

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.



TRAIN | CONSULT | INSPIRE

Our 100% 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.



Training courses

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

Open courses

We manage and deliver our 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.

Online courses

Our open online courses provide 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. We can also offer this option for private courses, enabling you to continue training your whole team.

Private courses

Our private course option offers a cost-effective training solution for teams, departments and groups who want to train together. Training can be delivered at a date and venue convenient for you. If you feel you do not have a suitable venue, you can hire our training facilities across the Southwest or, alternatively, courses can be delivered virtually enabling you to train your employees wherever they are.

Hybrid learning

Our hybrid training format allows you to attend the course in the classroom, join virtually from another location or combine these learning styles at your convenience. However you choose to study, you will get the same quality training, support and communication with tutors and other learners. If you are joining virtually, you will need a working laptop or computer, microphone and camera to enable you to participate in the course.

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.



TRAINING BUNDLES

If you book three or more places on any of our featured courses, the bundle rate will apply. ADVISOR scheme members will automatically receive the bundle rate.

SSG services

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



[ssg.co.uk](https://www.ssg.co.uk)



01752 201616



info@ssg.co.uk



Training courses available

NEBOSH Courses

- National Diploma for Occupational Health and Safety Management Professionals
- 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

IOSH Courses

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

IEMA

- Pathways to Net Zero
- Foundation Certificate in Environmental Management
- 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
- Paediatric Emergency First Aid
- Paediatric First Aid

Mental Health First Aid

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

Fire Safety Courses

- Fire Safety Awareness
- Fire Warden
- 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
- 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



Approved training provider 1226



LEARNING PARTNER
GOLD 346



MHFA England

Training courses available



For more information on our range of courses go to:

www.ssg.co.uk

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)

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
- Temporary Works Supervisor
- Temporary Works Coordinator

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

citb

PASMA
prefabricated access suppliers' and manufacturers' association

UKATA
TRAINING PROVIDER

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

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.

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



ACADEMY
Quality Training Solutions





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.

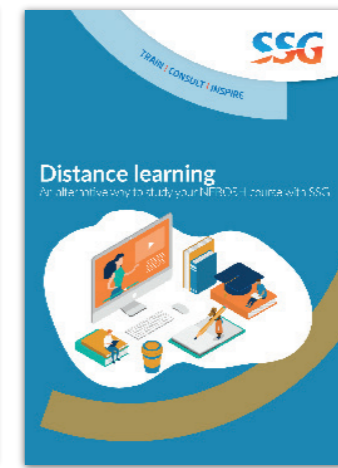
SSG offers a wide range of management system consultancy services, including:

- 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

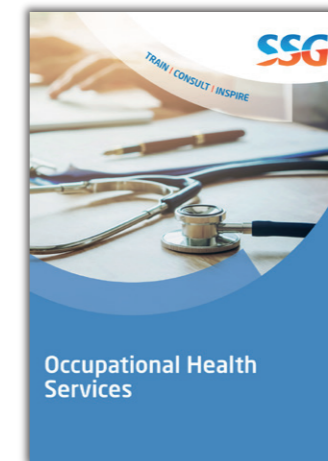
Working in partnership with SSG will ensure that your quality, health, safety and environmental management systems are aligned with the requirements of the relevant standards, steering you towards successful certification with a UKAS accredited certification body.



DISCOVER
alternative offerings
from SSG



DISCOVER
more services
from SSG





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.

ADVISOR Core benefits

- Invitation to our Annual Conference
- Phone, email and technical support
- Preferential training rates
- Legislative updates
- Dedicated consultant
- Toolbox talk videos

ADVISOR Health & Safety

- Annual review
- External advisory service
- Tailored health and safety policy
- Newsletters and e-bulletins
- Framework risk assessments and document templates

Essential and premium options available

ADVISOR Employment Law & HR

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

Essential and premium options available

ADVISOR ISO Systems

- Annual system check review
- Initial gap analysis
- Document templates
- Support guidance and consultancy visits
- Bespoke system build plan

Essential and premium options available

ASSESSED

APPROVED



DISCOVER

more about
Assessed here



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Health and safety certification scheme

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What is SSIP?

SSIP stands for Safety Schemes in Procurement, which is a set of health and safety assessment criteria used to evaluate the competence and performance of contractors and sub contractors.

What is SSG Assessed?

SSG Assessed is a comprehensive certification scheme designed to help suppliers demonstrate their commitment to health and safety compliance. Our scheme is registered with Safety Schemes in Procurement (SSIP), which means that our assessment meets the core criteria.

Benefits of SSG Assessed certification include:

- SSG Efficient and user-friendly application process
- SSG Dedicated support throughout and quick turnaround times
- SSG Practical demonstration of your dedication to health and safety compliance, enhancing your reputation and attracting new business
- SSG Ability to expand your procurement opportunities – SSIP is recognised by public and private sector buyers

Deem to satisfy option also available for those who hold a current SSIP certificate.



Our application portal is compatible with mobile phones

www.assessed.ssg.co.uk

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