



CITY & GUILDS AWARDS IN CONFLICT MANAGEMENT & BTEC AWARDS IN PHYSICAL RESTRAINT PRACTICE INFORMATION BOOKLET



Satellite Centre to the above



QAC Registration Number QAC 2022



Institute of Conflict Management



Centre No 072612



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About The Company

Established in 1996, **BASIS TRAINING (UK) LIMITED** are specialists in delivering personal safety training to all staff who daily face the threat of verbal abuse and physical violence in the work place.

BASIS TRAINING employs trainers who are members of the **Institute of Conflict Management** (www.conflictmanagement.org), which is dedicated to "Setting standards in the prevention and management of aggression and conflict." All our physical techniques have been risk assessed according to a process laid down by the **Institute of Conflict Management**.

The company has also been accorded **ICM Quality Award Centre status (QAC Registration Number QAC2022)** which means that we have fulfilled the criteria set out by the **ICM Quality Award** relating to:

Element 1: Training Design

Element 2: Training Delivery

Element 3: Training Evaluation & Feedback

The company also has an accredited **ICM Physical Skills Tutor** who is a **Physical Skills Assessor** and is one of the **Physical Skills Panel Members**.

We as a company are also members of the European Network of Trainers in the Management of Aggression (**ENTMA**)

The company is also an accredited centre for the delivery of **City & Guilds 1884 and 1886** in Conflict Management Training Courses if required and are members of the South West Area Control & Restraint Instructors (S.W.A.C.R.I.) All our Conflict Management trainers that deliver training to the NHS have attended the NHS **CFSMS** Conflict Resolution National Syllabus Familiarisation Seminar & are able to meet the 10 objectives as identified by **CFSMS** relating to the Conflict Management National Syllabus.

As an **NFPS Licensed Accredited Centre** we are able to offer the following:

- 1 Day **BTEC Level 2** Intermediate Award in Breakaway/self defence
- 2 Day **BTEC Level 2** Intermediate Award in Physical Restraint Practice (Care & Control)
- 2 Day **BTEC Level 2** Intermediate Award in Physical Restraint Practice (Security)
- 3 Day **BTEC Level 2** Intermediate Award in Physical Restraint Practice

Our Trainers that deliver this course have the **BTEC Level 3** Advanced Award Certificate in Physical Restraint Practice.

This is the only nationally Recognized Vocational Qualification at this level of its kind World-wide.

BASIS TRAINING has long standing relationships with many of the following clients:

Housing Associations
Estate Agents
Councils
Schools
Government Departments
Waste Management Companies
Cross Channel Ferries

NHS Trusts/GP Surgeries
Water Authorities
Nursing Agencies
Barristers
Bailiffs
Security Companies
Door Supervisors

References are available on request

Our customers value the exceptional quality of the product they receive as well as the expertise of the trainers who deliver it and their sensitivity to the needs of individual course delegates. Feed back from clients have commented that we give very good value for money with the training we offer.

Whatever the level of aggression faced by your staff, we at **BASIS TRAINING** are confident we have the solutions to your problems

BASIS TRAINING (UK) LIMITED is also able to offer the following courses:

- Aggression/Conflict Management (level 1).
- 1884 City & Guilds Certificate in Conflict Management
- 1886 City & Guilds Level 3 Deliverers of Conflict Management Training.
- Conflict Management & Dealing with Telephone Abuse
- Breakaway/Safe Escape Techniques (level 2).
- Safe holding/Restrictive Physical Intervention / escorting (level 3).
- Dealing with Armed Robbery & Hold up Training
- Dealing with Weapons.
- Train the Trainers (level 1, 2, & 3).

Please visit our web site and fill in the information requested form if you are interested in any of the above.

1884 City & Guilds Conflict Management Course

Candidate requirements:

There are no specific prior experiences or qualifications required to undertake the qualification. However due to the nature of the learning and assessment required for the qualification candidates will need basic literacy and numeric skills.

Who should attend?

For those who work across both the public and private sectors and who are vulnerable to incidents involving violent, aggressive or abusive people and anyone who may work alone.

