



WORKPLACE

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 the workplace

First Response Training has over 25 years of experience in training staff to perform safely and effectively in the workplace. We work with companies and organisations in all industry sectors across the UK on a daily basis.

Our specially developed courses are meticulously mapped to national standards, legislation and guidance to reliably guide managers and employers through key workplace learning and development areas.

Our 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 Workplace training courses are carefully developed by curriculum experts to ensure the highest quality, up-to-date training for staff. All courses are mapped to national standards, legislation and industry guidance

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 small and large companies in all industry sectors and are knowledgeable about the key health, safety and welfare training requirements for the workplace. 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 workplace health, safety and welfare



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

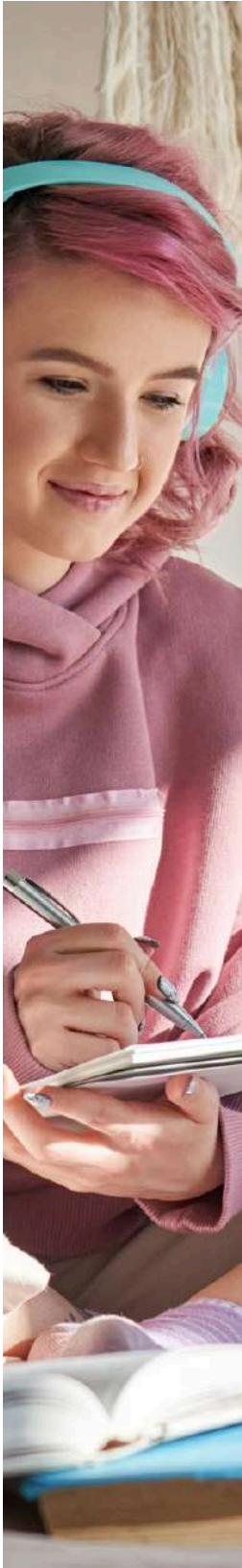
0800 310 2300

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

Training for the Workplace



LIFE-SAVING FIRST AID

The HSE recommends businesses with 5-50 employees have at least one trained first aider in place, with an additional first aider for every 50 additional workers, depending on your workplace risk assessment.



ESSENTIAL HEALTH AND SAFETY

All workers should have basic health and safety knowledge, with relevant training in subjects such as Manual Handling and appointed people to manage fire safety.



MENTAL HEALTH AWARENESS

All workers should have an awareness of mental health issues and workplace stress, with recommendations that businesses have at least one trained Mental Health First Aider in place.



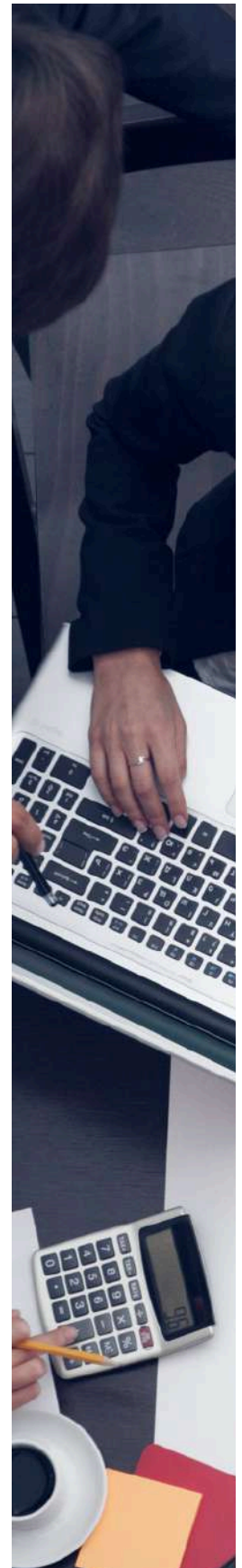
GDPR KNOW-HOW

To protect data security and individual privacy, any business that handles personal data should ensure they have provided sufficient GDPR training to relevant employees.



SPECIALIST SKILLS

Depending on your industry sector, a wide and diverse range of additional skills training may be required. This can range from Personal Licence training for hospitality to Asbestos Awareness and Working at Height for construction.



Our Workplace Training



Our courses provide managers and employers in all industry sectors with the essential information, knowledge and skills to work safely and help protect the health, safety and welfare of others.

