

# 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.



## 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.





## 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.

Companies also have the option of private courses, which offer 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.

### 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.

We can also offer this option for private courses, enabling you to continue training your whole team without them needing to travel to a central point.

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.

### 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

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 IEMA 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](http://ssg.co.uk)



01752 201616



[info@ssg.co.uk](mailto:info@ssg.co.uk)



SSG

# 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

- Approved Safety for Executives and Directors
- Leading Safely
- Managing Safely®
- Managing Safely® Refresher
- Approved 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



Approved  
training  
provider  
1226



## 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

# Training courses available



For more information on  
our range of courses go to:  
[www.ssg.co.uk](http://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

# 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

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

## 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





# 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.

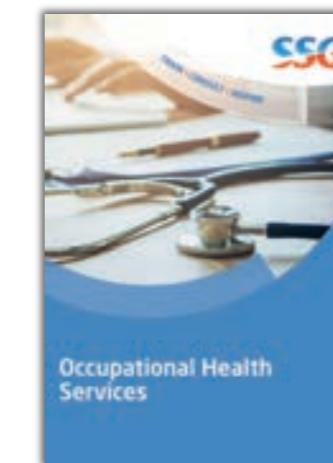


### DISCOVER

alternative offerings  
from SSG



**DISCOVER**  
more services  
from SSG





# 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.

### 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

### 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**

**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:**

- Efficient and user-friendly application process
- Dedicated support throughout and quick turnaround times
- Practical demonstration of your dedication to health and safety compliance, enhancing your reputation and attracting new business
- 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





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