Service Guide



TRAIN | CONSULT | INSPIRE

WELCOME

Our purpose is to **TRAIN**, **CONSULT**, **INSPIRE** through the delivery of QHSE and HR training and consultancy services. Our professional and friendly team are committed to providing a superior customer experience with practical and straightforward advice. Please contact us for more information or to arrange a meeting to discuss your particular needs.



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Our 100% service guarantee

Making our customers feel special is at the heart of SSG. This is achieved through our 5 star customer service promise, where we commit to:

- ★ Providing a friendly, professional service and delivering on all our promises
- ★ Responding to all enquiries quickly and efficiently - to your deadlines
- ★ Delivering a service that is straightforward and hassle-free
- ★ Tailoring a solution to meet your exact needs
- ★ Listening, learning and improving all aspects of our service delivery

If at any point you genuinely feel that we have not delivered in line with your expectations, we guarantee to either fix the problem, offer you an alternative service of equivalent value or give you your money back.

100% SERVICE GUARANTEE

SSG



Training courses

We deliver a wide range of training courses covering various industry sectors and different levels of employee responsibility.

Classroom courses

We manage and deliver an exceptional portfolio of services nationally from our head office in Plymouth and regional centres in Newquay, Exeter, Taunton and Bristol. Regular open courses are scheduled across these training venues. On longer courses like NEBOSH, you can combine this with virtual classroom training at your own convenience.

Virtual classroom courses

Our portfolio of open online courses provides a great alternative to classroom training enabling you to train your team wherever they are based. Delegates can log on and attend a live training session with other individuals either in the same location or across the country, receiving the same high-quality standard of training.

If you choose our virtual option, you will need a working laptop or computer, microphone and camera to enable you to participate in the course.

Private course

We also offer private courses which is a cost-effective way to train your team together, either in the classroom or virtually. Training can be arranged at a convenient date, at your premises, one of our South West training venues, or online.

Bespoke courses

We are also able to provide a bespoke course service. This means the course will be tailored to fit your workplace, team and industry sector – covering the content you want to focus on. Our expert team will work with you to meet your training requirements. Courses can be delivered at your site, at one of our hired training facilities or virtually.

E-learning courses

Our e-learning courses provide a flexible, self-paced alternative to traditional classroom training. Delegates gain access to expert-led instruction, engaging multimedia content, interactive quizzes, and real-world scenarios, allowing them to learn effectively while fitting training around their schedule.

DISCOVER our e-learning courses

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The SSG Pass Promise

Our commitment to your success

PASS PROMISE

At SSG we are dedicated to helping you succeed. Our SSG Pass Promise ensures that should you receive a referral on your exam, you can continue studying at no extra cost - only paying for awarding body examination fees. This promise applies automatically to all our IOSH, NEBOSH, and ISEP courses, so you can focus on learning without worrying about extra fees.

SSG services

There are three easy ways to enquire about or book onto our training courses:

ssg.co.uk

01752 201616

info@ssg.co.uk



SSG

Training courses available



NEBOSH Courses

- National Diploma for Occupational Health and Safety Management Professionals
- International General Certificate in Occupational Health and Safety
- National General Certificate in Occupational Health and Safety
- Certificate in Fire Safety
- Health and Safety Management for Construction (UK)
- Environmental Management Certificate
- Environmental Awareness at Work Qualification
- HSE Award in Managing Risks and Risk Assessment at Work
- HSE Certificate in Manual Handling Risk Assessment
- HSE Certificate in Process Safety Management
- HSE Certificate in Managing Stress at Work
- HSE Introduction to Incident Investigation

IOSH Courses

- Approved Safety for Executives and Directors
- Leading Safely
- Managing Safely®
- Managing Safely® Refresher
- Approved Supervising Safely
- Working Safely
- Managing Occupational Health and Wellbeing

ISEP Courses

- Pathways to Net Zero
- Foundation Certificate
- Environmental Sustainability Skills for Managers
- Environmental Sustainability Skills for the Workforce

Achieving ISO Certification with SSG

- ISO Internal Auditor

First Aid Courses (FAIB)

- Emergency First Aid at Work
- First Aid at Work
- First Aid at Work Refresher
- CPR and Defibrillation Training
- First Aid Annual Skills Updates
- Emergency First Aid at Work and Forestry Elements
- Paediatric Emergency First Aid
- Paediatric First Aid

Mental Health First Aid

- Mental Health First Aiders (MHFAiders®)
- MHFA Champions
- Mental Health Aware
- MHFAider® Refresher