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

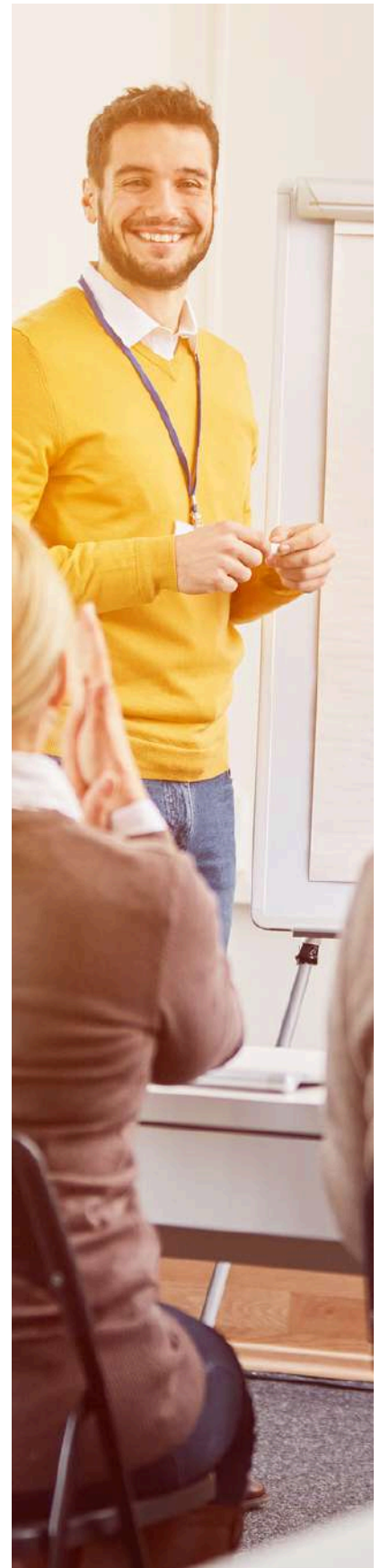
COURSE CATEGORIES:

- ✓ First Aid
- ✓ Health and Safety
- ✓ Fire Safety
- ✓ Food Safety
- ✓ Mental Health
- ✓ Corporate & Social Standards
- ✓ Specialist Skills

Course Mapping

Working with Advantage Accreditation, an independent accreditation, certification and quality assurance body, as well as other accreditation and awarding bodies and highly qualified trainers, we have developed a suite of high-quality training for the workplace. Our team of curriculum experts have carefully developed these courses in-line with relevant guidance and legislation including, but not limited to:

- Health and Safety Executive (HSE) guidance
- National Occupational Standards (NOS)
- Regulated Qualifications Framework (RQF)
- National Examination Board in Occupational Safety and Health (NEBOSH)
- Construction Skills Certification Scheme (CSCS)
- UK Asbestos Training Association (UKATA)
- Relevant legislation, including Health and Safety at Work etc Act 1974, Management of Health and Safety at Work Regulations 1999, Manual Handling Operations Regulations 1992, and more



First Aid Training



The HSE recommends businesses with 5-50 employees have at least one trained first aider in place, with an additional first aider for every 50 additional workers, depending on your risk assessment. Certificates should be renewed every 3 years, with annual updates advised.

We provide a range of first aid training for different industries and roles.



Level 3 Award in First Aid Principles

This interactive [eLearning](#) course provides learners with an awareness of the principles of emergency first aid

£14.95

Level 2 Award in First Aid Awareness

This course provides learners with basic first aid skills and knowledge to enable them to respond to an emergency

£330
3 hours

Basic Life Support



Level 2 Award in Basic Life Support

This course teaches learners to provide effective basic life support for adults

£330
3 hours

Level 2 Award in Basic Life Support and Anaphylaxis

This course provides learners with the skills and knowledge to provide effective basic life support and respond to anaphylactic shock

£330
3 hours

Level 2 Award in Basic Skills Update

This short course provides a useful annual update to the key skills taught on first aid at work training courses

£330
3 hours

Emergency First Aid at Work

Level 3 Award in Emergency First Aid at Work	This course provides learners with the skills and knowledge to provide emergency first to adults in the workplace	£525 7 hours
Level 3 Award in Emergency First Aid at Work inc. Alcohol Awareness	This EFAW course includes content on alcohol awareness, including identifying and responding to alcohol poisoning	£525 7 hours
Level 3 Award in Emergency First Aid at Work inc. Electrical Accidents	This EFAW course includes content on electrical safety and how to respond if someone receives an electric shock	£525 7 hours
Level 3 Award in Emergency First Aid at Work inc. Ligature	This EFAW course includes content on suicide awareness, including ligature injuries	£695 7 hours
Level 3 Award in Emergency First Aid at Work + Forestry	This EFAW course includes content related to forestry first aid, including crush injuries and Lyme Disease	£695 7 hours

First Aid at Work

Level 3 Award in First Aid at Work Qualifying	This comprehensive course provides learners with detailed knowledge of first aid for adults	£1575 3 days
Level 3 Award in First Aid at Work Refresher	This 2-day refresher course enables learners to requalify in First Aid at Work, providing knowledge and skills updates	£1050 2 days
Level 3 Award in First Aid at Work inc. Alcohol Awareness	This FAWQ course includes content on alcohol awareness, including identifying and responding to alcohol poisoning	£1575 3 days
Level 3 Award in First Aid at Work inc. Oxygen Therapy	This FAWQ course includes content on oxygen therapy, including recognising low blood oxygen levels (Hypoxia)	£1695 3 days

Immediate Life Support

**Level 3 Award in
Immediate Life
Support
Qualifying**

This qualification course provides learners with the skills to provide resuscitation and pre-hospital emergency care

**£895
7 hours**

**Level 3 Award in
Immediate Life
Support
Refresher**

This 4-hour refresher training course provides learners with a skills and knowledge update to requalify them in Immediate Life Support