Aim of the Course:

To develop the knowledge, skills and behaviours to effectively manage conflict in the workplace

Programme Outline:

1. Introduction to workplace violence
2. Dynamic risk assessment
3. Self awareness
4. Proactive service delivery
5. Communication skills
6. Signalling non aggression
7. Defusing and calming
8. High risk conflict
9. Post incident support

Duration of course: Two days

Number of delegates: Maximum 12

Trainers: One

City & Guilds 1886 Certificate for Deliverers of Conflict Management Training

Candidate requirements:

Candidates are required to possess a minimum trainer qualification at level 3 on the national qualification framework. For example: City and Guilds 7302 (level 3) "Certificate in Delivering Learning, an Introduction", or Cert. Ed.

Who should attend?

Those involved in Training.

Aim of the Course:

To develop the already experienced trainer's specialist knowledge, skills, and behaviours necessary to deliver a scenario based conflict management programme.

Programme Outline:

The course will be delivered over three consecutive days, culminating in a 40 question multiple-choice test.

There are two units for this qualification:

Unit 1 – Understanding the Principles of Conflict Management Outcomes 1 – 4

Assess and reduce the risk of violence in the work environment
Identify behaviour that indicates an escalation towards violence and take appropriate measures to avoid or calm and defuse the situation
Identify post incident support and report the circumstances to provide information for personal and organisational learning
Demonstrate their ability to apply knowledge and understanding of Conflict Management into a variety of practical settings

Unit 2 – Designing and delivering conflict management Scenarios Outcomes 1 – 2

Design relevant and effective scenarios for training in Conflict Management
Deliver and debrief interactive and scenario based sessions in the context of Conflict Management training

Duration of course: Three days

Number of delegates: Maximum 12

Trainers: One

Course details will follow when booking confirmed

1 Day BTEC Level 2 Intermediate Award in Breakaway and Self-Defence

Course overview:

The unit provides learners with the knowledge of the basic working principals of English Law, including the various Health and Safety Sections and associated Regulations, in relation to the use of force for personal defence and/or the defence of others, and the appropriate and effective Physical Skills necessary to breakaway or defend oneself from a violent assault upon their person.

Summary of outcomes:

To achieve this unit a student must:

1. Understand **the Law** in relation to the use of force for personal defence and/or the defence of others.
2. Demonstrate the appropriate and effective **Physical Skills** for the purpose of breaking away or in defending oneself from a violent assault.

Who should attend?

Any employee who deals with difficult and potentially dangerous members of the public, or service users. Those employees considered being at risk of aggression whilst at work, for example, lone workers in the community and places where the public visit.

Teaching methods: Power point presentation, practical skills sessions.

Duration of course: One day

COURSE PROGRAM

- ☐ Introduction to workplace violence.
- ☐ Understanding Reasonable Force: Common Law
- ☐ Understanding Reasonable Force: Section 3 (1) of the Criminal Law Act 1967
- ☐ Human Rights Act Article 2
- ☐ Health and Safety at Work Legislation:
- ☐ Sections 2, 3, 7 & 8
- ☐ Regulations 3, 8 and 14 of Managing Health and Safety at Work
- ☐ Hierarchy of Control: ERIC PD
- ☐ Instruction and Practice of Approved Breakaway techniques.
- ☐ Demonstration of techniques that should **not** be used.

Number of delegate places: Maximum 16

Trainers: Two

All instructors delivering the BTEC courses will be approved NFPS instructors and BTEC Level 4 PTLLS qualified instructors ensuring maximum competency and safety for all participants.

A Personal Safety Booklet is issued to all attending the course.

All participants that are deemed **competent** will receive the BTEC Level 2 Intermediate Award in Breakaway and Self-Defence

2 Day BTEC Level 2 Intermediate Award in Physical Restraint (Care and Control)

Course overview:

The unit provides learners with the knowledge of the basic working principals of English Law in relation to the use of physical restraint and other relevant Acts of Parliament and associated Regulations specific to the care and education industry. The unit also covers the risks associated with the activity of physical restraint and how to minimise those risks through good risk awareness consistent with Health and Safety legislation, ensuring compliance with the Health and safety at Work etc Act 1974.

