning** training or **distance learning** workbooks, **call us to find out more**

£14.95

Specific Conditions and Disorders

We provide a range of Level 2 Awards to provide learners with the knowledge and understanding to support people with specific conditions and disorders

£395
3 hours

Specific Conditions

Level 2 Award in Acquired Brain Injury (ABI)

Level 2 Award in Introduction to the Autistic Spectrum

Level 2 Award in Dementia Awareness

Level 2 Award in Dysphagia Awareness

Level 2 Award in HIV Awareness

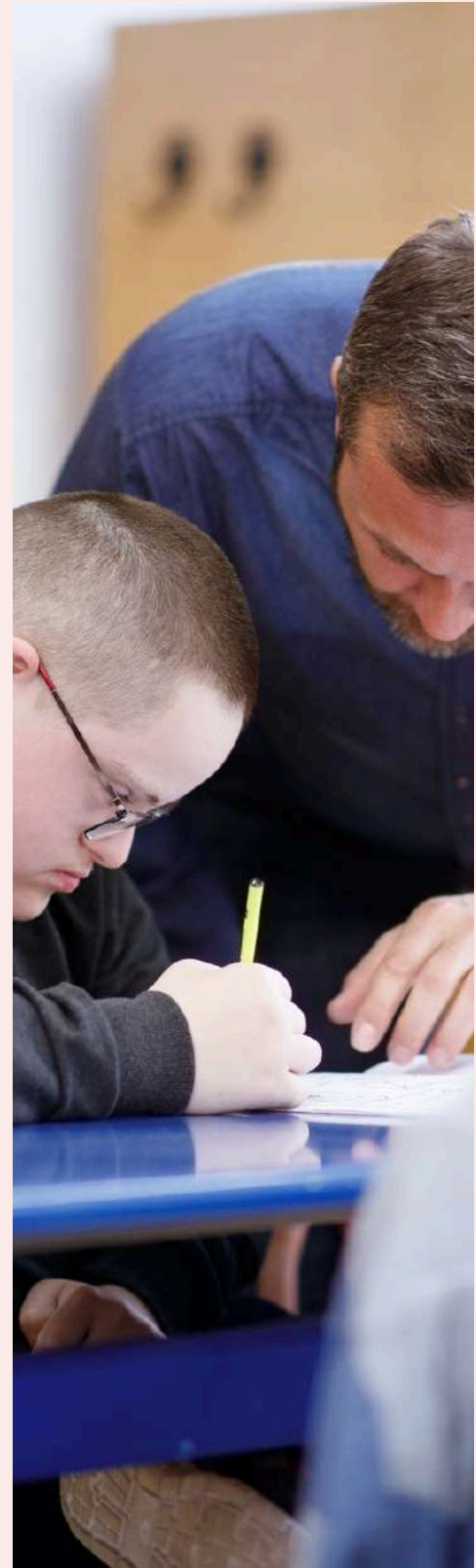
Level 2 Award in Learning Disability Awareness

Level 2 Award in Parkinson's Awareness

Level 2 Award in Stroke Awareness

These training courses are available as face-to-face, classroom-based sessions or via live online webinars, led by an experienced trainer.

If you provide support for people with learning disabilities or autistic people, we can also provide Tier 1 and Tier 2 training under the [Oliver McGowan Mandatory Training Framework](#), please see [Mandatory Training](#) for more information and call us for further details.



Specific Conditions and Disorders - In-depth



Level 3 Award in Dementia

This course provides learners with a more in-depth understanding of dementia and how they can help improve the lives of people living with dementia

£695
7 hours

Level 2 Award in Learning Disability and Autism

This course enables learners to understand how learning disabilities and autistic spectrum disorders affect people and to help improve the quality of care provided

£695
7 hours

Level 3 Award in Working with People with Autism

This course provides learners with the knowledge and confidence to provide effective support for people with autistic spectrum disorders (ASD)

£695
7 hours

Safeguarding

Level 2 Award in Safeguarding Adults	This course provides learners with the knowledge and skills to identify and respond appropriately to situations where abuse may occur	£330 3 hours
Level 3 Award in Safeguarding Adults	This course provides managers in care with an understanding of how to lead and manage care practice that promotes the safeguarding of adults at risk of harm	£695 7 hours
Level 3 Award in Safeguarding Adults and Children	This course provides learners with an understanding of how to support and manage care practice that promotes the safeguarding of anyone at risk of harm	£695 7 hours
Level 2 Award in Understanding Domestic Abuse	This course provides learners with an awareness of domestic abuse in its various forms, including the support available	£395 3 hours