**£695
4 hours**



Anaphylaxis

Level 2 Award in
First Aid
Awareness inc.
Anaphylaxis

This basic first aid training course also provides learners with an awareness of anaphylaxis and how to respond to it

£395
2.5 hours

Level 2 Award in
Allergy Awareness,
Anaphylaxis and
Emergency Medication

This course provides learners with an understanding of allergies, anaphylactic shock and the emergency treatment for it

£395
3 hours



Special Focus First Aid



Level 2 Award in Automated External Defibrillation

This course teaches learners how to manage an unresponsive casualty who is not breathing - including the use of an AED

£330
3 hours

Level 3 Award in Medical Emergencies for Dental Practices

This course provides learners with the skills and knowledge to deliver emergency first aid to patients and staff within dental practices

£525
7 hours



Health & Safety

The HSE advises that employers must provide their employees with adequate health and safety training when they start work, with ongoing training provided in response to changes, such as the identification of new risks or legislative updates.

We offer a range of health and safety training for all industries and roles.



Level 2 Award in Principles of Health & Safety

This course provides learners with an awareness of health and safety to help them stay safe in the workplace

£330
3 hours

Level 2 Award in Health & Safety

This more detailed course provides learners with an understanding of health and safety to help keep them and others safe at work

£525
7 hours

Health & Safety



Level 2 Award in Manual Handling

This course teaches learners the principles of safe manual handling in the workplace, including manual handling risk assessment

£330
3 hours

Level 3 Award in Safety Representatives

This course provides learners with the skills and knowledge to act as the nominated Safety Representative in the workplace

£695
7 hours

Level 3 Award in Managing and Supervising Safety

This course provides learners with an understanding of the health and safety responsibilities of a manager or supervisor

£695
7 hours

Managing Risk

Level 2 Award in the Principles of Risk Assessment	This course provides learners with an introduction to health and safety risk assessments in the workplace	£330 3 hours
Level 2 Award in Accident & Incident Investigation	This course provides learners with an understanding of the accident and incident investigation process and the benefits of accident prevention measures	£395 3 hours
Level 2 Award in Hazard Identification in the Home	This course provides learners with an awareness of risks and hazards in the home and how to assess and manage these	£395 3 hours
Level 3 Award in Managing and Supervising Risk	This course provides managers and supervisors with an understanding of their role and responsibilities in relation to risk management in the workplace	£695 7 hours

Personal Safety

Level 2 Award in Personal Protective Equipment	This course teaches learners the duties of both employers and employees in regards to personal protective equipment (PPE)	£395 3 hours
Level 2 Award in Lone Working	This course introduces learners to the hazards and risks involved with working alone and control measures to reduce risks	£395 3 hours
Level 2 Award in Conflict Resolution & Personal Safety	This course provides learners with the knowledge to manage their own personal safety and deal with conflict in the workplace	£525 3 hours
Level 2 Award in Conflict Resolution & Breakaway	This course provides learners with the knowledge to deal with conflict in the workplace and use physical techniques to break away from aggressive situations	£895 7 hours

Specific Hazards

Level 2 Award in Working at Height	This course teaches learners the principles of safe working at height and the importance of risk assessment	£395 3 hours
Level 2 Award in Confined Spaces	This course provides learners with an awareness of health and safety and how to reduce the risk of working in confined spaces	£395 3 hours
Level 2 Award in Handling Hazardous Substances (COSHH)	This course provides learners with an understanding of substances hazardous to health and how to manage safety	£395 3 hours
Level 2 Award in Legionella	This course provides learners with an overview and awareness of issues surrounding Legionella control	£395 3 hours
Level 2 Award in Sharps Awareness	This course provides learners with an awareness of the risks involved with sharp injuries	£395 3 hours

Specific Hazards



Level 2 Award in Abrasive Wheels

This course provides learners with an awareness of the hazards inherent in the use of portable angle grinders and cut off saws

£525
3 hours

Level 2 Award in Asbestos Awareness

This course provides learners with information on the hazards and risks posed by asbestos and the law in relation to it

£525
3 hours

Level 3 Award in DSE Assessment

This course provides learners with the knowledge to carry out DSE workstation safety assessments

£550
3 hours

IOSH Safety Training

IOSH Working Safely	This internationally recognised, IOSH certificated course provides learners with essential health and safety knowledge	£995 7 hours
Supervising Safely (IOSH Approved)	This course has been developed by us to meet IOSH standards and is externally approved and certificated by them	£2495 2 days
IOSH Managing Safely	This comprehensive and interactive health and safety course for managers is world renowned and certificated by IOSH	£2995 3 days
IOSH Managing Safely Refresher	This IOSH recertification course provides important updates and a refresh of health and safety management skills and knowledge	£1200 8 hours

We are also an approved centre for Highfield Qualifications and can provide a range of Highfield-accredited health, safety and first aid training qualifications. If you are interested in undergoing workplace health and safety training which is externally accredited by a national awarding body, please contact us for information and prices

Fire Safety



It's vital that all employees have basic knowledge and awareness of fire safety and prevention at work and all workplaces, across any sector, should also have nominated employees who undergo more in depth training to cover the position of the on-site Fire Marshal.