This unit develops the skills and knowledge needed to enable people to be able to apply appropriate and effective methods of control required for physical restraint using, primarily, non-harmful methods of control for low to medium risk situations.

Summary of outcomes:

To achieve this unit a student must:

3. Understand **the Law** in relation to the use of force for physical restraint.
4. Evaluate the **risks** associated with physical restraint and explore how to minimise those risks.
5. Demonstrate non-harmful methods of control and how to apply them.
6. Explore when a more restrictive method of control may be deemed appropriate.

Who should attend?

Any employee who deals with difficult and potentially dangerous members of the public, or service users. Those employees considered being at risk of aggression whilst at work, for example, lone workers in the community and places where the public visit. Those members of staff who are expected to restrain in their working practice or those members of staff who may be expected to restrain at any time.

Teaching methods: Power point presentation, practical skills sessions.

Duration of course: Two days

COURSE PROGRAM

- ☐ Introduction to workplace violence.
- ☐ Children's legislation
- ☐ Basic Law
- ☐ Health and Safety at Work Legislation
- ☐ Positional Asphyxia risks
- ☐ Non-Harmful Methods of Control (As approved by NFPS)
- ☐ Teamwork: Contact and Cover
- ☐ Restrictive methods of control
- ☐ Controlled Take-Up and Down
- ☐ Distraction techniques (only if required)
- ☐ Demonstration of techniques that should **not** be used.

Number of delegate places: Maximum 16

Trainers: Two

All instructors delivering the BTEC courses will be approved NFPS instructors and BTEC Level 4 PTLLS qualified instructors ensuring maximum competency and safety for all participants.

All participants who are deemed **competent** will receive a BTEC Level 2 Intermediate Award in Physical Restraint (Care and Control).

2 Day BTEC Level 2 Intermediate Award in Physical Restraint (Security)

Course overview:

The unit provides learners with the knowledge of the basic working principals of English Law in relation to the use of physical restraint and other relevant Acts of Parliament and associated Regulations specific to the security industry and door supervision. The unit also covers the risks associated with the activity of physical restraint and how to minimise those risks through good risk awareness consistent with Health and Safety legislation, ensuring compliance with the Health and Safety at Work etc Act 1974.

This unit develops the skills and knowledge needed to enable people to be able to apply appropriate and effective methods of control required for physical restraint using both: non-harmful methods of control for low to medium risk situations, and more restrictive methods of restraint for higher risk situations.

Summary of outcomes:

To achieve this unit a student must:

7. Understand **the Law** in relation to the use of force for physical restraint.
8. Evaluate the **risks** associated with physical restraint and explore how to minimise those risks.
9. Demonstrate **non-harmful methods of control** and how to apply them.
10. Demonstrate more restrictive **methods of control** and when the use of such methods would be appropriate.

Who should attend?

Any employee who deals with difficult and potentially dangerous members of the public, or service users. Those employees considered being at risk of aggression whilst at work, for example, lone workers in the community and places where the public visit. Those members of staff who are expected to restrain in their working practice or those members of staff who may be expected to restrain at any time.

Teaching methods: Power point presentation, practical skills sessions.

Duration of course: Two days

COURSE PROGRAM

- ☐ Introduction to workplace violence.
- ☐ Basic Law
- ☐ Health and Safety at Work Legislation
- ☐ Risk of Alcohol, Drugs and Edged Weapons
- ☐ Positional Asphyxia risks
- ☐ Non-Harmful Methods of Control (As approved by NFPS)
- ☐ Teamwork: Contact and Cover
- ☐ Restrictive methods of control
- ☐ Controlled Take-Up and Down
- ☐ Distraction techniques (only if required)
- ☐ Demonstration of techniques that should **not** be used.

