

BLACKBURN GOULD AND ASSOCIATES LTD.

**Course and Joining Information
courses with practical elements.**

Delegates are reminded that they must bring Photo ID with them

Please Note: This course is run at Trafalgar House only.

Blackburn Gould Courses with Practical Elements (including Facilities Management courses and Health and Safety Courses)

Welcome to Blackburn Gould and Associates. We hope you enjoy the course and find it both interesting and informative.

Enclosed within this document you will find all the information you will need to complete your course successfully. If you should have any questions please contact the Centre Manager in the first instance whose details you will find overleaf.

Please read all parts of this document thoroughly. This document contains:

Delegates Personal Health & Fitness Requirements – Important Information Joining Information

Pre-Course Preparation

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Course Assessment

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On completion of the course you will be asked to complete an evaluation form as part of our drive to maintain a high level of service and quality in our courses. We find delegate feedback very useful and welcome your comments.

Delegates Personal Health & Fitness Requirements – Important Information

In accordance with the organisation's guidelines, each delegate is required to declare they are in good health and are fit enough to undertake the training – some activities may be physically demanding and potentially stressful.

Practical exercises are designed solely to meet the standards of the relevant accreditation body and will not place any physical or mental demands on delegates other than those required to meet the standards.

A declaration form relating to the delegates' current health status is required to be completed by all delegates at enrollment to ensure delegates understand that this training involves strenuous physical effort and that they are of good health and physically fit enough to undertake such training without adverse health effects. Delegates may be asked about any responses/disclosures made on their form that could have an impact on their fitness and ability to do the course.

If a delegate has recently received medical treatment, is under the care of a hospital consultant or general practitioner, and has any doubts about their fitness or ability to do the course, they should contact the centre manager in the first instance, to seek advice.

The responsibility for an individual completing the course without any adverse effects to their present state of health lies with the delegate and/or their sponsoring company. However, where Blackburn Gould has any doubts regarding the fitness of the delegate to undertake the training, we may discuss other options and adjustments that can be made to support the delegate in line with our Reasonable Adjustment guidelines.

If required, details of the exact nature of practical exercises can be obtained on request. If there are any doubts about participating in any of the exercises you **must** inform the tutor/assessor in charge immediately. Failure to do this could endanger yourself or others.

Your Health and Safety:

Most of Training Expertise's courses involve practical elements, whether bending and lifting, active first aid or working outside on rough or uneven terrain. Delegates are reminded of the importance of operating within their abilities and taking care of their health and safety. Please inform us of any medical or other issues that may affect your active participation. Delegates are reminded that all outdoor activities are potentially hazardous and that they are obligated to abide by any safety instructions provided on the course.

Joining Information –

Location: Blackburn Gould and Associates Ltd, Trafalgar House, 712 London
Start Time: Road, RM20 3JT, Grays.

Refreshments: 08:45
Delegates are requested to report to the reception in plenty of time.

Contact: Lunch and Refreshments are included in the course fee, please advised
of any allergies on arrival.

Centre Manager
Tel: 01375 886 355
Email: info@blackburngould.com

Pre-Course Preparation

None.

Pre-Requisites/Entry Requirements

ALL DELEGATES ARE REQUIRED TO COMPLETE AN INITIAL ASSESSMENT IN MATHS AND ENGLISH FUNCTIONAL SKILLS.

For certain courses the following certification will be required:

- ✓ **An accredited First Aid or Emergency First Aid Certificate**
- ✓ **Functional Skills Entry 3**

Delegates who do not produce the above required pre-requisite documentation for certain courses may be allowed to complete the course (at the discretion of the Centre Manager); however, no certificates will be issued until such time as the pre-requisites have been met.

Additionally, delegates will be required to declare that on the day of training, they are not suffering from any condition that would render them unfit to complete

Course delivery will be English; therefore delegates are required to have a good understanding of the English Language.

Enrolment

Prior to enrolment, identity will be checked against a photo identification document. This must be a Passport or Photo Driving License.

Delegates will be required to complete an enrolment form for each course that they attend which includes details such as date of birth/next of kin. All parts of the enrolment form need to be completed. Relevant certificates will be checked by tutors/assessors during the enrolment process. These are required for registration purposes and for inclusion in the individual course certificates, which will be issued at the end of the course. You will need to bring ID

with you to be able to sit the exams. If you have a current Passport and a photo driving license these will be ideal. Alternatively you can bring your original birth certificate if you do not have a passport or driving licence – along with two other forms of ID showing your current address such as a recent utility bill, P45/P60, Council Tax statement (less than 12 months old) or bank statement (less than 3 months old).

Visa documentation will be checked as appropriate.

Attendance

For successful completion 100% attendance is required.

Certification

The successful delegate will normally be issued with an certificate at the end of the course. Personal details shown on the certificates are taken from the enrolment form completed at the commencement of the course. It is therefore important that all parts of the form are completed clearly and in full.

Clothing/Special Requirements

Course includes practical sessions **that will require students to bring** the following:

- **Level 1 Certificate in Introduction to the Facilities Industry (Clean high-risk areas)** -Coverall/boiler suit or other old working gear, comprising of long trousers and long- sleeved tops. Socks are also essential. There is a slight risk that clothing will be tainted. Being outside it is recommended that during cold weather sufficient warm clothing is also brought.
- **Level 1 Certificate in Introduction to the Facilities Industry (Graffiti removal by hand)** -Coverall/boiler suit or other old working gear, comprising of long trousers and long- sleeved tops. Socks are also essential. There is a slight risk that clothing will be tainted. Being outside it is recommended that during cold weather sufficient warm clothing is also brought.
- **Level 1 Certificate in Introduction to the Facilities Industry (Manual Street Cleaning)** -Coverall/boiler suit or other old working gear, comprising of long trousers and long- sleeved tops. Socks are also essential. There is a slight risk that clothing will be tainted. Being outside it is recommended that during cold weather

sufficient warm clothing is also brought.