We provide training in fire safety for employees at all levels and can deliver practical training in the use of a fire extinguisher where required.



Fire Safety eLearning

Covering **Fire Safety Awareness** or the **Role of the Fire Marshal**, our interactive fire safety eLearning courses are ideal for staff inductions or annual refresher training

£14.95

Level 2 Award in Fire Safety Awareness

This course provide learners with a basic understanding of the causes of fire and the principles of fire safety and fire prevention

£330
3 hours

Fire Safety



Level 3 Award in the Role of a Fire Marshal

This course provides learners with the skills and knowledge to fulfil the role of a Fire Marshal in their workplace

£465
3 hours

Level 3 Award in the Role of a Fire Marshal inc. Extinguisher

This Fire Marshal training course includes practical training in the safe and correct use of a fire extinguisher

£495
3 hours

Level 4 Award in Fire Safety for Managers

This course provides supervisors and managers with the knowledge to oversee and manage fire safety in the workplace

£695
7 hours

Fire Safety Equipment

Level 2 Award in Fire Extinguisher Training

This course provides learners with a basic understanding of fire safety and practical training in the use of a fire extinguisher

£395
2 hours

Level 2 Award in Evacuation Equipment

This course provides training for employees who may need to assist individuals using evacuation equipment in an emergency

£495
3 hours



Food Safety



Anyone involved in preparing, cooking, serving or storing food and beverages should undergo food safety training appropriate to their role.

We provide a range of high quality food safety training courses for staff at all levels, and can also offer externally accredited food safety training where required.



Food Safety eLearning

Our interactive food safety eLearning course provides learners with a basic understanding of food safety and food hygiene principles

£14.95

Level 2 Award in Food Safety Principles

This course provides learners with an understanding of food safety and food hygiene principles and food safety law

£330
3 hours

Food Safety



Level 2 Award in Food Safety

This course ensures those involved in the handling and preparation of food have good knowledge of food safety procedures

£525
7 hours

Level 3 Award in Supervising Food Safety

This course provides learners with the knowledge and understanding to oversee food safety and hygiene procedures

£1575
3 days

Level 3 Award in Supervising Food Safety Refresher

This course provides supervisors with a vital update on food safety procedures and law and a refresh of their knowledge and skills

£525
7 hours

Mental Health



It is becoming increasingly important for all workers to have an awareness of mental health issues and to understand how to support and promote positive mental wellbeing in the workplace.

We provide a range of mental health training courses, from stress awareness courses to more in-depth courses on Understanding Mental Health, Mental Health First Aid and courses focused on specific mental health disorders.



Level 2 Award in Mental Health Awareness in the Workplace

This course teaches learners about promoting mental health in the workplace, and empowers people to offer support

£395
3 hours

Level 2 Award in Understanding Mental Health

This course provides learners with a good understanding of mental health problems and empowers people to provide support to others and build their own resilience

£695
7 hours

Managing Stress

Managing Stress in the Workplace eLearning

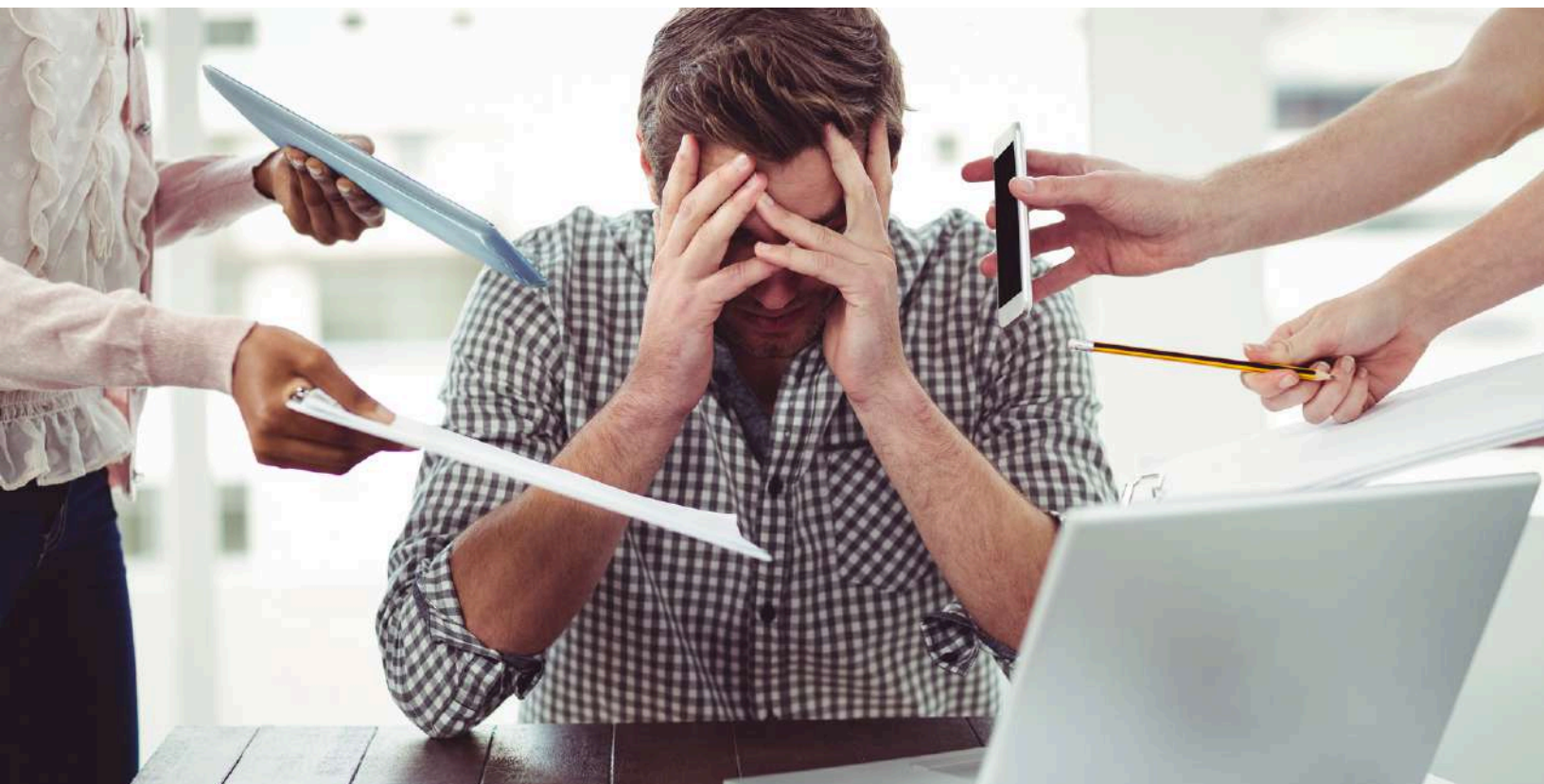
This interactive eLearning course provides learners with an understanding of how to manage work-related stress