Number of delegate places: Maximum 16

Trainers: Two

All instructors delivering the BTEC courses will be approved NFPS instructors and BTEC Level 4 PTLLS qualified instructors ensuring maximum competency and safety for all participants.

All participants who are deemed **competent** will receive a BTEC Level 2 Intermediate Award in Physical Restraint (Care and Control)

3 Day BTEC Level 2 Intermediate Award in Physical Restraint Practice

Course overview:

Unit 1: Legislation in the use of Physical Restraint

The unit provides learners with the knowledge of the basic working principals of English Law in relation to the use of physical restraint, including compliance with the relevant Convention rights as defined by the Human Rights Act 1998, the Health and Safety at Work etc Act 1974 and other relevant Acts of Parliament and associated Regulations relating to vulnerable individuals and groups.

Unit 2: Non-Harmful Methods of Physical Restraint

The unit develops the skills and knowledge needed to enable people to be able to apply appropriate and effective non-harmful methods of control required for physical restraint/intervention. The unit is designed to provide restraint/intervention skills for delegates dealing with low to medium risk situations and/or vulnerable individuals who may be at more risk than others.

The unit also covers the identification of risk with regard to alcohol, drugs and knives and other forms of edged weapons and how to minimise the risks posed by application of safe working practice.

Unit 3: Restrictive Methods of Physical Restraint

The unit develops the skills and knowledge needed to apply physical restraint using more restrictive methods of control. The unit is designed to provide restraint skills for delegates dealing with medium to high risk situations where the use of more restrictive restraint would be required both because a non-harmful method of control has failed or is highly likely to fail, and such a failure would place service users and staff at risk.

The unit also covers the use of distraction techniques as part of a system of restraint/intervention consistent with the principles of law required to promote the positive obligation to preserve life by minimising the risk of serious injury and/or death.

Summary of outcomes:

Unit 1

To achieve this unit a student must:

11. Investigate **Reasonable Force** in relation to physical restraint.
12. Explore the requirements of **The Human Rights Act 1998** and how they apply to physical restraint.
13. Examine the requirements of **Health and Safety statute** and associated Regulations and show how they apply to physical restraint.
14. Evaluate the risks associated with physical restraint and explore how to minimise those risks.
15. Identify and describe the relevant Acts of Parliament and other government regulations in relation to the physical restraint of **vulnerable individuals and groups**.

Unit 2

To achieve this unit a student must:

1. **Differentiate** between **holding, escorting and restraining** and **non-harmful seated restraint techniques** and how to apply them.
2. Demonstrate and explain how to gradually **de-escalate and relax restraint** to allow the subject being restrained to regain self-control.
3. Explore the risks associated with **alcohol and drugs, knives and other forms of edged weapons** in relation to the use of physical restraint.

Unit 3

To achieve this unit a student must:

1. Investigate the difference between **non-harmful methods of control and more restrictive methods of control** and when the use of such methods would be considered appropriate.
2. Explore **the role of the restraint team** for restraint, controlled take down and distraction techniques.

Who should attend?

Any employee who deals with difficult and potentially dangerous members of the public, or service users. Those employees considered being at risk of aggression whilst at work, for example, lone workers in the community and places where the public visit. Those members of staff who are expected to restrain in their working practice or those members of staff who may be expected to restrain at any time.

Teaching methods: Power point presentation, practical skills sessions.

Duration of course: Three days

COURSE PROGRAM

- ☐ Introduction to workplace violence.
- ☐ Basic Law
- ☐ Human Rights Legislation
- ☐ Health and Safety at Work Legislation
- ☐ Children's legislation (appropriate for Vulnerable Adults)
- ☐ Risk of Alcohol, Drugs and Edged Weapons
- ☐ Non-Harmful Methods of Control-Standing Restraint; Holding, Escorting & Restraining
- ☐ Non-Harmful Methods of Control=Sitting & Kneeling Restraint, Managing Kicking
- ☐ Restrictive Methods of Control
- ☐ Teamwork: Contact & Cover
- ☐ Use of Force Continuum
- ☐ Positional Asphyxia
- ☐ Controlled Take-up and Down
- ☐ Distraction techniques
- ☐ Demonstration of techniques that should **not** be used.