Medication

Level 2 Award in Safe Handling and Administration of Medication	This course provides learners with the knowledge and skills to safely handle and administer medications	£330 3 hours
Level 2 Award in Safe Handling and Administration of Medication	This course provides learners with the knowledge and skills to ensure the safe handling and administration of medications in care settings	£695 7 hours
Level 3 Award in Medication Competency and Management	This course enables learners to carry out competency assessments in adult social care settings and understand the principles of handling medicines in the workplace	£695 7 hours
Clozapine Awareness Training	This course provides learners with an awareness and understanding of Clozapine and how to manage any side effects	£215 1 hour

Care Skills

Level 2 Award in Boundaries and Good Practices	This course provides learners with an understanding of maintaining professional boundaries and relationships in care	£525 7 hours
Level 2 Award in Continence Care	This course provides learners with the knowledge and skills for promoting continence, including early identification and care of incontinence issues	£395 3 hours
Level 2 Award in End of Life Care	This course enables learners with an understanding of the current guidance relating to end of life care for adults	£395 3 hours
Level 2 Award in Oral Health	This course provides learners with an understanding of the importance of good oral health and how to support an effective oral hygiene routine	£395 3 hours
Level 2 Award in Personal Care	This course provides learners with the knowledge required to provide individuals with personal care in a dignified and empowering way	£395 3 hours

Care Skills

Level 2 Award in Pressure Care Management	This course provides learners with an awareness of the cause, prevention and care of pressure sores	£395 3 hours
Level 2 Award in Professional Relationships & Boundaries in Care	This course provides learners with an understanding of the importance of maintaining professional boundaries and upholding professional relationships	£330 3 hours
Level 2 Award in Promoting Dignity in Care	This course provides learners with an awareness of dignity in care, and how it can be promoted and maintained	£330 3 hours
Level 2 Award in Supervision & Appraisal Skills	This course provides learners with the understanding, knowledge and skills to carry out supervision and appraisal activities effectively in care settings	£330 3 hours

Mental Capacity

**Level 2 Award in
Mental Capacity
including DoLS**

This course provides learners with an overview of the Mental Capacity Act and DoLS, to ensure they have the knowledge to deal with situations relating to mental capacity

**£395
3 hours**

**Level 2 Award in
Mental Capacity
including DoLS
for Managers**

To enable learners to gain confidence in applying the principles of the Mental Capacity Act to protect an individual's rights

**£695
7 hours**



Positive Behaviour Support



**Level 2 Award in
Introduction to
Positive Behaviour
Support**

This course provides learners with an understanding of behaviours and their origin in order to develop ways to respond positively

**£395
3 hours**

**Level 3 Award in
Positive Behaviour
Support**

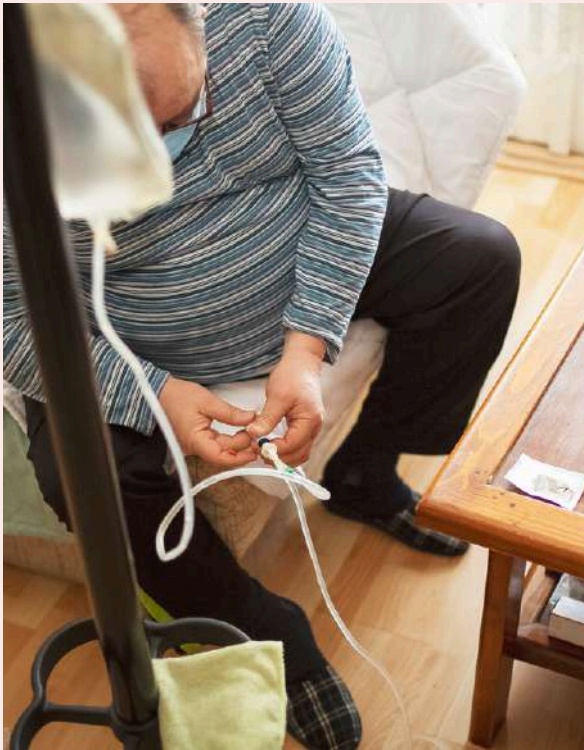
This course provides learners with a more in-depth understanding of the concept of positive behaviour support and how to respond to different behaviours