£14.95

Level 3 Award in Managing Stress in the Workplace

This course teaches learners about the benefits of effectively managing stress in the workplace

£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

**Specific Mental
Health Disorders**

**£395
3 hours**

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.



Corporate & Social Standards



Beyond health, safety and wellbeing, employers also need to ensure workers are trained in important subjects to meet legal, corporate and social standards.

From data protection and privacy to customer service, inclusivity and sustainability, we can provide training to help businesses and their staff meet these standards.



Level 2 Award in Customer Service & Complaints Management

This course provides learners with an understanding of good customer service and the effective management of complaints

£395
3 hours

Level 2 Award in General Data Protection Regulation (GDPR)

This course provides learners with an understanding of the GDPR and the importance of data protection and security

£395
3 hours

Corporate & Social Standards



Level 2 Award in Equality, Diversity & Inclusion

This course introduces learners to equality, diversity and inclusion in the workplace, to reduce discrimination and promote diversity and inclusion

£395
3 hours

Level 2 Award in Environmental Awareness

This course introduce learners to the principles of environmental management and sustainability in the workplace

£395
3 hours

Level 3 Award in Environmental Management

This course provides learners with an understanding of how to to implement an effective environmental management system

£695
7 hours

Specialist Skills



Depending on the sector you operate in, your workers may need to undertake further training in a range of specific skills, including IT and business skills, or sector-specific roles and responsibilities.

We can provide a range of interactive eLearning programmes to help equip workers with knowledge and skills relevant to business services, Microsoft Office and the hospitality industry.



Microsoft Office eLearning courses

These interactive, flexible eLearning courses cover skills relevant to Word, Excel, PowerPoint and Outlook

£15.00

Hospitality eLearning courses

This interactive, flexible eLearning courses cover a range of skills for those working within the hospitality industry