Number of delegate places: Maximum 16

Trainers: Two

All instructors delivering the BTEC courses will be approved NFPS instructors and BTEC Level 4 PTLLS qualified instructors ensuring maximum competency and safety for all participants.

All participants who are deemed **competent** will receive a BTEC Level 2 Intermediate Award in Physical Restraint (Care and Control).

4 Day PMVA Course Including The BTEC Level 2 Intermediate Award in Breakaway/Self-Defence & Physical Restraint Practice

Outline of day 1:

Candidate requirements:

There are no specific prior experiences or qualifications required to undertake the training course.

Who should attend?

People who work across both the public and private sectors and who are vulnerable to incidents involving violent, aggressive or abusive people and anyone who may work alone

Aim of the Course:

To develop the knowledge, skills and behaviours to effectively manage conflict in the workplace

Programme Outline:

10. Introduction to workplace violence
11. Dynamic risk assessment
12. Self awareness
13. Proactive service delivery
14. Communication skills
15. Signalling non aggression
16. Defusing and calming
17. High risk conflict
18. Post incident support

Teaching methods: Power point presentation, exercises, & scenario based learning.

Duration of course: One day

Trainers: One

All our Conflict Management trainers have attended the **NHS CFSMS** Conflict Resolution National Syllabus Familiarisation Seminar & are able to meet the 10 objectives as identified by **CFSMS** relating to the Conflict Management National Syllabus.

A Personal Safety Booklet is issued to all attending the course

4 Day PMVA Course Including The BTEC Level 2 Intermediate Award in Breakaway/Self-Defence & Physical Restraint Practice

Outline of day 2:

Course overview:

The unit provides learners with the knowledge of the basic working principals of English Law, including the various Health and Safety Sections and associated Regulations, in relation to the use of force for personal defence and/or the defence of others, and the appropriate and effective Physical Skills necessary to breakaway or defend oneself from a violent assault upon their person.

Summary of outcomes:

To achieve this unit a student must:

16. Understand **the Law** in relation to the use of force for personal defence and/or the defence of others.
17. Demonstrate the appropriate and effective **Physical Skills** for the purpose of breaking away or in defending oneself from a violent assault.

Who should attend?

Any employee who deals with difficult and potentially dangerous members of the public, or service users. Those employees considered being at risk of aggression whilst at work, for example, lone workers in the community and places where the public visit.

Teaching methods: Power point presentation, practical skills sessions.

Duration of course: One day

COURSE PROGRAM

- ☐ Introduction to workplace violence.
- ☐ Understanding Reasonable Force: Common Law
- ☐ Understanding Reasonable Force: Section 3 (1) of the Criminal Law Act 1967
- ☐ Human Rights Act Article 2
- ☐ Health and Safety at Work Legislation:
- ☐ Sections 2, 3, 7 & 8
- ☐ Regulations 3, 8 and 14 of Managing Health and Safety at Work
- ☐ Hierarchy of Control: ERIC PD
- ☐ Instruction and Practice of Approved Breakaway techniques.
- ☐ Demonstration of techniques that should **not** be used.

All instructors delivering the BTEC courses will be approved NFPS instructors and BTEC Level 4 PTLLS qualified instructors ensuring maximum competency and safety for all participants.

All participants that are deemed **competent** will receive the BTEC Level 2 Intermediate Award in Breakaway and Self-Defence

4 Day PMVA Course Including The BTEC Level 2 Intermediate Award in Breakaway/Self-Defence & Physical Restraint Practice

Outline of day 3 & 4:

Course overview:

The unit provides learners with the knowledge of the basic working principals of English Law in relation to the use of physical restraint and other relevant Acts of Parliament and associated Regulations specific to the care and education industry. The unit also covers the risks associated with the activity of physical restraint and how to minimise those risks through good risk awareness consistent with Health and Safety legislation, ensuring compliance with the Health and safety at Work etc Act 1974.