**£695
7 hours**

Positive Behaviour Support

Level 2 Award in Understanding Behaviours that Challenge	This course provides learners with an understanding of the functions and meaning of behaviours and how to support individuals in their setting	£395 3 hours
Level 2 Award in Understanding Behaviours that Challenge inc Breakaway	This course provides learners with an understanding of the functions and meaning of behaviours and safe breakaway techniques for physical conflict	£695 7 hours
Level 2 Award in Understanding Behaviours that Challenge in Dementia	This course provides learners with an understanding of the functions and meaning of behaviours and how to support individuals with dementia	£395 3 hours
Level 2 Award in De-escalation for Acquired Brain Injuries (ABIs)	This course provides learners with an understanding of how to diffuse and de-escalate behaviours and conflict when supporting individuals with ABIs	£695 7 hours

Clinical Skills



Depending on the type of setting and the people receiving support, frontline health and social care workers may need to undertake training in specific clinical skills and knowledge.

Our specialist Clinical Skills training range also includes some awards in **Delegated Healthcare Tasks**, which include practical competency assessments and sign off to enable tasks to be carried out safely in your care setting.



Epilepsy and Emergency Medication eLearning

We can provide a self-paced **eLearning programme** to provide care workers with a fundamental understanding of epilepsy and the effective management of seizures

£14.95

Level 2 Clinical Awards

We provide a range of Level 2 Awards to help care workers carry out specific clinical tasks in their day-to-day roles. These can be delivered face-to-face or via webinar

£495
3 hours

Clinical Skills

Level 2 Award in Basic Clinical Observations

Level 2 Award in Bowel Care

Level 2 Award in Catheter Care

Level 2 Award in Diabetes

Level 2 Award in PEG Feeding Awareness

Level 2 Award in Stoma Care



Level 2 Award in Anaphylaxis and Emergency Medication

This course provides learners with knowledge and information about anaphylaxis and explains the administration of medication to control it

£330
2 hours

Level 2 Award in Inhalers and Nebulisers

This course introduces learners to the use of inhalers and nebulisers, when treating asthma and COPD

£330
2 hours

Epilepsy

Level 2 Award in Epilepsy	This course provides learners with a basic knowledge of epilepsy and the management of seizures	£330 3 hours
Level 2 Award in Epilepsy and Buccal Midazolam	This course provides learners with an understanding of epilepsy and the use of buccal midazolam to manage seizures	£495 3 hours
Level 2 Award in Epilepsy and Emergency Medication	This course provides learners with a basic knowledge of epilepsy, the management of seizures and the use of emergency medication	£505 4 hours
Level 2 Award in Epilepsy inc Carbamazepine and Emergency Medication	This course provides learners with a basic knowledge of epilepsy, including carbamazepine, and the management of seizures	£505 4 hours

Delegated Healthcare Tasks

Level 3 Award in Catheterisation	This course provides learners with an understanding of catheterisation and the practical competency to catheterise an individual.	£745 7 hours
Level 3 Award in Diabetes inc Insulin Administration	This course provides learners with an understanding of diabetes and the practical administration of insulin	£745 7 hours
Level 3 Award in PEG Feeding	This course provides learners with essential knowledge and practical skills for the delivery of food and medication via feeding tubes	£745 7 hours
Level 3 Award in Tracheostomy Care	This course enables learners to practice tape changes, cleaning the inner cannula and single lumen tube changes	£745 7 hours

Mental Health in Care



Certain sectors, including health and care, report significantly higher levels of work-related stress, anxiety and depression. It is therefore becoming increasingly important for all workers to have an awareness of mental health issues and to understand how to promote positive mental wellbeing.

For care workers, it is equally important to have the knowledge, skills and confidence to effectively support someone else who is experiencing a mental health problem.