£15.00

Microsoft Office

Word

Level 1 Introduction & Basics

Level 2 Importing & Formatting

Level 3 Paragraphs & Page Layout

Level 4 Managing Documents

Level 5 Objects & Printing

Level 6 Tables & References

PowerPoint

Level 1 Introduction & Basics

Level 2 Creating Presentations

Level 3 Slide Content

Level 4 Graphics & Multimedia

Level 5 Charts & Animation

Level 6 Reviewing & Presenting

Outlook

Level 1 Introduction & Basics

Level 2 Messages & Formatting Education

Level 3 Managing Messages & Contacts

Level 4 Calendar & Other Folders

Level 5 Auto Features & Searching



Microsoft Office

Excel

Level 1 Introduction & Basics

Level 2 Cells & Worksheets

Level 3 Views & Layouts

Level 4 Formatting & Proofing

Level 5 Formulas & Functions

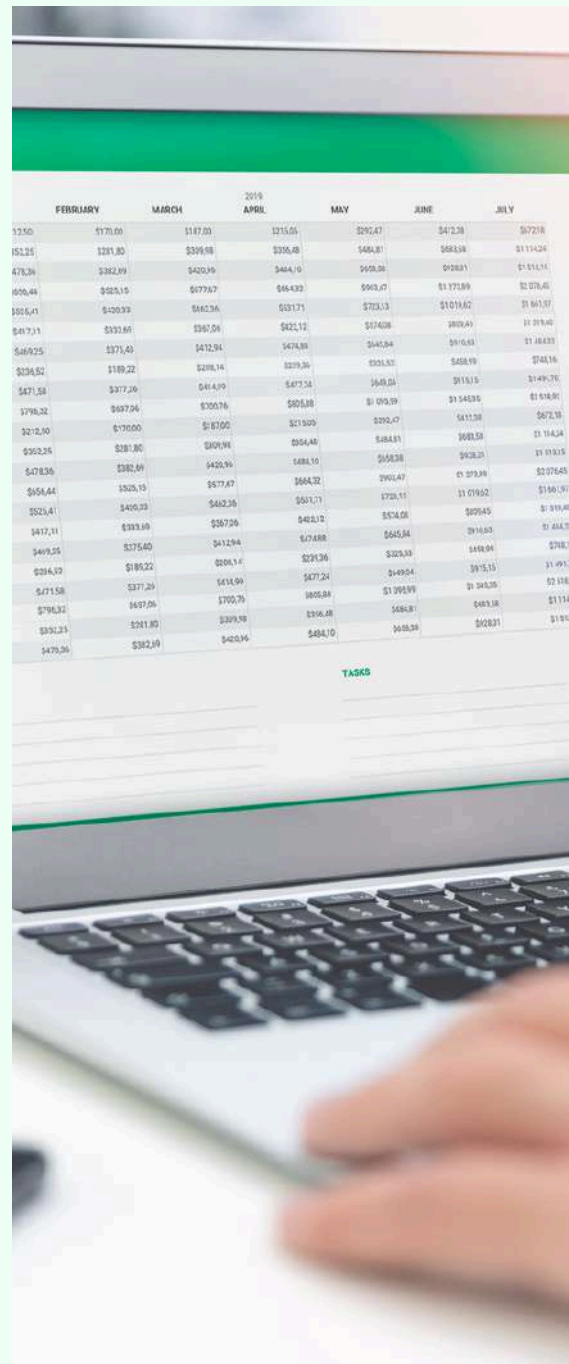
Level 6 Presenting Data Visually

Level 7 Sharing & Validating Data

Expert Advanced Functions, Consolidating & Auditing

Expert Advanced Charting & Data Analysis

Expert Advanced Formulas, Macros & External Data



Hospitality

Health & Safety

Creating a Positive Customer Environment

Fire Aware

Safety Aware for Hotel Staff

Service

Boxing a Table

Buffet Service

Carrying and Clearing Plates

General Preparation

Laying Tables

Napkin Folding

Hospitality

Cleaning

Cleaning Bathrooms

Housekeeping

Making Beds

Presentation



Hospitality

Food & Drinks

Wine & Champagne

Food & Drink Safety

Handling Glassware

Handling Glassware in the Bar

Prepare and Close a Bar

Prepare and Serve Drinks

Serving Beer

Silver Service Technique

Taking Wine Orders

Licensing Awareness

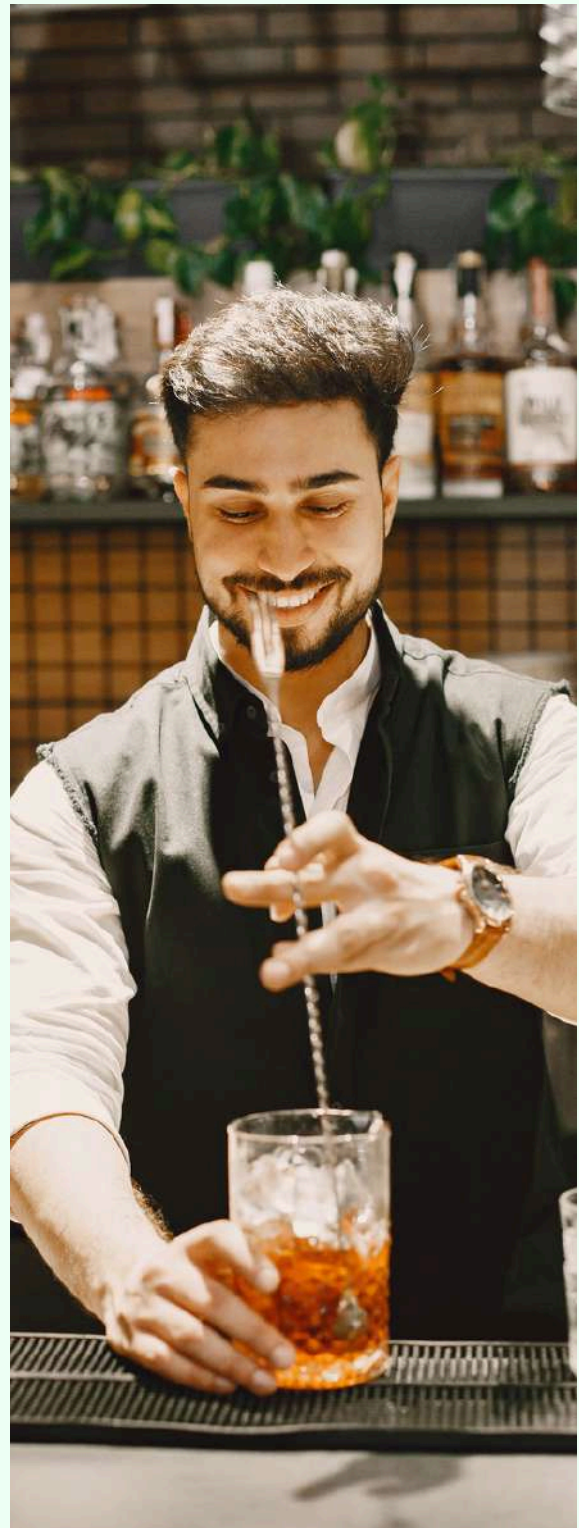
Restaurant Service

Allergy & Special Diets

Menu Knowledge

Presenting Menus and Taking Orders

Working with Allergens



Hospitality

Customer Service

Disability Aware

Disability and Culture Aware

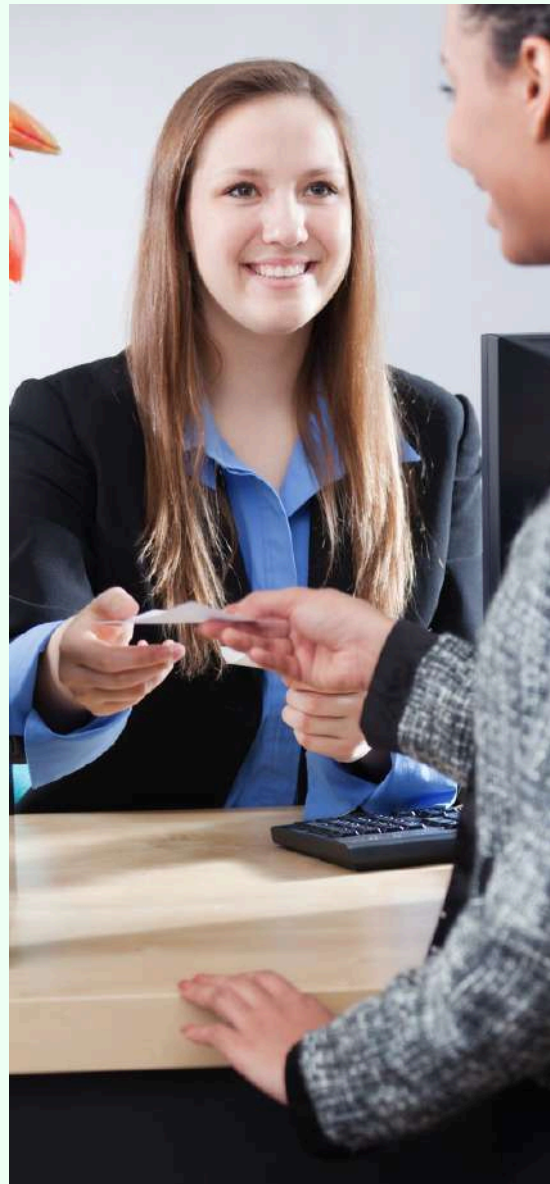
Understanding Customer Needs

