

Phoenix

Safety & Education



CORNWALL
FIRE & RESCUE SERVICE
A service of Cornwall Council

www.phoenixcornwall.co.uk

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Phoenix Services is the external training arm of Cornwall Fire, Rescue and Community Safety (CFRCS) Service.

Our courses are held at community fire stations across Cornwall, or at your premises if you have a large enough group. We pride ourselves on a customer orientated approach that delivers comprehensive training customised to suit your needs.

Our mission is "To provide high quality services that directly support the core values of CFRS." We offer a variety of accredited and non-accredited courses in areas including fire safety, first aid, marine firefighting, a

range of driving courses, risk assessments and event and emergency planning, all delivered by our experienced and qualified instructors.

We also provide bespoke fire safety cover for events and production companies filming in Cornwall. As well as the safety and education courses listed in this brochure, we also run the Prince's Trust Team Programme and a range of tailored short intervention courses for a cross-section of clients including schools, parent and family groups and job centres. We have extensive experience in providing bespoke teambuilding activities, for a range of client groups. Information about these courses can be accessed through our website www.phoenixcornwall.co.uk or by contacting our co-ordination team.

Through our partnership with the Business Regulatory Service, we are pleased to present a range of business support training, from dealing with aggression and violence to food safety.

Telephone: 01326 318177 | **Email:** phoenixservices@fire.cornwall.gov.uk | **Website:** www.phoenixcornwall.co.uk



Fire Safety Training



We offer a range of accredited fire safety courses, which are delivered by our qualified and experienced trainers.

Courses can be tailored to your business needs by addressing specific risks that may be faced by your organisation in the event of a fire.

Ensuring that you are complying with statutory obligations can be difficult and our fully trained and experienced fire safety officers are available to advise you, where needed. We are BS OHSAS 18001 Occupational Health and Safety Certified.

Fire Warden training for employees is a requirement under The Regulatory Reform (Fire Safety) Order 2005.



Fire Warden Training

ACCREDITED BY FIRST AID AWARDS (FAA) Level 2

DURATION: 1 day

LOCATION: various community fire stations

PRICE: £85.00

GROUP SIZE: 8-16

This FAA-accredited course, introduces participants to risk assessments, evacuation procedures and any business specific information regarding fire safety.

During the Fire Warden Training course, participants will learn about:

- the common causes of fire
- the behaviour of fire
- legislation (brief) and responsibilities
- fire prevention
- what to do if a fire breaks out
- how to use fire extinguishers
- emergency evacuation procedures

Participants will learn about their designated responsibilities as a fire warden via a theoretical session discussing fire safety and a practical session. During the course, participants work with qualified instructors to learn how to safely use different extinguishers on a real fire.

This qualification does not have an expiry date, but we would recommend re-qualification every three years.

Fire Safety Training

Fire Extinguisher Training

CERTIFICATE OF COMPETENCE

DURATION: 3 hours

LOCATION: various community fire stations

PRICE: £40.00

GROUP SIZE: 10-16

The aim of this course is to give a basic introduction to the safe operation of fire extinguishers and their use on a fire in its early stages. Participants will learn:

- what is meant by the 'triangle of combustion'
- the five classes of fire
- different types of extinguisher and colour coding
- what type of extinguisher to use on each class of fire
- the correct method of operation of an extinguisher
- what is meant by 'hazard' and 'risk'

The fire extinguisher training comprises of a short theory session followed by practical use of the different classes of fire extinguishers on a live fire. All training is delivered by a fully qualified instructor with a firefighting background.

This qualification has no expiry date, but we would recommend re-qualification every three years.



Fire Safety Awareness Training

ACCREDITED BY FIRST AID AWARDS (FAA) Level 1

DURATION: 4 hours

LOCATION: various community fire stations

PRICE: £50.00

GROUP SIZE: 8-16

This FAA-accredited qualification is designed for all employees as an introduction to fire awareness and is a valuable addition to an induction programme for new staff.

This theory-based course provides a solid foundation for employees who want to develop their basic fire safety awareness in order to assist their employer by undertaking more specific fire safety roles in the workplace to manage fire risk. The qualification provides learners with an understanding of the key principles of fire safety from cause to prevention and response.

During the course, participants will learn:

- how fires are caused
- to understand the key elements of fire risk assessment
- what actions to take in the event of fire to maximise safety and protect their environment

This qualification does not expire, but we would recommend re-qualification every three years.



Fire Safety Training

Fire Risk Assessment Support is the part of Cornwall Fire Rescue and Community Safety Service that can provide support for your business or event, to ensure you are protected from fire.

