Firstly welcome to our 2020 training guide. Coppolo & Coyde are delighted to have been providing professional training services in the Channel Islands for over 10 years. We have now settled into our new Royal Jersey Showground home and our trainers are enjoying the use of modern and first class training facilities.

If you should require a safety training course not listed in this guide then we continue to have access to an extensive network of training partners so please contact us to discuss. We can also provide bespoke training courses, all you need to do is advise us of your specific requirements and we do our best to accommodate your needs.

If you wish to attend any of the listed courses then please complete a booking form that can be found at www.copcoy.com

All course prices are provided on application and current course dates are detailed on the front page of our website.

If you require any further information on any of the courses then please contact us by phone on 01481 237711 / 01534 870455 or email training@copcoy.com

We look forward to being of service to you.
Channel Islands Training & Development (C.I.T.D) has been providing quality training solutions for over 18 years and only employ top international trainers who are specialists in their chosen fields to run management, marketing and personal development open courses and bespoke in house training.

We deliver programmes in Guernsey, Jersey, the UK and internationally within countries such as Qatar, UAE, Geneva, Luxembourg and France.

We are delighted to be working in partnership with Coppolo & Coyde.

All our open programmes can be run at your company in-house and be tailored to your requirements. Please let us know if the course you are looking for is not mentioned opposite and we will do our very best to quickly find a solution for you or alternatively please use the “Course Search” facility on our website www.citd.co.uk to help you find what you are looking for from a very wide selection of different programmes. We don’t just offer soft skills training but also cover subjects such as Book Keeping, Procurement, ITIL, PRINCE2, IT courses and many more.

Please visit www.citd.co.uk for full course details, please note that the printed course schedule runs again in the autumn and dates will be available online. To book or for more information email Stephanie at mail@citd.co.uk Quote “CopCoy” for a special discount on our open programmes. We also offer a flight subsidy to Guernsey delegates attending Jersey open courses.

February 26-27 Train the Trainer
February 26 Making Effective Presentations
March 04 Coaching and Mentoring for High Performance
March 11 Advanced Supervisory Skills
March 18 Producing Professional Minutes Fundamentals
March 18 Professional Report Writing
March 25 Developing Your Potential/Personal Effectiveness
March 31 Exceptional Customer Service and Telephone Skills
April 22 Assertiveness and Advanced Communication Skills
April 29 Accuracy Programme
May 06 Developing Your Professional Presence
May 13 Getting the Best From Your Team
May 14 Finance for Non Financial Managers
May 20 Making Sure Meetings Count
June 03 Handling Difficult Conversations and Managing Conflict
June 04 Advanced Sales and Customer Relationship Building
June 10 Problem Solving, Creative Thinking and Decision Making
June 17 Building Resilience to Pressure in the Workplace
June 17 Time Management
June 24 Interviewing Skills
July 01 Supervisory Skills Day
COURSEPORTFOLIO

Health and Safety Training

• Asbestos - Management of Asbestos in Workplace Buildings
• Asbestos Awareness
• Display Screen Equipment (DSE) – Workstation Assessor
• Leading Safely (IOSH)
• Managing Health and Safety in Construction Workshop
• Managing Safely (IOSH)
• Managing Safely Refresher (IOSH)
• Manual Handling
• Manual Handling Train the Trainer (City & Guilds)
• NEBOSH National General Certificate
• Risk Assessment
• Scaffold Inspection (Basic)
• Site Management Safety Training (SMST)
• Site Management Safety Training (SMST) - Refresher
• Site Supervisor Safety Training (SSST)
• Working Safely (IOSH)

Food Safety Training

• Introductory Certificate in Food Safety (Level 1)
• Foundation Certificate in Food Safety (Level 2)
• Intermediate Certificate in Food Safety (Level 3)

For further details call
Gsy 01481 237711
Jsy 01534 870455 or
email training@copcoy.com

Book courses online at
www.copcoy.com
Asbestos - Management of Asbestos in Workplace Buildings and Structures

The Management of Exposure to Asbestos in Workplace Buildings and Structures Approved Code of Practice (ACoP 8) originally came into force in Jersey 1st January 2005. It has since been revised twice with the latest revision coming into force 1st October 2015. The Guernsey ACoP of the same name came into force May 2010 with the latest revision, the Control of Asbestos, coming into force 1st May 2016.