Using Positive Selling Skills

Handling Customer Problems Positively

Creating a Positive Customer Environment

For more information about any of these eLearning courses, or any other training courses, please contact us on freephone 0800 310 2300 or head to our online shop where you can view our full eLearning range.



Business Skills



Essential Problem Solving

This interactive eLearning programme provides learners with essential problem solving skills for the business environment

£150

Process Mapping

This interactive eLearning programme provides learners with an understanding of process mapping in the business environment

£150

Business Skills eLearning

We provide a range of flexible, interactive eLearning courses within the topic of business and communication skills

£25.00

Business Skills

Action Planning
Activity Flow Charts
Affinity Diagrams
Analysis of Variance
Brainstorming
Building High Performance Teams
Building Your Personal Brand
Coaching Skills
Creative Thinking
Emotional Intelligence
Kaizen Introduction
Pressure Management
Prioritisation and Problem Solving
Self-esteem and Assertiveness
Stress Management
Visual Management



Business Skills

Communication Skills

Active Listening

Body Language for Facilitators

Communication Skills

Conflict Resolution

Effective Meetings

Giving and Receiving Feedback

Influencing Skills

Interviewing Skills

Negotiation Skills

Networking for Success

Presentation Skills

Reading Body Language as a Sales Tool





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 training range for the workplace, we can also offer the following subject areas:

Health & Social Care

We provide a wide range of training specially developed for workers in health and social care. Courses cover mandatory induction, first aid, health and safety, mental health, special focus skills and clinical skills and are mapped to national care standards and legislation