FAIB

MHFA England

ISEP

iosh Approved training provider 1226

nebosh LEARNING PARTNER GOLD 346

Fire Safety Courses

- Fire Safety Awareness
- Fire Warden Training
- Fire Safety Management

Leadership and Team Management Skills

- Attendance Management
- Change Management
- Communication
- Conflict Resolution
- Contracts and Policies
- Customer Service

- Data Protection and Confidentiality
- Difficult Conversations
- Disciplinary and Grievance
- Emotional Intelligence
- Employment Law Basics
- Equality, Diversity and Inclusion
- Fire Safety Awareness
- Leadership Skills
- Leading Teams
- Menopause at Work
- Mental Health Overview
- Mock Capability Process
- Mock Disciplinary Workshop
- Presenting and Facilitating
- Recruitment
- Resilience
- Sexual Harassment Awareness
- Time Management

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Training courses available



For more information on our range of courses go to:
www.ssg.co.uk

CITB Courses

- Director's Role for Health and Safety
- Site Management Safety Training Scheme
- Site Management Safety Training Scheme Refresher
- Site Supervision Safety Training Scheme
- Site Supervision Safety Training Scheme Refresher
- Health and Safety Awareness
- Site Environmental Awareness Training Scheme

Manual Handling Courses

- Manual Handling (Kinetic Lifting Techniques)
- Manual Handling Instructor

Safety at Height Courses

- Working Safely at Heights
- Managing and Inspecting Scaffolds
- Safe Use and Inspection of Harnesses and Lanyards
- Safe Use and Inspection of Ladders and Steps
- PASMA Towers for Users
- PASMA Low Level Access
- PASMA Towers for Managers

Asbestos Training (UKATA)

- Asbestos Awareness
- Asbestos Awareness Refresher
- Non-Licensed Asbestos Operative
- Non-Licensed Asbestos Operative Refresher
- Duty to Manage Asbestos
- Duty to Manage Asbestos Refresher

Construction Design and Management (CDM)

- CDM 2015: An Overview
- CDM 2015 for Contractors and Principal Contractors
- CDM 2015 for Designers and Principal Designers

Highways Training

- Location and Avoidance of Underground Apparatus Training

Work Equipment Training

- Abrasive Wheel Mounters Course for Hand-held and Bench/Pedestal Grinders
- Safe Use of Petrol Driven Cut-off Saws
- Safety in the Use of Woodworking Machinery

Electrical Safety Courses

- Electrical Safety Awareness
- Portable Appliance Testing (PAT)

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Training courses available

General Health and Safety Courses

- Risk Assessment Workshop
- CosHH Awareness
- CoSHH Assessment Workshop
- Display Screen Equipment Assessment Workshop
- Accident Investigation
- Sharps Awareness
- Driver Safety Awareness
- Housing Health and Safety Rating System (HHSRS)
- Toolbox Talk Delivery Training
- Temporary Works General Awareness
- Practical Spill Management
- Train the Trainer Spill Management

Specialist Training

- Managing Contractors (including Permit to Work Systems)
- Pallet Racking Safety Awareness
- Legionella Awareness: Control of Legionella in Water Systems
- Face Fit - Correct Fitting and Testing Procedures
- Face Fit Testing
- Temporary Works General Awareness
- Building Safety Act: An Overview

RED ONE in safe hands

Through our partnership with Red One Ltd and Devon and Somerset Fire and Rescue Training Academy, we are able to provide a range of courses.

ACADEMY
Quality Training Solutions

Confined Space Training

- Confined Space Awareness
- City & Guilds 6160-03 Award in Working in High Risk Confined Spaces
- City & Guilds 6160-04 Award in Control Entry and Arrangements for Confined Spaces
- City & Guilds 6160-07 Level 3 Award in Direct Emergency Rescue and Recovery of Casualties from Confined Spaces
- City & Guilds 6160-08 Level 3 Award in Working as a Member of a Rescue and Recovery Team in Confined Spaces
- City & Guilds 6160-09 Level 2 Award in Entrant and Entry Controller for Confined Spaces (Medium Risk)

Water Safety Training

- Rescue 3 Safe Working in Water
- Rescue 3 Safe Working Near Water
- Water Awareness and Safety



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Consultancy services

Our comprehensive range of consultancy services offer guidance, support and assistance to help achieve legislative compliance. We work in partnership with our clients to provide suitable and cost effective solutions.

If you would like to find out more information about the consultancy services we offer, please contact our Customer Service Team on 01752 201616.

General services

- Health and safety compliance review
- Health and safety policy
- Construction phase plans
- Site safety inspections
- HR and employment law services
- ISO management systems
- Risk assessments
- Fire risk assessments
- Training needs analysis
- Workplace health and safety inspections
- Accident investigation
- Emergency response
- Health and wellbeing services
- Occupational health services
- Behavioural safety

HR and Employment Law Services

From recruitment to retirement, your assigned consultant works in partnership with you, ensuring that decisions made are not only lawful, but also aligned with your company's culture.