Level 2 Award in Mental Health Awareness

This course provides learners with a basic understanding of mental illness, the problems this can cause in daily life, and how they can support people

£395
3 hours

Level 2 Award in Understanding Mental Health

This course provides learners with an understanding of mental health problems and empowers people to provide support and build resilience

£695
7 hours

Mental Health in Care



Level 2 Award in Managing Personal Stress in Care

This course raises awareness of the effects of stress and introduces techniques that can be used to manage stress

£395
3 hours

Level 3 Award in Managing Stress in the Workplace

This course provides learners with an understanding of how to manage stress effectively and support others with stress

£395
3 hours

Level 2 Awards in Specific Mental Health Disorders

We offer a range of Level 2 Awards which provide learners with understanding of specific mental health disorders and can be delivered face-to-face or via webinar

£395
3 hours

Specific Mental Health Disorders

Level 2 Award in Anxiety and Phobias

Level 2 Award in Bipolar Disorder

Level 2 Award in OCD Awareness

Level 2 Award in Self-Harm Awareness

Level 2 Award in Suicide Awareness

We can also provide trainers to deliver **Mental Health First Aid** (MHFA) England training courses. This includes the Adult and Youth Mental Health First Aid Aware, Champion and Refresher training courses.

MHFA courses can be delivered as face-to-face, classroom-based training courses over 2 days or virtually via live online webinar sessions.

Please contact us for further information and to enquire about booking a course.





Additional Training Solutions

We provide a wide range of training for all industry sectors and across a diverse range of subjects. In addition to our core health and social care range, we can also offer the following subject areas:

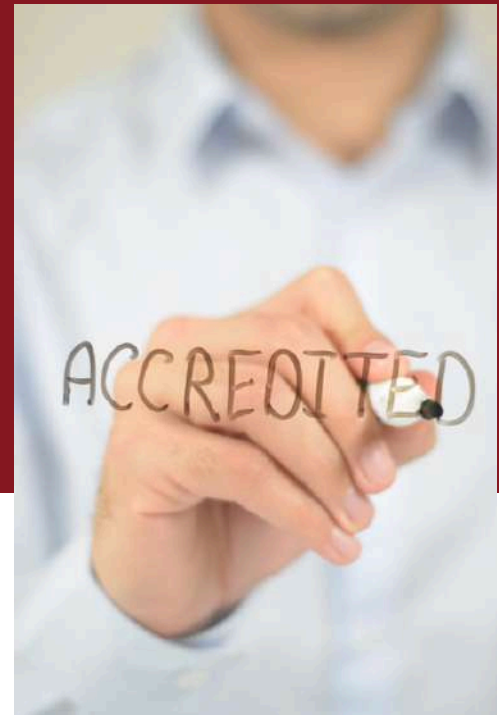
- Health and Safety
- Fire Safety
- First Aid
- Food Safety
- Asbestos Awareness
- Confined Spaces
- Legionella Awareness
- Personal Protection Equipment
- Sharps / Needlestick Awareness
- Working at Height
- General Data Protection Regulation (GDPR)
- Equality and Diversity
- Environmental Awareness
- Business Skills
- Microsoft Office
- Hospitality
- Early Years, Childcare & Schools

CPD Accredited Training

First Response Training is accredited to deliver Continuing Professional Development (CPD) activities.

We are accredited via Advantage Accreditation. Learners who complete training with us can access CPD certificates with CPD points. The number of points is based on the number of hours required to complete each course. For example, a successful delegate on a 3-hour training course will receive 3 CPD points.

CPD refers to educational activities that enable professionals to build their knowledge and skillset throughout their careers. Activities include courses, workshops, seminars, conferences and mentorship programmes. We offer different types of learning activities that count towards CPD such as classroom training, online webinars, eLearning and distance learning.



The ultimate goal of CPD is to grow a worker's competencies to improve the quality of their work, enable them to stay up-to-date with any developments in their field, and enhance their career prospects

Additional Services



EXTERNAL ACCREDITATION

Our approved status with a number of national awarding bodies, such as Highfield Awarding Body and IOSH, means we are able to deliver a range of externally accredited and certificated, nationally recognised training programmes



TRAIN THE TRAINER PROGRAMMES

Our Train the Trainer solutions ensure your nominated staff have the skills, knowledge and confidence to become effective in-house trainers, successfully training the rest of your team



CONSULTANCY SERVICES

Our team of highly experienced and qualified consultants can provide flexible, tailored health and safety consultancy services to all industry sectors throughout the UK



