



MARBLE ARCH
LONDON

Training Courses January to June 2023

Free for Marble Arch London BID members, our popular training series offers a combination of online and in-person accredited training and briefings.

To book a place, please visit marble-arch.london/training

Conflict Management & De-escalation

Date & Time

Tuesday 31 January 2023
2pm - 3pm

Venue

Home Grown, 44 Great Cumberland Place, W1H 7BS



Designed for customer-facing staff, including people working in the retail and hospitality sectors. This session will cover:

- What conflict is and how to manage it
- Key safety procedures
- The power of good customer service to de-escalate conflict

Emergency First Aid at Work

Date & Time

Tuesday 21 February 2023
9am - 5pm

Venue

Red Cross Moorgate, 44 Moorfields EC2Y 9AL



This training course is suitable for nominated First Aiders in smaller, low risk working environments. All successful delegates will receive a 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.

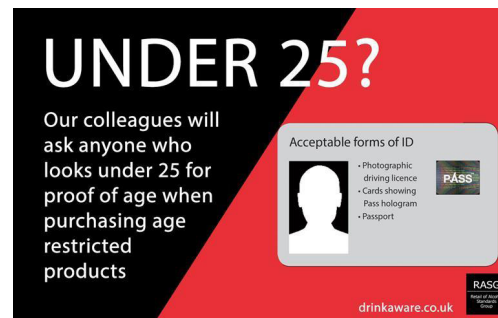
Challenge 25 Best Practice

Date & Time

Tuesday 28 February 2023
10am - 11am

Venue

Online



Aimed at people working in the hospitality and retail sectors, this session will cover:

- How to challenge and refuse a sale of alcohol
- How to recognise a valid form of ID
- The legal underpinning of Challenge 25 and the legal consequences of not adhering to it
- Advice for those taking orders online and delivery personnel

Personal Safety

Date & Time

Wednesday 22 March 2023
10am - 11am

Venue

Marriott Hotel Marble Arch, 134 George Street W1H 5DN



Designed for staff in the retail and hospitality sectors, as well as other customer-facing businesses. This session will help delegates:

- Identify how to avoid being vulnerable
- Hear how to be vigilant and keep safe
- Understand the nature of conflict and how it can escalate
- Be able to use strategies that promote your own safety

Mental Health First Aid

Date & Time

Monday 17 April 2023
9.30am - 1.30pm

Venue

Victory Services Club,
63-79 Seymour Street W2 2HF



Upon completion of this MHFA Accredited half-day course delegates will have:

- An understanding of what mental health is and how to challenge stigma
- A basic knowledge of some common mental health issues
- An introduction to looking after your own mental health
- Confidence to support someone who is experiencing a mental health issue

Menopause Awareness

Date & Time

Thursday 11 May 2023
11am - 12pm

Venue

Online



An interactive session designed to reduce any stigma, generate conversation and resolve immediate challenges.

This online session will give you a clear overview of the business case as to why menopause is relevant in the workplace and practical strategies to promote a menopause inclusive environment. It will also teach you how to conduct menopause conversations at work within legal guidelines.

ACT Document Awareness

Date & Time

Tuesday 20 June 2023
10am - 12pm

Venue

Hard Rock Hotel,
Great Cumberland Place W1H 7DL



Workshop delivered by specially trained officers from the National Counter Terrorism Security Office and the Counter Terrorism network. It includes the chance to examine counterfeit and genuine identity documents to gain a better understanding of security features. Aimed at staff who are required to verify ID documents on a regular basis. This normally includes HR and recruitment.

Ongoing Online Training

Take these courses online at a time to suits you

Food Safety & Hygiene Level 2

Assured by RoSPA and the CPD Certification Service, this course raises awareness of the risks associated with handling food in a catering environment. It also explains what measures should be put in place to reduce the risks. Designed for anyone who works with, or handles food. This course can be completed online in approximately 1.5 hours.

Display Screen Equipment Awareness

This course raises awareness of the dangers that working with DSE can present and some simple steps that can be taken to reduce the risk of injury or ill health. It covers key legislation, responsibilities as well as the potential harmful effects from DSE use, risk assessment and setting up a workstation correctly. This course can be completed online in approximately 1.5 hours.



Fire Marshall

This online training course raises awareness of the dangers associated with fire and the steps that can be taken to minimise and control the risks of fire. This is useful for those who are responsible for fire safety in the workplace, designated fire marshals and anyone who needs to know how to use a fire extinguisher. This course can be completed online in approximately 1.5 hours.

Health, Safety & Welfare

Assured by RoSPA and the CPD Certification Service, this online training course raises awareness of the key responsibilities for workers and provides information about common hazards and control measures. This course can be completed online in approximately 4.5 hours.