This course is designed to improve your understanding of the responsibilities under the ACoP’s and to assist you in assessing and prioritising any asbestos containing materials within your workplace in order to manage and update the asbestos management plan and register.

**DESIGNED FOR**
Building owners, managers and any other person with the responsibility of managing asbestos containing materials.

**KEY TOPICS**
- Relevant Legislation
- Management of asbestos in buildings
- Asbestos remediation
- Role of laboratory / analysts
- Practical work

**Course Info**
Please email training@copcoy.com for course dates/fees

**Course Assessment**
There is a multiple choice assessment at the course end.

For further details call
Gsy 01481 237711
Jsy 01534 870455 or email training@copcoy.com

**Course Verifier**
COPPOLO & COYDE
The Health & Safety Specialists
copcoy.com

**Book courses online at**
www.copcoy.com
Asbestos Awareness

Guernsey and Jersey Law require that all persons who are at risk of being exposed to asbestos during the course of their work should be given training in order to safeguard their health. Managers and supervisors of employees who are liable to be exposed to asbestos should also be trained.

KEY TOPICS

- Properties of asbestos and its effects on health, including the further increased risk of lung cancer for those who smoke
- Asbestos types, uses and likely locations of asbestos and asbestos containing materials (ACMs) in buildings and plant
- How to avoid risks from asbestos, including the importance of checking that an appropriate asbestos survey for the specific workplace has been carried out and any ACMs identified and properly managed
- General procedures to be followed to deal with an emergency, e.g. inadvertent damage to an ACM

DESIGNED FOR

The course is designed for anyone whose normal work may expose them to asbestos. It is not designed to give persons a level of competency working with non-licensable asbestos materials.

Course Info

Please email training@copcoy.com for course dates/fees

Course Assessment

There is a multiple choice assessment at course end.

Book courses online at www.copcoy.com

For further details call
Gsy 01481 237711
Jsy 01534 870455 or
email training@copcoy.com
Display Screen Equipment - Workstation Assessor

The UK’s Health and Safety Display Screen Equipment Regulations 1992 and the Jersey Display Screen Equipment at Work ACoP were introduced with the aim of preventing ill health to employees who habitually use DSE equipment as part of their normal work.

The course is designed to give delegates the necessary skills and knowledge to be able to assess and evaluate users of computer workstations. Duties that exist under Guernsey and Jersey Law are also covered.

**KEY TOPICS**

- Health & Safety (DSE) Regulations/Approved codes of practice
- Duties of Employers and employees
- Identification of risk factors
- Use of a DSE proforma
- Identification of practical solutions to eliminate or minimise risk
- Managing employee ill health

**DESIGNED FOR**

Persons who are responsible for assessing or managing computer workstations and the user.

**Course Assessment**

There is a written assessment at course end.

**Course Info**

Please email training@copcoy.com for course dates/fees

**Course Verifier**

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For further details call
Gsy 01481 237711
Jsy 01534 870455 or
email training@copcoy.com

Book courses online at
www.copcoy.com
Leading Safely (IOSH)

Leading Safely covers precisely what you need to know to lead from the front with enhanced safety and health practices with an aim to create real and lasting business benefits such as improved productivity, increased profits, enhanced corporate reputation and a strengthened brand.

Leading Safely is a face-to-face session, supported by pre-course online content, including a diagnostic questionnaire for all participants to complete and an optional e-learning module that can be used to give background information.

**DESIGNED FOR**
Leading Safely is aimed at people with leadership responsibilities, such as senior managers, directors, heads of departments, board members, business owners and chief executives.

**KEY TOPICS**
The course will support decision-makers to:
- Develop a strategic understanding of the value of safety and health
- Understand good practice from leading global organisations
- Understand where they want to position their organisation’s safety performance against other Organisations
- Plan for implementation
- Understand their operational responsibilities and the opportunities of good performance, as well as the consequences of poor performance.

**Course Assessment**
Learners use the diagnostic tool, accessed via a mobile app, to identify their current safety and health position against a set of critical questions. At the end of the course, participants make a commitment to a personal action plan to improve their own and their organisations’ safety and health management.