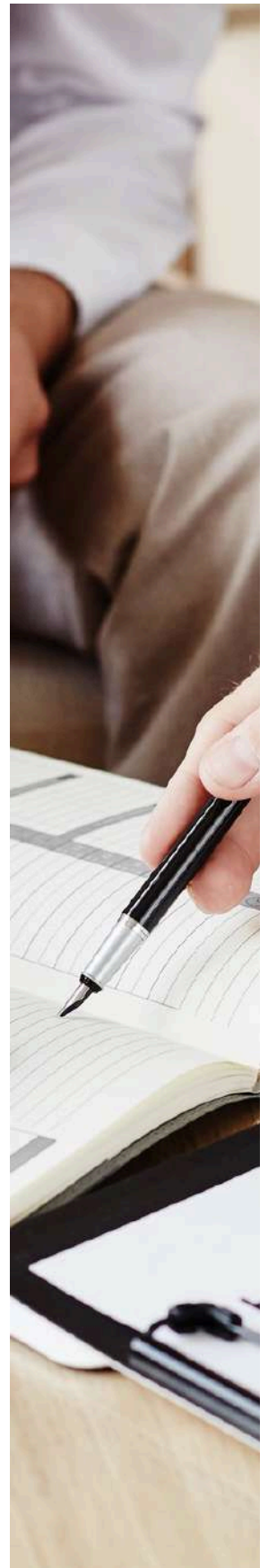
FIRST AID KITS AND SUPPLIES

We can provide essential first aid kits and supplies for your workplace. We can also offer other vital safety equipment, including AEDs and Evacuation Chairs



TRAINING FOR SCHOOL PUPILS

We have developed a number of flexible, tailored training options to enable schools to offer first aid training to their pupils, as we believe that first aid is an incredibly important subject for anyone to learn



Quality Assurance



OUR COURSES

We have a dedicated Curriculum Team, featuring a Curriculum Manager and external Curriculum specialists. We are accredited by Advantage Accreditation and they quality assure our training courses



OUR TRAINERS

We have a robust recruitment and induction process, hold profiles, certificates and CPD records for all trainers and regular conduct IQA visits on them



OUR SYSTEMS

We have a documented Quality Assurance Policy and Quality Framework in place as well as a robust Incidents procedure and quality KPIs assigned to all business areas, monitored and reported on monthly



OUR ORGANISATION

We have links with national awarding and professional bodies, including IOSH, HABC, Advantage Accreditation, Skills for Care, the Association of Healthcare Trainers and Cyber Essentials Plus



Clients come to us, and consistently stay with us, because of our robust quality management systems

FEEDBACK

View or leave feedback for us on Facebook, Google or Trust Pilot, or contact our team

Accessibility

We are committed to promoting accessibility and inclusivity within our organisation. This commitment extends to both our valued clients and our dedicated employees, ensuring that everyone has equal access to our services and opportunities.