Fire Risk Assessment Support allows you to comply with fire safety legislation without undue costs from over provision. The impact of fire can be devastating to a business. Together, we can work to limit the impact of fire.

Good Fire Safety can

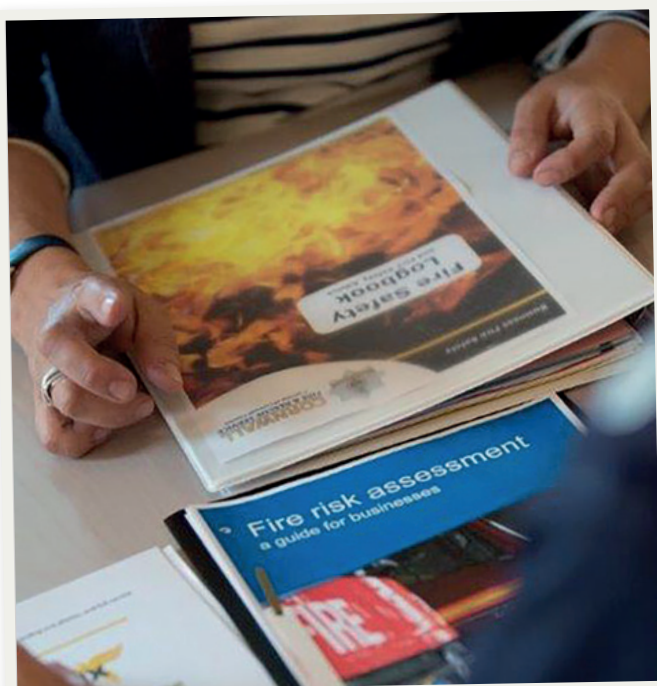
- protect the business from arson and accidental fires
- reduce the impact of false alarms
- ensure staff are prepared to deal with a fire
- develop contingency plans to reduce the impact of a fire

What we offer

- on-site visit by an experienced Fire Safety Officer
- advice for your business on how to achieve compliance with the law
- an easy to understand written report of our findings and supporting documentation
- an opportunity to increase your understanding of fire risks
- quality assurance of policy and procedures

Who is it for?

- start up businesses to get you off on the right foot, and reduce unnecessary costs
- SMEs to limit the risk of fire and support growth
- those organising a public event



Fire Safety Direct is charged at cost price.

Maritime Firefighting Training



This STCW2010 (Standards of Training Certification and Watchkeeping for Seafarers) course is a mandatory minimum requirement for all seafarers with designated safety duties.

Maritime Firefighting (STCW 2010)

ACCREDITED BY: MARITIME AND COASTGUARD AGENCY (MCA)

DURATION: 2 days

LOCATION: RAF Portreath

PRICE: Price on application to Falmouth School of Sailing

GROUP SIZE: 8-12

CERTIFICATION EXPIRY: 5 years

On completion of the training, successful candidates will understand and/or be able to demonstrate:

- the basic principles of fire
- theoretical and practical operations of fire extinguishing equipment
- the hazards involved in firefighting at sea
- fire prevention required on board ship
- knowledge of first aid firefighting at sea using portable/semi-portable extinguishers
- firefighting and fire party duties
- fixed installations on ships at sea
- search and rescue procedures and training
- the basic use of self-contained breathing apparatus set

The overall aim is to provide seafarers with the necessary knowledge, understanding and proficiency to carry out designated fire duties in accordance with international regulations.

This course is delivered in partnership with Falmouth School of Sailing, and bookings can be made through their website or by telephone.



Falmouth
Training Solutions



Call now: **+44 (0)1326 211311**
www.falmouth-school-of-sailing.co.uk

Evacuation Training

Evacuation Training

CERTIFICATE OF ACHIEVEMENT

DURATION: 2 hours

LOCATION: at your place of business

PRICE: £30

GROUP SIZE: 2-4



This course is designed for members of staff who may need to assist in the evacuation of mobility impaired people from your premises, using specialist evacuation equipment.

It could form part of induction training for new staff, but could also be used as part of your on-going professional development programme for existing members of staff.

This practical course is tailored to your business needs: delivered on your premises, using your specialist equipment. This equipment may include evacuation chairs and mats, and ski pads.

An average level of physical fitness is required to use the evacuation equipment safely.

On completion of the course, all successful delegates will receive a certificate of competence. This certification has no expiry date, but we would recommend refresher training every three years.