- **Level 1 Certificate in Introduction to the Facilities Industry (Minor repairs and maintenance of property and premises)** -Coverall/boiler suit or other old working gear, comprising of long trousers and long- sleeved tops. Socks are also essential. There is a slight risk that clothing will be tainted. Being outside it is recommended that during cold weather sufficient warm clothing is also brought.
- **Level 1 Certificate in Introduction to the Facilities Industry (Prepare and clean washrooms)** - Coverall/boiler suit or other old working gear, comprising of long trousers and long- sleeved tops. Socks are also essential. There is a slight risk that clothing will be tainted. Being outside it is recommended that during cold weather sufficient warm clothing is also brought.
- **Level 1 Certificate in Introduction to the Facilities Industry (Waste and recycling)** -Coverall/boiler suit or other old working gear, comprising of long trousers and long- sleeved tops. Socks are also essential. There is a slight risk that clothing will be tainted. Being outside it is recommended that during cold weather sufficient warm clothing is also brought.
- **Level 1 Certificate in Introduction to the Facilities Industry (Customer Service)** -Smart casual attire is required. No T-Shirts on the course.
- **Level 1 Certificate in Introduction to the Facilities Industry (Servicing conferences and meetings)** - Smart casual attire is required. No T-Shirts on the course.
- **Level 1 Certificate in Introduction to the Facilities Industry (Servicing of accommodation facilities)** - Smart casual attire is required. No T-Shirts on the course.
- **Level 1 Certificate in Introduction to the Facilities Industry (Sustainable resources)** - Smart casual attire is required. No T-Shirts on the course.
- **Level 1 Award in Health and Safety in a Construction Environment** -Casual attire is required. Steel-capped footwear and helmet will be provided for the site visit.

If the Company in its absolute discretion considers the conduct or dress of any Participant seeking admission to or participation in the whole or part of the Activities is likely to cause risk to the welfare, safety or conduct of that Participant or any other Participant, then the Company shall have the right in its absolute discretion to refuse such admission or participation by such participant without having to give detailed reasons.

Course Accreditation

All courses are City and Guilds Accredited.

Course Aim

The programme is to assist in meeting the continued need to meet the demand for facilities management and construction employees. The structure of the courses is geared towards meeting the needs within the facilities industry for staff who are able to work flexibly in challenging environments including hospitals and universities. It is also aimed at upskilling staff already working in this sector to enable them gain the flexibility to either progress in their career with their current employer or to seek other employment opportunities during the changing economic period.

In addition to this, the Level 1 Award in Health and Safety in a Construction Environment is a pre-requisite for the achievement of the SCSC card for working on construction sites.

Course Objectives

Please see the relevant course information provided on the website <https://www.blackburngould.com/training-services/>

Course Structure and Content

Please see the relevant information provided to you as part of your enrollment pack.

Further Information

Car Parking

Trafalgar House has limited number of car parking spaces available to short course delegates. These are currently available on a first come, first-served basis and do not require a permit to be displayed when parking between the hours of 08:00 and 17:00 Monday to Friday.

Local Amenities

The lakeside Shopping Centre is 1 mile away (approximately 15 minute walk) from Trafalgar House. London Road offers several shops (chemist/pharmacy, Post Office, General Store), cafes, pubs and garages. A cash-dispensing machine is available in the Texaco fuel station next to Trafalgar House which accepts a number of bank cards.

Health and Safety

Health and Safety information is on display throughout the campus and students are expected to comply with this. Details of course specific health and safety procedures will be given at course commencement.

Catering Facilities

All course delegates will be provided with refreshments and a packed lunch; unless their course duration is ½ day or less, when only refreshments will be provided. Full details will be provided at the commencement of the course.

CCTV

Blackburn Gould uses CCTV and audio recording in some of its simulator and classroom suites to enhance the teaching and learning experience. The areas where recording takes place are clearly marked and staff will indicate if recording is likely to be used. All recorded data is held securely and is only accessed by authorised personnel. Requests for access to data can be made via staff members. If you do not wish to have data that includes you recorded through classroom/simulator CCTV systems, you are requested to inform the member of staff conducting the lecture/training before it commences. Blackburn Gould also uses CCTV systems in public places across its building for crime prevention purposes or for detection of incidents/crime only, for which there is a separate policy..

No-Smoking Policy

Blackburn Gould operates a no-smoking policy within buildings and an advisory no-smoking zone of 5 metres from any doors or windows in order to protect everyone from the effects of tobacco smoke. Smoking is therefore not allowed in any buildings and is only allowed in designated areas/shelters which are clearly marked or in areas outside 5 metres from doors and windows. Staff and students found smoking outside designated/allowed areas will be asked to stop or move.

Complaints Procedure

If you wish to make a complaint regarding any aspect of your stay please contact the Centre manager at the following email: info@blackburngould.com who will be able to provide you with a copy of the Complaints Procedure.

Every effort has been made to ensure that the information contained within this document is accurate and up to date at the time of going to print. Solent University reserves the right to change information.