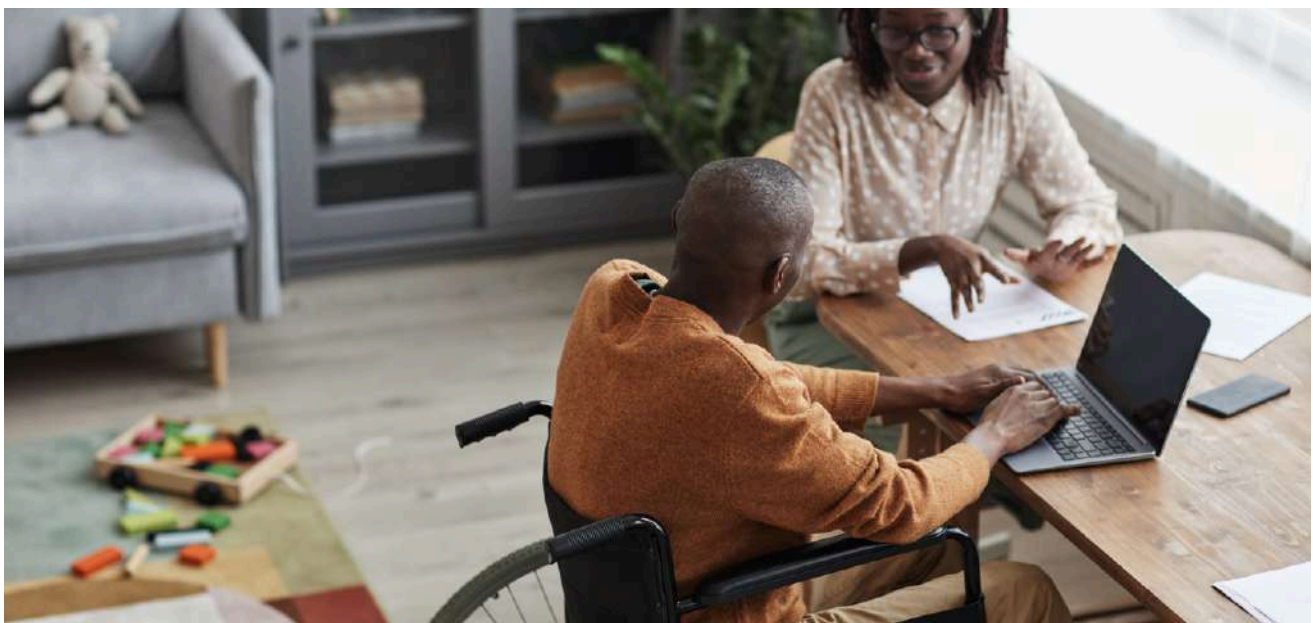
Inclusive Course Delivery

We tailor our course delivery methods to meet the unique needs and preferences of our learners. We recognise that individuals have diverse learning styles and accessibility requirements and we offer a variety of training formats to ensure that everyone can benefit from our programmes.

Inclusive Content

Our Curriculum Team places a strong emphasis on creating content that is accessible to all learners, regardless of their abilities or learning styles. We adhere to stringent accessibility guidelines to guarantee that individuals with disabilities can seamlessly access our educational materials.

For more details, please visit www.firstresponsetraining.com/accessibility



Sustainability



One of the primary ways through which we champion sustainability is by redefining the way we deliver our courses. We have implemented sustainable practices in our course delivery methods, including webinar, eLearning and distance learning solutions.

We are dedicated to integrating eco-friendly practices into our materials and resources. The development of innovative digital tools such as our bespoke CRM, Client Portal, Trainer App, and online shop has dramatically reduced our reliance on paper-based communication and documentation, benefiting both our clients and the environment. When we do print, we use eco-friendly, recyclable materials.

We have taken concrete steps to manage our trainers' travel effectively. By reducing CO2 emissions through local trainers, carpooling, and the utilisation of low-emission vehicles, we actively work towards a greener future. We meticulously monitor trainer mileage and have plans to transition to fully electric vehicles shortly.

For more details, please visit www.firstresponsetraining.com/sustainability

Equality & Diversity

Inclusive Course Delivery

Our trainers undergo rigorous training to establish inclusive, respectful, and engaging learning environments. We continuously assess and adjust our training programmes to champion diversity and eliminate stereotypes from any materials. Our "Inclusive Language and Positive Communication" guide offers practical advice to our staff on embracing inclusive and respectful language, and we regularly review and update this guide to remain current with evolving language.

Equality, Diversity & Inclusion in Employment

We are dedicated to fostering a culture that upholds principles of equality, diversity, and human rights within its organisation and throughout its supply chain. Our commitment to diversity and inclusion is evident in our recruitment practices, where we also provide support to veterans and care leavers. We enforce ethical sourcing practices through policies addressing ethical trading, corporate and social responsibility, sustainability, and equality and diversity.

Find out more at www.firstresponsetraining.com/equality-diversity-and-inclusion



Social Responsibility



Fair Work Practices

Since 2013, we have proudly held the prestigious accreditation of a Living Wage Employer. Our dedication to fair work practices is evident through real Living Wage payments, performance-related pay, and transparent bonus schemes. We support and accommodate caring responsibilities and lifestyle preferences through a range of contract options, shift patterns, and opportunities for evening and weekend work. Our recent introduction of a flexible working policy for office-based staff further underscores our commitment to promoting a positive work-life balance for all team members. We actively seek and value employee input through various channels, including surveys, staff conferences, and one-on-one review meetings.

Community Benefits

We engage in charitable activities, such as sponsored walks and fundraising events, to make a positive impact on the communities we serve. We also offer free Family First Aid training sessions to empower individuals with essential life-saving skills. We actively support local schools by providing work placements and delivering sessions on careers and personal development, aiming to inspire and educate the next generation.

Book With Us

If you would like to find out more about undergoing training with us, please get in touch with us today.

You can call our freephone 0800 number, e-mail us, submit an enquiry via the contact form on our website or even make a simple purchase on our online shop.

If you already have an Account Manager, you can contact them directly to assist with your current staff training and development needs, they will be more than happy to help.

0800 310 2300

info@firstresponsetraining.com

www.firstresponsetraining.com

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