As well as developing policies, procedures, contracts and handbooks, SSG can also advise on a wide range of subject areas.

We pride ourselves on applying a personal approach. One size never fits all in HR and our clients benefit from advice given by industry specialists, used to developing innovative solutions, without adding red tape.

Our HR Advisor membership service is open to all companies, large or small, offering retained advice and support.



Workplace Health, Safety and Environmental Inspections

SSG are able to provide workplace health, safety and environmental inspections on client sites that include:

- Inspection visits on a frequency to suit client requirements
- Documented reports detailing identified breaches in legislation and safe working practices, advice on safe methods of work and associated recommendations for improvement. Report templates can be concise or detailed dependant on requirements
- Liaison with management on safety issues
- Periodic management review meetings
- Ongoing advice and guidance in relation to the sites being visited



Consultancy services

ISO Certification

Whether you are a large multi-national or a small to medium size company, being able to demonstrate that business processes are being effectively managed and continually improved is critical.

SSG offers a wide range of management system consultancy services, including:

- Gap Analysis of existing systems against the requirements of recognised standards
- Provision of 'Internal Auditor' services where internal auditor resources are limited
- Design and build of bespoke management systems to any combination of ISO 9001, 14001 and 45001 standards
- Integration of new system elements into existing management system structures (e.g. adding health and safety and/or environmental management into an existing quality-only system)
- System 'health checks' in preparation for audit by a UKAS accredited certification body
- Ongoing systems support in a 'retained advisor' capacity via the SSG 'ISO ADVISOR' scheme

Working in partnership with SSG will ensure that your quality, health, safety and environmental management systems are aligned with the requirements of the relevant standards, steering you towards successful certification with a UKAS accredited certification body.



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DISCOVER
alternative offerings
from SSG













DISCOVER
more services
from SSG





ADVISOR

Membership Services

SSG's ADVISOR services will give you access to a dedicated team who aim to inspire your business to achieve legal compliance and improve performance. Our structured memberships are available across a range of industry sectors including construction and allied industries, manufacturing, renewable energy, agriculture, food and catering, education, retail and office environments.

Our packages are tailored to meet the individual needs of you and your business. To ensure these packages are beneficial and enable you to get the most out of our ADVISOR scheme, we offer essential and premium memberships.

If you would like to find out more information or would like to meet a member of our membership team, please contact us on 01752 201616.



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ADVISOR Core benefits

- Membership exclusive webinars
- Phone, email and technical support
- Toolbox talk videos
- Legislative updates
- Preferential training rates
- Dedicated consultant

ADVISOR Employment Law & HR*

- Employee handbook
- Contracts of employment
- Newsletters and e-bulletins
- Basic policy package
- Annual HR audit

ADVISOR Health & Safety*

- Tailored health and safety policy
- External advisory service
- Framework risk assessments and document templates
- Newsletters and e-bulletins
- Annual system health check
- Annual review
- Initial gap analysis

ADVISOR ISO Systems

- Document templates
- Support guidance and consultancy visits
- Bespoke system build plan

*Essential and premium options available

SSG

assessed.ssg.co.uk 01752 241866

ASSESSED SSG APPROVED



WHAT IS SSG ASSESSED?

SSG Assessed is a comprehensive certification scheme developed to make compliance easier and more accessible for organisations across the industry. Our scheme is registered with Safety Schemes in Procurement (SSIP), a system that assesses contractor and subcontractor competence and performance.

Why choose us?

- Cost effective - competitively priced compared to other national schemes
- Fast and efficient - simple online process, all assessments treated as express at no extra cost
- Dedicated support - our experienced team is on hand to make the process as smooth as possible

Benefits of SSG Assessed

- Demonstrate compliance with health and safety standards and increase opportunities for work
- Support business growth and position your organisation as a trusted compliant contractor
- Speed up the prequalification process and build trust with clients and partners

Two simple options to suit you

Deem to Satisfy (DtS)

Already SSIP certified? Skip the full application with a streamlined, cost effective solution, especially useful for those requiring multiple SSIP certifications.

Full assessment

A straightforward solution for companies without current SSIP certification or preparing for a renewal.

SAVE TIME. REDUCE RISK. STAY COMPLIANT.





Compliance made easy. Manage your application, even on the go.

Find out more

Call Kim on **01752 241866** or email **kim.halls@ssg.co.uk** to arrange a meeting and demonstration.

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