Participants on this course may also be interested in the Driver Passenger Assistance Training, which can be found in the Driver Training section of this brochure.



First Aid Training



It is a requirement of the Health and Safety (First Aid) Regulations 1981 that employers provide a safe and healthy environment to work in, which includes the provision of suitably qualified first aiders.

We offer a number of first aid courses and would be happy to work with you to determine the level of qualification you need, as well as the number of staff who need to be trained.

Our first aid courses are First Aid Awards (FAA) accredited, Ofqual regulated and are delivered by qualified and experienced instructors.

First Aid at Work

ACCREDITED BY FIRST AID AWARDS Level 3

DURATION: 3 days

LOCATION: Various community fire stations

PRICE: £180.00

GROUP SIZE: 5-12

CERTIFICATION EXPIRY: 3 years

If your assessment of first aid requirements highlights the need for qualified first aiders, then this Level 3 qualification (Level 6 in Scotland) will provide you with appropriately trained personnel.

This comprehensive 3-day course covers a wide range of first aid emergencies, enabling all participants to deal with emergency situations with confidence in a prompt, safe and effective way. This course will give the participants a qualification to the highest level of first aid.

This course would be suitable for those who want to expand their first aid knowledge and become a practitioner of First Aid at Work as well as learning about recognition and management of illness and injury in the workplace.

This course includes Emergency First Aid at Work and also equips the first-aider to apply first aid to a range of specific injuries and illnesses.



First Aid Training

Emergency First Aid at Work

ACCREDITED BY FIRST AID AWARDS Level 2

DURATION: 1 day

LOCATION: Various community fire stations

PRICE: £80.00

GROUP SIZE: 4-12

CERTIFICATION EXPIRY: 3 years

This 1-day course will provide participants with a Level 2 Award (Level 5 in Scotland) in Emergency First Aid at Work, which satisfies the requirements of the regulatory body for First Aid - the Health and Safety Executive (HSE).

Emergency First Aid at Work training enables a first-aider to give emergency first aid to someone who is injured or becomes ill while at work. This course would be suitable for people and companies who require practitioners to have the knowledge and skills to provide emergency first aid and treatment to their casualties in a prompt, safe and effective manner.

Heartstart (including Defibrillator Training)

ACCREDITED BY HEARTSTART

DURATION: 3 hours

LOCATION: various community fire stations

PRICE: £45.00

GROUP SIZE: 6-10

This 3-hour course is for those who wish to gain the skills of emergency life support (ELS), which are simple and can save lives. ELS is a set of actions needed to keep someone alive until professional help arrives.

Topics covered on this course include:

- an unconscious person
- the signs and symptoms of a heart attack
- recognising a cardiac arrest and performing CPR
- choking
- serious bleeding

This session is interactive and participants will have a chance to demonstrate various techniques. As part of this course, participants will also receive automated external defibrillation (AED) training, allowing them to become competent in the usage of AEDs. Participants will learn the appropriate response to different emergency situations and will become confident in judging when the use of an AED is necessary.



First Aid Training

Emergency First Aid for Parents & Carers

CERTIFICATE OF COMPETENCE

DURATION: 3 hours

LOCATION: various community fire stations

PRICE: £35.00

GROUP SIZE: 6-10

This course has been designed for those who have responsibility for children, in a non-professional capacity, and would like to gain a basic understanding of emergency first aid.

Topics covered on this course include:

- child and baby CPR
- choking
- bleeding, including nosebleeds
- sprains and strains
- burns and scalds
- use of an automated external defibrillator (AED)

All information covered is compliant with UK and European Resuscitation and First Aid Guidelines 2015. This course has been designed to give parents and carers the confidence to deal with first aid situations that commonly occur with children, as well as the confidence to administer CPR if the need arises. This session is hands-on and participants will be able to practise the various techniques discussed.



Paediatric First Aid

ACCREDITED BY FIRST AID AWARDS Level 3

DURATION: 2 days

LOCATION: Various community fire stations

PRICE: £85.00

GROUP SIZE: 6-12

CERTIFICATION EXPIRY: 3 years

This course has been developed for those who are working with children and infants and wish to gain a nationally accredited Level 3 Award. This 2-day course satisfies the guidelines and criteria as laid down by the Early Years Foundation Stage (EYFS) and OFSTED.

This course would be of particular interest to teachers, child minders, crèche assistants, playgroup personnel and anyone else who has a responsibility for the safety and welfare of a child.



Driver Training



We offer a range of driving courses, delivered by fully qualified and experienced driving instructors.