This unit develops the skills and knowledge needed to enable people to be able to apply appropriate and effective methods of control required for physical restraint using, primarily, non-harmful methods of control for low to medium risk situations.

Summary of outcomes:

To achieve this unit a student must:

18. Understand **the Law** in relation to the use of force for physical restraint.
19. Evaluate the **risks** associated with physical restraint and explore how to minimise those risks.
20. Demonstrate non-harmful methods of control and how to apply them.
21. Explore when a more restrictive method of control may be deemed appropriate.

Who should attend?

Any employee who deals with difficult and potentially dangerous members of the public, or service users. Those employees considered being at risk of aggression whilst at work, for example, lone workers in the community and places where the public visit. Those members of staff who are expected to restrain in their working practice or those members of staff who may be expected to restrain at any time.

Teaching methods: Power point presentation, practical skills sessions.

Duration of course: Two days

COURSE PROGRAM

- ☐ Introduction to workplace violence.
- ☐ Children's legislation
- ☐ Basic Law
- ☐ Health and Safety at Work Legislation
- ☐ Positional Asphyxia risks
- ☐ Non-Harmful Methods of Control (As approved by NFPS)
- ☐ Teamwork: Contact and Cover
- ☐ Restrictive methods of control
- ☐ Controlled Take-Up and Down
- ☐ Distraction techniques (only if required)
- ☐ Demonstration of techniques that should **not** be used.

Number of delegate places: Maximum 16

Trainers: Two

All instructors delivering the BTEC courses will be approved NFPS instructors and BTEC Level 4 PTLLS qualified instructors ensuring maximum competency and safety for all participants.

All participants who are deemed **competent** will receive a BTEC Level 2 Intermediate Award in Physical Restraint (Care and Control)

Corporate Prices:

**2 DAY CITY & GUILDS 1884 CONFLICT MANAGEMENT IN HOUSE FOR
COMPANIES/ORGANISATIONS
£1720 + VAT (Maximum Participants 12)**

**3 DAY CITY & GUILDS 1886 CERTIFICATE FOR DELIVERY OF CONFLICT MANAGEMENT
£5400 + VAT (Maximum Participants 12)**

**1 DAY BTEC LEVEL 2 AWARD IN BREAKAWAY & SELF DEFENCE
£1695 + VAT (Maximum Participants 16)**

**2 DAY BTEC LEVEL 2 INTERMEDIATE AWARD IN PHYSICAL RESTRAINT PRACTICE
(CARE & CONTROL) + (SECURITY)
£2420 + VAT (Maximum Participants 16)**

**3 DAY BTEC LEVEL 2 INTERMEDIATE AWARD IN PHYSICAL RESTRAINT PRACTICE
£3630 + VAT (Maximum Participants 16)**

**4 DAY PMVA COURSE INCLUDING THE BTEC LEVEL 2 AWARD IN BREAKAWAY AND
PHYSICAL RESTRAINT
£4250 + VAT (Maximum Participants 16)**

All of the above are inclusive of the trainer's mileage, accommodation. Participants registration & certification costs, all course materials

Individual Prices:

**3 DAY CITY & GUILDS 1886 CERTIFICATE FOR DELIVERY OF CONFLICT MANAGEMENT
£650 per person + VAT**

**1 DAY BTEC LEVEL 2 AWARD IN BREAKAWAY & SELF DEFENCE
£250 + VAT**

**2 DAY BTEC LEVEL 2 INTERMEDIATE AWARD IN PHYSICAL RESTRAINT PRACTICE
(CARE & CONTROL) + (SECURITY)
£330 + VAT**

**3 DAY BTEC LEVEL 2 INTERMEDIATE AWARD IN PHYSICAL RESTRAINT PRACTICE
£450 + VAT**

**4 DAY PMVA COURSE INCLUDING THE BTEC LEVEL 2 AWARD IN BREAKAWAY AND
PHYSICAL RESTRAINT
£595 + VAT**

All of the above are inclusive of BTEC registration & certification costs, all course materials and refreshments

Basis Training reserves the right to alter prices without prior notice.