For further details call
Gsy 01481 237711
Jsy 01534 870455 or email training@copcoy.com

**Course Info**
Please email training@copcoy.com for course dates/fees

**Course Verifier**
Institute of Occupational Safety and Health

Book courses online at
www.copcoy.com
Managing Health and Safety in Construction Workshop

The course aims to aid delegates to fully understand the importance of the Health and Safety (Management in construction) (Jersey) Regulations 2016 to ensure that individuals working in construction work safer and comply with legislation, without imposing undue burdens on businesses. On completion of this course, successful delegates will understand their personal responsibilities for implementing the new law, and furthermore they will understand the importance of the pre Construction Information Pack and the structural elements within the Construction Phase Plan and Health and Safety file.

DESIGNED FOR
For those engaged in construction projects, as client, designer, safety project coordinator, principal contractor, contractors and construction worker.

KEY TOPICS
Health & Safety at Work (Jersey) Law, 1989
Roles of client, designer, safety project coordinator, principal contractor, contractors and construction worker.
Hazard recognition at the design stage
Construction techniques and site conditions
Construction activities
Risk Assessment and Method Statements
Pre-Construction Information
Construction Phase Plan Elements
Construction Phase Health and Safety File Elements
Case studies

Course Assessment
A certificate of training will be awarded to successful individuals who complete the course and pass the written course assessment.

Course Verifier
For further details call
Gsy 01481 237711
Jsy 01534 870455 or email training@copcoy.com

Book courses online at www.copcoy.com
Managing Safely (IOSH)

Everybody should have an understanding of their responsibilities when it comes to Health & Safety. Managing Safely is a flexible course for Managers and Supervisors in any sector and any organisation. It will bring you up to speed on practical actions you need to take to handle Health & Safety at work.

DESIGNED FOR
Managers and supervisors who have responsibility for any employees. The course will cover the application of recognised management principles in health & safety and will equip delegates to tackle the issues in their workplace.

KEY TOPICS
- The law of health & safety at work
- The costs of accidents
- Risk Assessment
- Safety Management Model and risk management
- Common hazards and risk control
- Accident causation and investigation
- Behavioral factors

Course Verifier
Institute of Occupational Safety and Health

Course Info
Please email training@copcoy.com for course dates/fees

Course Assessment
There is a multiple choice assessment at course end and a workplace based written risk assessment.

For further details call
Gsy 01481 237711
Jsy 01534 870455 or email training@copcoy.com

Book courses online at www.copcoy.com
Managing Safely Refresher (IOSH)

The Managing Safely refresher is designed to provide ongoing support in dealing with health and safety issues in the workplace. Specifically the course aims to revise key management responsibilities from the managing safely course and to update managers upon relevant Health & Safety legislature and guidance changes.

**KEY TOPICS**

- Thinking back
- Refreshing your knowledge
- Building on what you know
- Putting Managing safely into practice
- Applying the Management System

**DESIGNED FOR**

Persons who have completed a IOSH Managing Safely course.

The candidates latest certificate number will be required as evidence.

**Course Info**

Please email training@copcoy.com for course dates/fees

**Course Assessment**

There is a multiple choice assessment at course end

**Course Verifier**

Institute of Occupational Safety and Health

IOSH recommend this course is refreshed every 3 years.

For further details call

Gsy 01481 237711
Jsy 01534 870455 or
email training@copcoy.com

Book courses online at

www.copcoy.com
Manual Handling

The Course covers the basic principles of manual handling, including risk assessment. Candidates are given the knowledge to identify bad practice so that they can avoid it at work.

DESIGNED FOR

The course is aimed at any employee who carries out manual handling activities.

KEY TOPICS

Manual Handling Regulations
Spinal anatomy and related injuries
Risk Assessment in relation to manual handling
Good Lifting techniques
Planning of manual handling
Practical

Course Assessment

There is a multiple choice assessment at course end.

Please Note: It is the employers responsibility to ensure persons who attend training are free from any condition which would affect their ability to use correct lifting techniques.

For further details call
Gsy 01481 237711
Jsy 01534 870455 or
email training@copcoy.com

Book courses online at
www.copcoy.com
Manual Handling
Train the Trainer

This 2 day City & Guilds qualification is a practical and interactive course which will provide the technical knowledge, training skills and course material to design, develop and deliver effective manual handling training.