Our minibus driver courses are for those needing to drive minibuses under 3.5 tonnes with 16 seats or less, as well as those needing over 3.5 tonnes.

Our pre-driver training day is for 15-17 year olds and is based at our training facilities at RAF Portreath. The day focuses on the importance of being a safe road user, offering a practical driving session on our private road circuit, car maintenance and an interactive road safety session.

Please contact our co-ordination team to discuss your requirements.

Minibus Training for Category D1 Licence holders

CERTIFICATE OF COMPETENCE

DURATION: 3 hours

PRICE: £80.00

GROUP SIZE: Up to 16

CERTIFICATION EXPIRY: 3 years

For those who hold the category D1 on their licence which enables them to drive a minibus (this usually applies to those who passed their driving test pre-January 1997), we offer a course made up of two parts:

- 2-hour classroom based theory session
- 1-hour practical session, including a driving assessment and the checks that should be carried out before driving a minibus

This course is suitable for anyone who drives a minibus during the course of their work, or on a voluntary basis for organisations including youth groups. It is also suitable for anyone hiring a minibus, and requiring evidence of a completed minibus driver training course.

Minibuses can be provided for the training, or participants may use the minibus from their own organisation.

REVALIDATION: Completed every three years, renewal involves a one hour practical assessment only.



Driver Training

Minibus Training to obtain Category D1

CERTIFICATE OF COMPETENCE

DURATION: 3 - 5 days

LOCATION: Various community fire stations

PRICE: Dependent on Assessment

GROUP SIZE: Maximum of 2 people

CERTIFICATION EXPIRY: 3 years

This course is designed for those who wish to obtain the category D1 (usually applies to those that passed their test post-January 1997) which will enable them to drive a minibus over 3.5 tonnes. Candidates will complete an initial 45-minute driving assessment which will determine how many days training the instructor thinks would be required before the candidate would be in a position to successfully complete their test.

This course is suited to those who are required to drive a minibus for schools and academies, etc.

On successful completion of this course, drivers will no longer be restricted to the size/weight of minibus that they are able to drive and will also be able to drive a minibus abroad.

MPV Training/Category B Training

CERTIFICATE OF COMPETENCE

DURATION: 3 hours

PRICE: £80.00

GROUP SIZE: Up to 16

CERTIFICATION EXPIRY: 3 years

We also provide training for those who drive smaller passenger carrying vehicles, or a minibus up to 16 passenger seats that is no heavier than 3.5 tonnes. These vehicles can be driven without the requirement for the category D1, but the training is exactly the same as for the minibus D1.

→ **REVALIDATION** completed every 3 years, renewal involves a 1-hour practical session only.



Driver Training

Pre-Driver Training

DURATION: 1 day

PRICE: £50.00

DURATION: 1 day

GROUP SIZE: Up to 18 people



Our pre driver training day is delivered at our training facilities at RAF Portreath. It educates those between the ages of 15 and 17 on the importance of being a safe road user, offering a practical experience of driving, car maintenance and an interactive road safety session.

The course runs from 9.30am to 4.00pm and will consist of:

→ **MECHANICS SESSION (90 MINUTES)** Covers all aspects of the “show me/tell me” questions that students will face in their driving test. By the end of the session all candidates will have learnt how to check oil, water and tyre tread and have learnt how to change a tyre; equipping them with the basic knowledge of vehicle checks and the importance of these checks to the maintenance of a vehicle.

→ **ROAD SAFETY SESSION (90 MINUTES)** Looks at the effects of drink/drugs/mobile ‘phone use on a driver’s reaction times and their ability to see a potential hazard and will make the candidates realise what a huge impact this can have on their driving. Candidates will also watch the hard hitting ‘Learn 2 Live’ presentation that addresses road safety and road traffic collisions.

→ **DRIVER TRAINING** By the end of the session, all candidates will have learnt how to pull away in a vehicle and discussed gear changing and the effects this may have on fuel consumption. The instructor will also cover aspects of theory and hazard perceptions which are now a vital part of the process in successfully gaining a driving licence.



This course would be suitable for any young person with an interest in driving, mechanics and road safety. It has also received a lot of praise from parents/carers who had concerns about allowing their child to drive. After the course, parents said they felt much more confident in their child’s ability to drive safely and assess hazards.

Driver Training



Intensive Driving Lessons

Phoenix is pleased to offer a range of intensive driving lessons, designed for those who have already passed their theory test.

Through expert tuition from our qualified driving instructors, the courses aim to get candidates ready for their practical test.