BTEC Instructors / Trainers

PHILLIP GREEN MICM (Reg) Cert. Ed. RGN:

Is a State Registered Nurse who has recently decided to pursue a career in training & has worked for **BASIS TRAINING (UK) LIMITED** part time over the past eight years, and has now decided to pursue training as a full time career?

He has been successfully involved in Nurse Management, Education & Research in a variety of clinical settings within the NHS & within hospitals abroad in South Africa & the Kingdom of Saudi Arabia. Apart from the nursing Phil also has a vast amount of experience in the field of Personal Safety Training over the last 20 years. He has recently successfully completed The Post Graduate Certificate of Education (Cert Ed.) and the 1886 City & Guilds Level 3 Deliverers of Conflict Management Training and the 1884 City & Guilds Certificate in Conflict Management. Phillip is an accredited **ICM** Physical Skills Tutor and a Physical Skills Assessor and a Physical Skills panel member.

❖ Qualifications:

20 years in Personal Safety Training
BTEC Level 4 PTLLS
BTEC Level 3 Advanced Physical Restraint Practice Accredited Instructor
NFPS Restraint & Breakaway Instructors Accreditation
1884 City & Guilds Certificate in Conflict Management
1886 City & Guilds Level 3 Deliverers of Conflict Management Training
Post Graduate Certificate of Education (Cert Ed)
Diploma in Further & Adult Education Teacher's Certificate
City & Guilds of London Institute 730 & 731
All Wales NHS Manual Handling Training Passport Foundation Course
The Institute for Supervision & Management (Diploma)
NHS CFSMS Conflict Resolution National Syllabus Familiarisation Seminar
Member of SWACRI
Qualified in First Aid
Trained by ENB A74 Trainer in C & R
Membership status in accordance with ICM Quality Award requirements
Individual ICM Quality Award number QAC1719T

PAUL GRONOW MICM (Reg)

Paul has had a vast amount of experience in dealing with customer service whilst working for Curry's. He has as attended many customer care & aggression / conflict management training courses, whilst in his previous employment. He has always wanted to work in a training role, so when the opportunity arose to join **BASIS TRAINING (UK) LIMITED**, he took it.

He also worked on a voluntary basis for five years with adolescents and young children with learning difficulties for the Vale of Glamorgan council

Paul has fitted in well with the team & is always eager to learn and is currently working towards City & Guilds 7302 Delivering Education Certificate which then entitles him to go on to City & Guilds 1886 Level 3 Deliverers of Conflict Management Training accreditation.

He has recently just finished and obtained his NVQ level 3 in Customer Care.

❖ Qualifications:

Member of SWACRI
BTEC Level 3 Advanced Physical Restraint Practice Accredited Instructor
NFPS Restraint & Breakaway Instructors Accreditation
NHS CFSMS Conflict Resolution National Syllabus Familiarisation Seminar
Trained by ENB A74 Trainer in C & R
NVQ Level 3 Customer Care
HND in Media Studies
Member of the Institute of Conflict Management (ICM)
Individual ICM Quality Award number QAC5563T

Contact Details & Our Insurance

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Please Note:

Basis Training (UK) Limited has been accorded **ICM Quality Award Centre status (QAC Registration Number QAC2022)**. **BASIS TRAINING (UK) LIMITED** has fulfilled the criteria set out by the **ICM Quality Award** relating to:

Element 1: Training Design
Element 2: Training Delivery
Element 3: Training Evaluation & Feedback

The company also has an accredited **ICM Physical Skills Tutor** who is a **Physical Skills Assessor** and is one of the **Physical Skills Panel Members**.

INDEMNITY & PUBLIC LIABILITY INSURANCE:

BASIS TRAINING (UK) LIMITED is insured by **ROYAL & SUN ALLIANCE INSURANCE PLC.**

Indemnity insurance, insured to the sum of: **£5,000,000.**

Public liability, insured to the sum of: **£1,000,000.**

Employers Liability, insured to the sum of: **£5,000,000.**

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