



**MARBLE ARCH**  
LONDON

# Training Courses January to June 2020

Free to members of Marble Arch London BID. Email any questions or booking enquiries to [training@marble-arch.london](mailto:training@marble-arch.london)

## HR Management for Beginners

**Date**  
Wednesday  
29 January 2020

**Time**  
10am-4pm. Registration opens  
at 9.30am

**Venue**  
Marriott Marble Arch,  
134 George Street, W1H 5DN



This full day training course is designed and led by ACAS (The Advisory, Conciliation and Arbitration Service) and is best suited for employers without an in-house HR team.

This practical training will help attendees understand HR

fundamentals by following the arc of the employment relationship, from recruitment and drawing up contracts to the end of employment. Along the way the course will also cover pay, hours and holidays, equal opportunities, discrimination, discipline and absence.

Delegates will have the opportunity to discuss scenarios in-depth and take part in practical exercises. ACAS will also provide a toolkit of sample policies, documents and letters to help attendees get started once back in their workplace.

Last few places remaining! Email [training@marble-arch.london](mailto:training@marble-arch.london) to book now.

## Supporting Customers with a Learning Disability

**Date**  
Wednesday  
26 February 2020

**Time**  
10am-midday. Registration  
opens at 9.30am

**Venue**  
Etc Venues, Garfield House,  
86 Edgware Road, W2 2EA



This short course is run by the Westminster Society and is aimed at anyone in a customer-facing role. The session will cover what learning disability is and how it can affect the experience of a customer in a retail, office or hospitality environment.

Tips and practical advice will be given on how to identify and support customers with learning disabilities through optimal behaviour and communication.

Ideas of ways to make customers with learning disability feel comfortable in your business environment and removing barriers to inclusion will be discussed.

Book on Eventbrite at  
<https://1da-26-feb.eventbrite.co.uk>

## Fire Marshal Training

**Date**  
Wednesday 11 March 2020

**Time**  
9am-1pm. Registration opens at 8.30am

**Venue**  
St John Ambulance,  
29 Crawford Street, W1H 1LN



Taught by St John Ambulance, this is useful for those who oversee fire safety in the workplace and are designated fire marshals.

All successful delegates will receive a St John Ambulance certificate valid for three years.

The course will teach attendees actions on discovering a fire, common causes of fire, fire drills and evacuation, fire safety legislation, the role of a fire marshal, fire safety precautions and how to use fire extinguishers.

**Book on Eventbrite at**  
<https://fire-11-mar.eventbrite.co.uk>

## Emergency First Aid Training

**Date**  
Tuesday 12 May 2020

**Time**  
9am-4.30pm. Registration opens at 8.30am

**Venue**  
St John Ambulance,  
29 Crawford Street, W1H 1LN



Led by St John Ambulance, the course is suitable for nominated first aiders in smaller, low risk working environments.

All successful delegates will receive a St John Ambulance certificate valid for three years.

The content of this course provides basic first aid, including workplace health and safety regulations, managing an emergency, and how to perform emergency procedures for various issues.

**Book on Eventbrite at**  
<https://first-aid-12-may.eventbrite.co.uk>

## Keeping You Cyber Safe

**Date**  
Wednesday 10 June 2020

**Time**  
9.15am-1pm. Registration opens 8.30am

**Venue**  
Etc Venues, Garfield House,  
86 Edgware Road, W2 2EA



Andy Styles from Risk Evolve, a specialist risk management and cyber security consultancy, will lead this workshop.

This short course will explain some of the jargon (e.g. Spam, phishing, ransomware) and help you to understand the consequences of your IT related actions.

You will learn how to apply IT Security principles to both personal and business use, understand the potential consequences of sharing information on social media platforms and receive best practice advice and guidance throughout the half-day training.

**Book on Eventbrite at**  
<https://cyber-10-june.eventbrite.co.uk>