



WATA Knows... and you can too!

Health and Safety Courses

CIEH Conflict Resolution and Personal Safety – 1 Day

The WATA route to success

This course has been developed by the CIEH (Chartered Institute of Environmental Health) to enable employers to protect their staff as well as their organisation against situations where the potential for conflict and aggression may be high. All employers have a duty of care to their employees as well as a legal duty to provide a safe working environment. Yet many employees still suffer from the ill effects of physical and psychological abuse resulting in high staff turnover and low morale. The costs to businesses can be very high indeed.

CIEH now require all delegates to provide photo ID (eg. passport, driving licence, work pass) in order to sit the exam. Delegates who do not produce photo ID will not be allowed to sit the exam.

What does the course cover?

This course covers the legal aspects of conflict, improvements to working environment, how to resolve confrontational situations and how to help ensure personal safety.

The course is assessed by a short objective test of multi-choice questions.

Who is the course suitable for?

Employees in the private or public sector who deal directly with members of the public, whether frequently or occasionally. The qualification is as relevant to receptionists as it is to caseworkers or sales staff.

Course Dates

2011: 21 Oct

2012: 13 Apr; 2 Nov

Course Fees: £225 + VAT per delegate

Including lunch, refreshments and course handouts

In-company courses by arrangement.

Duration:

1 day (9:15 am to 4.30 pm approximately - please arrive 15 minutes before the course is due to commence)

We provide training in a relaxed atmosphere at our training centre which is located in Huntingdon, Cambridgeshire