Early Years, Childcare & Schools

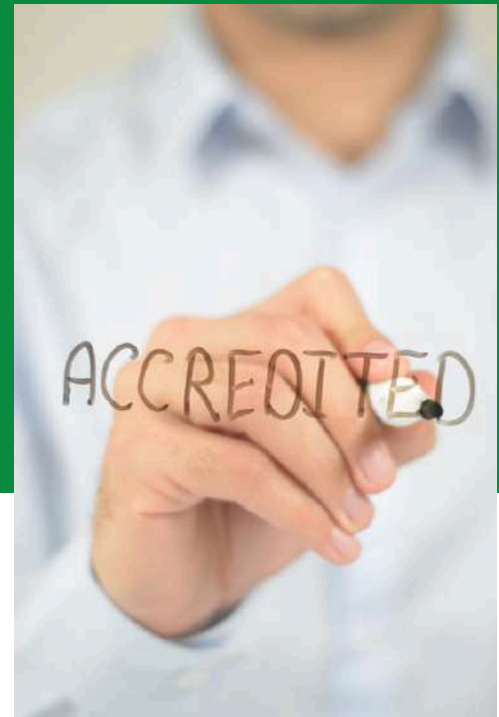
We provide a wide range of training specially developed for early years, childcare, schools and Children's services, as well as parents and carers. Courses cover paediatric first aid, safeguarding, health and safety, youth mental health and special focus skills and are mapped to EYFS, Ofsted and other standards and guidance

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



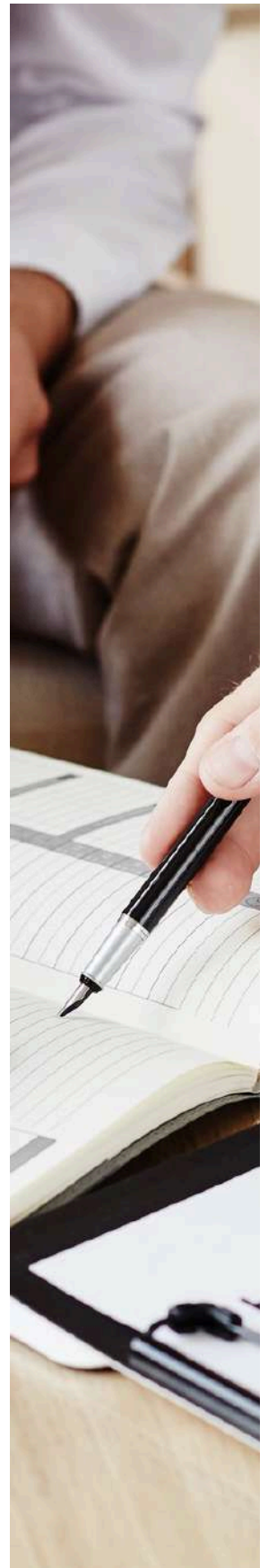
FIRST AID KITS AND SUPPLIES

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.

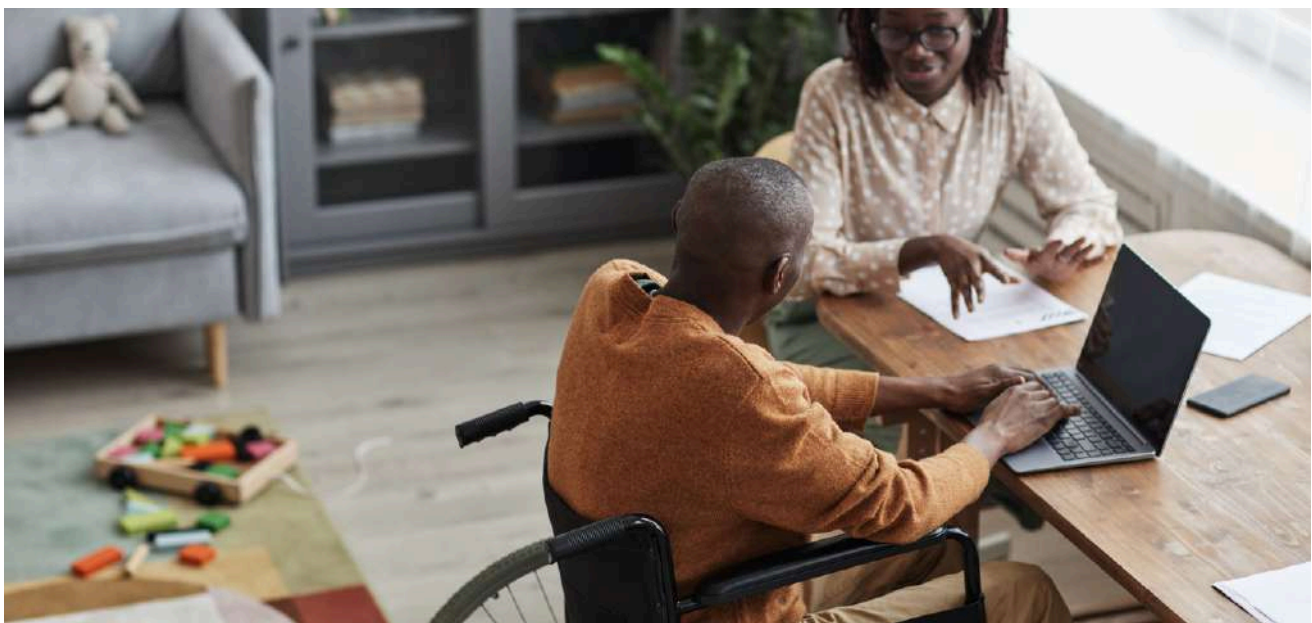
Inclusive Course Delivery

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.

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