DESIGNED FOR
Managers and supervisors intending to conduct in-house training. Consultants and trainers providing services to a range of clients. Existing providers of manual handling training who want refresher certification. The course is suitable for participants from a wide range of backgrounds. Health and safety management experience as well as training qualifications are useful but are not a pre-requisite as participants will be trained in both the technical and the training related issues.

KEY TOPICS
Develop candidate skills to run training sessions on manual handling with the confidence to answer commonly occurring questions
Understand how to motivate trainees and ensure the effectiveness of the training – a major hurdle which many courses fail to address adequately.
Develop a working knowledge of the anatomy of the spine and appreciate the impact on the spine of both good and bad handling technique
Understand the principles of safe handling and be able to explain safe handling to others in a logical and memorable manner
Understand the Manual Handling Operations Regulations 1992 and be able to perform manual handling risk assessments

Course Info
Please email training@copcoy.com for course dates/fees

Course Assessment
There is a written assessment and practical teaching task to complete.

For further details call Gsy 01481 237711 Jsy 01534 870455 or email training@copcoy.com

Course Verifier

City & Guilds

Book courses online at www.copcoy.com
NEBOSH National General Certificate

The NEBOSH National General Certificate (NGC) in Occupational Safety and Health is a nationally recognised qualification covering the main legal requirements for health and safety in the UK, a range of workplace hazards and methods of control.

KEY TOPICS

Unit NG1: Management of Health & Safety
Why we should manage workplace health and safety, how health and safety management systems work and what they look like, manage risk - understanding people and processes, health and safety monitoring and measuring.

Unit NG2: Risk Assessment (practical assessment).
Physical and psychological health, musculoskeletal health, chemical and biological agents, general workplace issues, work equipment, fire & electricity.

Successful completion of the NEBOSH NGC will enable candidates with suitable experience to apply for Tech IOSH.

Course Assessment
There is a requirement for the candidate to carry out an unaided workplace inspection and 2 x 2 hour written exams.

DESIGNED FOR
Non-specialists in health & safety who require sound initial training leading to a basic recognised qualification through examination and assessment. These would include managers, supervisors and safety representatives.

Course Info
Please email training@copcoy.com for course dates/fees

Course Verifier
For further details call
Gsy 01481 237711
Jsy 01534 870455 or email training@copcoy.com

Book courses online at www.copcoy.com

duration 12 days
Risk Assessment

A suitable and sufficient risk assessment helps an employer determine what measures should be taken in order to comply with legislative requirements. This course helps you to understand the key steps of a risk assessment and how to identify and manage risks & hazards in the workplace.

**KEY TOPICS**

- The key legal requirements
- The purposes for and benefits
- The five steps approach
- Carrying out, recording, reviewing and monitoring assessments
- Limitation of candidates and where to seek further guidance

**DESIGNED FOR**

All who are required to conduct risk assessments in the workplace.

**Course Info**

- Please email training@copcoy.com for course dates/fees

**Course Assessment**

Candidates will need to pass a written assessment in order to receive a certificate of training.

**Course Verifier**

COPPOLO&COYDE
The Health & Safety Specialists
copcoy.com

For further details call
Gsy 01481 237711
Jsy 01534 870455 or
email training@copcoy.com

Book courses online at
www.copcoy.com

duration 1 day*
Scaffold Inspection (Basic)

Scaffold inspection training is required for anyone who inspects scaffolding. This course is designed to give Supervisors, Engineers, Foremen and Managers the theoretical knowledge for inspecting a basic scaffold.

**KEY TOPICS**

- Introduction and course aims
- Different types of scaffolding
- Tubular framework
- Fittings - identification and use
- Scaffolding terminology
- Bases and foundations
- Bracing for stability
- Tying basic access scaffolds
- Reasons why scaffolds collapse
- Safe use of scaffolds - including S.W.L.
- The legal requirements explained

**DESIGNED FOR**

This course is intended for any person who has responsibility for inspecting scaffolds and is designed to increase their knowledge. A more advanced course is available for persons who are required to inspect complex designed scaffolds.

**Course Info**

Please email training@copcoy.com for course dates/fees

**Course Assessment**

Successful participants will be awarded a certificate of training.

