



# QED Training Courses 2014/15



## Exciting New Training Courses Announced at QED!

QED Foundation is pleased to announce the introduction of a programme of training courses from September 2014.

All courses are open to employers, public, private and voluntary sector organisations and individuals wishing to learn new skills. Underpinned by a commitment to equality and diversity, courses are culturally aware and have also been developed with Asian and other ethnic minority businesses in mind.

Delivery will take place at QED Training Centre, 38 Vicar Lane, Bradford BD1 5LD (next to the Premier Inn). This central location is within easy reach of all travel networks. There is ample car parking just over the road.

All courses are designed and delivered by fully qualified, professionally trained and experienced trainers with an in-depth knowledge of the subject.

Half day training courses run from 9.30 – 12.30pm or 1.00pm with refreshments provided and full day courses are from 9.30 – 4.00pm with refreshments and a light lunch included (please specify any dietary requirements at the time of booking). Arrangements for longer courses are specified in the individual course information.

Payment must be received prior to the start of training. Photographic ID will be required for attendance on all courses.

If you are an employer with a need for whole staff team training, we are able to tailor courses to your individual requirements at your own location. Please contact us to discuss your requirements.

Without compromising on quality, our courses are offered at very competitive rates. We look forward to hearing from you.

### Course Title: Presentation Skills

Date: Week commencing 22<sup>nd</sup> September 2014 – Check with us for date

Reference Number: QED/WC220914

Start/Finish: 9.30am – 4.00pm

Course Content: This one day course covers the skills to make confident presentations; whether it's a formal presentation, an interview, or just across the desk to a colleague, you will see how to get your message across in a clear, confident and convincing manner. You will have fun practicing the skills and techniques to become a more confident speaker when it matters!

Cost: £75.00 per person including materials, refreshments and light lunch

### Course Title: Customer Service Skills

Dates: Week commencing 6<sup>th</sup> October 2014 – Check with us for dates (2 days)

Reference Number: QED/WC061014

Start/Finish: 9.30am – 4.00pm

Course Content: Working in any position that requires you to have customer service skills can be stressful. Knowing how to develop these skills will help to provide first class customer service. How customers are treated can make the difference between a loyal customer and a lost opportunity for your company. This 2 day course is ideal for those working in a customer facing business such a retail store or call centre. The principles of good customer service, different types of customers, ways of dealing with queries and complaints, responding effectively to enquiries and ways of communicating are all covered.

Cost: £150 per person including materials, refreshments and a light lunch both days

### **Course Title: Build your Confidence**

Date: Week commencing 27th October 2014 – Check with us for date

Reference Number: QED/WC271014

Start/Finish: 9.30am – 4.00pm

Course Content: This one day course is taught in small supportive groups and is ideal for people who lack confidence, are suffering from anxiety, or for people who have been out of education or employment for some time. It will help you to deal with negative thinking and will give you an understanding of what self-confidence means. You will have the opportunity to practice some of the skills you learn during the course.

Cost: £75.00 per person including materials, refreshments and light lunch

### **Course Title: Communication Skills**

Date: Week Commencing 17<sup>th</sup> November 2014 – Check with us for date

Reference Number: QED/WC171114

Start/Finish: 9.30am – 4.00pm

Course Content: You will learn the power of effective communication on this course and how to make an impression, prepare for presentations and use your voice to communicate with confidence. As well as knowing how to handle nerves and understanding body language; by the end of the course you will be able to develop your message for maximum effect and have some fun along the way!

Cost: £75.00 per person including materials, refreshments and light lunch

### **Course Title: Food Hygiene**

Date: 24<sup>th</sup> September 2014

Reference Number: QED/OA240914

Start/Finish: 9.30am – 4.00pm

Course Description: This training course fulfils the legal obligations for employers to provide food hygiene training to staff involved in food preparation. It will also benefit those already working in a food production establishment and any interested parties who are working towards further, relevant qualifications for work in restaurants, care establishments, schools etc. You will gain:

- A firm grasp of the importance of food safety and knowledge of the systems, techniques and procedures involved;
- An understanding of how to control food safety risks (personal hygiene, food storage, cooking and handling);
- Confidence and expertise to safely deliver quality food to customers

Course Cost: £75 per person including VAT, training manual, certification refreshments and light lunch.

### **Course Title: Manual Handling**

Date: 27<sup>th</sup> October 2014

Reference Number: QED/OA271014

Start/Finish: 9.30am – 12.30pm

Course Content: This half day training course is aimed at all members of the workforce, or people looking for work who wish to gain an insight into correct manual handling techniques, legislation and safe systems of work. The responsibilities of both employers and employees are covered in depth by your course tutor.

Course Cost: £40.00 per person including VAT, training manual, certification and refreshments.

### **Course Title: Fire Safety**

Date: 11<sup>th</sup> November 2014

Reference Number: QED/OA111114

Start/Finish: 9.30am – 12.30pm

Course Content: This is a half day course, aimed at employees and those wishing to learn more about health and safety. It will fulfil an employer's legal responsibility to ensure all employees have received fire safety and extinguisher training. The characteristics and behaviour of fire, employer's responsibilities, evacuation and the theory of extinguishing media are covered in depth by your course tutor.

Cost: £40.00 per person including VAT, training manual, certification and refreshments.

### **Course Title: Health and Safety**

Date: 25<sup>th</sup> November 2014

Reference Number: QED/OA251114

Start/Finish: 9.30am – 4.00pm

Course Content: By the end of the one day course, you will have gained knowledge of risk assessments, common workplace health and safety hazards and their control, managing health and safety, risk assessment, fire safety and awareness, accident investigation and first aid.

Cost: £75.00 per person including VAT, training manual, certification & refreshments

**To book any of the courses please call  
Tahir at QED on 0300 500 1000, apply  
online via the QED website at  
[www.qed-uk.org](http://www.qed-uk.org) or email:  
[t.iqbal@qed-uk.org](mailto:t.iqbal@qed-uk.org)**

### **Course Title: Emergency First Aid (with option to continue to a second day for Paediatric First Aid training)**

Date: 9<sup>th</sup> October 2014 – Emergency First Aid  
Optional Day 2 – 16<sup>th</sup> October 2014 – Paediatric First Aid (Note: to attend the second day, attendees must have attended Day 1 – Emergency First Aid)

Reference Number: Emergency First Aid – QED/OA091014  
Paediatric First Aid – QED/OA09&161014

Start/Finish: 9.30am – 4.00pm

Course Content: Attendance on the Emergency First Aid course will give you all the necessary information to deal with issues ranging from cuts and bruises through to life threatening emergencies. This will also enable the successful attendee to act as the nominated First Aider for their place of work. (NB: There is a legal requirement to provide First Aiders at Work). You will receive an Emergency First Aid Certificate.

Continue with the training for a second day to receive further information on dealing with children and babies. You will receive a Paediatric First Aid Qualification to go with the Emergency First Aid Certificate.

Course Cost: £75.00 per person per day including VAT, training manual and certification, light lunch and refreshments on both days.