**Course Verifier**

COPPOLO & COYDE
The Health & Safety Specialists
copcoy.com

For further details call
Gsy 01481 237711
Jsy 01534 870455 or
email training@copcoy.com

Book courses online at www.copcoy.com
Site Management Safety Training (SMST)

The SMST Course ensures candidates understand their key responsibilities and accountability for site safety, health, welfare and the environment. A two day course refresher is available for those candidates who have sat the SMST certificate in the past five years.

KEY TOPICS

- The Health & Safety at Work (Jersey) Law 1989
- Health & Safety (Management in Construction) (Jersey) Regulations 2016
- Risk Assessment/Method Statements
- Recent changes in accepted work practises
- Behavioural Safety
- Management of Occupational Health
- Electricity
- Excavations
- Working at Height
- Scaffolding
- Demolition
- Confined Spaces

DESIGNED FOR

The course is intended for site managers and trainee site managers working in the construction industry.

Course Info

Please email training@copcoy.com for course dates/fees

Course Assessment

Continuous assessment via individual and group exercises, plus a multiple choice test.

Course Verifier

COPPOLO&COYDE

The Health & Safety Specialists

copcoy.com

For further details call
Gsy 01481 237711
Jsy 01534 870455 or
email training@copcoy.com

Book courses online at

www.copcoy.com
Site Management Safety Training (SMST) – Refresher

A two-day refresher of your full Site Management Safety Training Scheme (SMST) course. Taking this course renews your SMST certificate. It will update your knowledge of your responsibilities for site safety, health, welfare and the environment. You must complete this refresher before your certificate expires or you will need to re-take the full course.

A valid SMST certificate gained in the last five years. You must take this course before your certificate expires.

**KEY TOPICS**

- The current focus of the Health and Safety Inspectorate’s attention
- Risk assessment and method statements
- Construction Site Health, Safety and Welfare
- Behavioural safety
- Occupational health
- Overview and changes to the current legislation affecting construction

**DESIGNED FOR**

The course is intended for site managers and trainee site managers working in the construction industry who have sat the 5 day SMST course and need a refresher.

**Course Info**

Please email training@copcoy.com for course dates/fees

**Course Assessment**

Continuous assessment via individual and group exercises, plus a multiple choice test.

For further details call
Gsy 01481 237711
Jsy 01534 870455 or email training@copcoy.com

Book courses online at
www.copcoy.com
Site Supervisor Safety Training (SSST)

The SSST Course ensures site supervisors have the correct level of knowledge and understanding of their legal responsibilities for health, safety & welfare on site. A one day refresher course is available for those who currently hold the SSST certificate.

**KEYTOPICS**

- The Health & Safety at Work (Jersey) Law 1989
- Specific site issues that challenge supervisors on a daily basis
- Effective toolbox talks
- Supervision of occupational health
- Behavioural Safety

**DESIGNED FOR**
The course is intended for those who have or are about to have construction site supervisor responsibilities.

**Course Assessment**
Continuous assessment via individual and group exercises, plus a multiple choice test.

**Course Info**
Please email training@copcoy.com for course dates/fees

**Course Verifier**
The Health & Safety Specialists COPPOLO & COYDE
copcoy.com

For further details call Gsy 01481 237711 Jsy 01534 870455 or email training@copcoy.com

Book courses online at www.copcoy.com
Working Safely (IOSH)

Everyone at work should have an understanding of why they need to work safely. The course is ideal for introducing staff to why health and safety is important, Working Safely shows how everyone can make a difference to their own wellbeing and that of others through everyday behaviours.

KEYTOPICS

Carrying out work activities without risk to themselves or others and understand the consequences if they fail to work safely

Identify hazards, risks and risk controls and understand the importance of risk assessment, with examples of everyday use of risk assessments

Understand how to take appropriate workplace precautions and their importance in the working environment

Appreciate the importance of health & safety management systems

Identify lines of communication in their place of work

Identify safety signs

Understand emergency procedures and procedures for accidents

DESIGNED FOR

Employees at any level, in any sector, that need a grounding in health and safety.

Course Assessment

There is a multiple choice assessment and risk assessment project at course end.

Course Info

Please email training@copcoy.com for course dates/fees

Course Verifier

Institute of Occupational Safety and Health

For further details call
Gsy 01481 237711
Jsy 01534 870455 or email training@copcoy.com

Book courses online at www.copcoy.com
Introductory Certificate in Food Safety (Level 1)

The CIEH Introductory Certificate in Food Safety is a great way to introduce beginners to the safe preparation and cooking of food outside of a commercial environment, whether it’s cooking at home, work experience or progression for those who have an interest in food handling.

The course is designed as an induction to food safety and to raise awareness of key food safety issues.

Upon completion of this course, you will know why food safety is important, the importance of hygiene, and how to avoid contamination.

KEY TOPICS
The course will help you develop knowledge of the importance of good food preparation; training and cooking practices such as keeping yourself and your work area clean and hygienic, and how food becomes contaminated and steps to reduce this. You will also learn about how foodborne, pest and physical contamination pose serious health risks and the controls required to reduce the risks.

Key facts
Introduces the concept of safe food
Improves your food preparation and handling knowledge
Starter point for your further study as a food handler

DESIGNED FOR
Those new to food safety.
New employees working in low risk environments.

Course Assessment
Test paper of 10 multiple choice questions

Course Info
Please email training@copcoy.com for course dates/fees

For further details call
Gsy 01481 237711
Jsy 01534 870455 or email training@copcoy.com

Book courses online at www.copcoy.com
Foundation Certificate in Food Safety (Level 2)

The CIEH Foundation Certificate in Food Safety is for anyone working in a food business. Everyone who works in the food industry, whether in catering, manufacturing or retail, is responsible for safeguarding the health of anyone who consumes food that has been prepared, processed, stored or sold by their food business. Food handlers have a special responsibility for safeguarding the health of consumers and to ensure that the food they serve or sell is safe to eat.

Upon completion of this course, you will be able to prepare and cook food that is safe for consumption.

**KEY TOPICS**

This course builds on the Introductory Certificate in Food Safety training course and provides effective, efficient and comprehensive food safety training for all types of food business. This course covers the minimum industry standards for processes and procedures expected of any food handler.

The content reinforces the importance of food safety and provides learners with an understanding of how to identify and control food safety hazards in their own workplace.

Offers the minimum standards for the food safety industry

Builds on the Introductory Certificate in Food Safety

Recognises good practice as a food handler

Gives confidence to consumers

**DESIGNED FOR**

- Food handlers preparing or cooking food for consumers
- Anyone wishing to refresh previously learned skills and knowledge
- Businesses wishing to offer staff development for food employees
- Self-employed food based small business owners

**Course Assessment**

Test papers of 20 multiple choice questions each

For further details call Gsy 01481 237711 Jsy 01534 870455 or email training@copcoy.com

For further details call Gsy 01481 237711 Jsy 01534 870455 or email training@copcoy.com

**Course Verifier**

Chartered Institute of Environmental Health

Training Account

Book courses online at www.copcoy.com
Intermediate Certificate in Food Safety (Level 3)

The CIEH Intermediate Certificate in Food Safety course is designed for managers and supervisors who need a broad understanding of food safety control and who have responsibility for developing and maintaining a food safety management system. It is recommended that all food environments should have at least one person trained at this level, especially if they are responsible for others.

Upon completion of this course you will be able to lead on food safety initiatives designed to mitigate any food related hazards that pose a risk to consumers, as well as identify potential problems and recommend solutions.

KEY TOPICS

- The course will cover an in-depth understanding of the application and monitoring of good food safety practice, as well as ensuring that supervisors understand how to implement food safety management procedures.
- Leads on from the Introductory and Foundation Certificate in Food Safety
- Develops your understanding as a supervisor in a food environment
- Supports acquisition of a deeper understanding and practical application of safe food controls

DESIGNED FOR

- Anyone involved in supervising and managing others in a food environment where food is prepared, cooked and served; processed or manufactured; sold in a retail outlet
- Those wishing to progress from the Foundation Certificate in Food Safety

Course Info

Please email training@copcoy.com for course dates/fees

Course Assessment

Test papers of 40 multiple choice questions each

For further details call
Gsy 01481 237711
Jsy 01534 870455 or email training@copcoy.com

Course Verifier

Chartered Institute of Environmental Health
Training Account

Book courses online at
www.copcoy.com

duration 3 days