A range of course options are available, from one-day courses, up to blocks of one or two weeks. For more information on the different course options, please speak to our co-ordination team on 01326 318177.



LGV Training

DURATION: 4/5 days

LOCATION: Tolvaddon Community Fire Station

PRICE: POA

GROUP SIZE: Up to 2 people

The course is designed for those that wish to obtain a higher category on their driving license, which is required by law, to enable them to drive a larger class of vehicle.

Before training can commence, candidates must have had the relevant category provisionally added to their driving license and have passed their Theory & Hazard Perception test which is bookable through the DVLA at a cost of £37.00. If you wish Phoenix Services to book the Theory & Hazard Perception test on your behalf we are able to do so.

Training can be provided for the following class of vehicle:

Category C1 – vehicles over 3.5 tonnes and up to 7.5 tonnes – duration 5 days

Category E – candidates enrolled on this course must have already achieved C1. Category E training involves towing a trailer up to 750kgs – duration 4 days

Category C – vehicles over 7.5 tonnes and up to 18 tonnes – duration 5 days

Category E – candidates enrolled on this course must have already achieved C1. Category E training involves towing a trailer over 750kgs – duration 4 days

Driver Training

Driver Passenger Assisted Training

DURATION: 1 day

LOCATION: at your business premises

PRICE: £450

GROUP SIZE: up to 8 people

This course is aimed at minibus/MPV drivers and passenger assistants and is designed to raise understanding of roles and responsibilities under Health & Safety and Road Traffic law in respect of driving at work and passenger transport.

The course is split into 2 modules as follows:

MODULE 1- VEHICLE SAFETY - THEORY

- health & Safety and Road Traffic legislation
- accident and emergency procedures
- vehicle safety checks
- the effects of alcohol, drugs, fatigue, stress and speed
- the individual's role & responsibilities
- the potential risk of death, injury, damage to vehicles & property arising from the reversing of vehicles

MODULE 2 – WHEELCHAIR & PASSENGER SAFETY SYSTEMS - PRACTICAL

- wheelchair safety systems
- how to use tail-lifts in the event of electronic failure
- evacuation plan & guidance
- evacuation from a vehicle fire (simulated by a smoke machine)
- HSE recommended vehicle controller signals
- safe vehicle manoeuvring both as a controller and driver
- a safe system of how to implement manoeuvring

On successful completion of the course, candidates will be issued with a certificate of competence that is valid for 3 years, at which point we recommend that candidates complete the Driver Passenger Assisted Training refresher course.

Driver Passenger Assisted Training - Refresher

DURATION: ½ day

LOCATION: at your business premises

PRICE: £350

GROUP SIZE: up to 6 people

This course is aimed at minibus drivers and passenger assistants who have previously completed the DPAT core course, and is designed to refresh their understanding of roles and responsibilities under Health & Safety and Road Traffic law in respect of driving at work and passenger transport.

The half-day course consists of both a theory and practical session and is designed to promote thought and discussion based around everyday situations which may give rise to specific risks and challenges including:

- vehicle safety
- vehicle manoeuvring
- emergency situations
- assisting passengers who travel in wheelchairs

The practical session will include the following:

- demonstration of removal and re-fitting of seats
- practical assessment – Wheelchair Passenger Safety systems (WPSS)

All candidates will be required to demonstrate how they secure the wheelchair and the passenger and be assessed by the trainer.



Business Continuity

Our Resilience and Emergency Management team can work with you to identify the risks faced by your business. We will assist you to create an action plan to ensure your business suffers from the least possible amount of disruption, in the event of an incident.

Who is it for?

- start-up businesses to get you off on the right foot, and reducing unnecessary cost
- established businesses, large and small
- town and parish councils
- SMEs
- schools and MATs

What we offer

SEMINARS: a basic introduction to Business Continuity Management	£70 PER PERSON
BEST PRACTICE GENERIC TEMPLATE: an amendable worked example of a Business Continuity Plan	£15 PER TEMPLATE
BUSINESS CONTINUITY ASSISTANCE PLANNING: work with one of our specialists to analyse your business needs and create your business continuity plan, this will include an impact assessment session. This option is offered on a cost recovery basis, with the exact cost to be determined by the needs of your business.	This package on average contains around 5 hours of support and is priced dependent upon the size and complexity of your business.
BUSINESS CONTINUITY COMPREHENSIVE SUPPORT PACKAGE : includes options 2 & 3, we will also work with you to create your recovery plan. This option is offered on a cost recovery basis, with the exact cost to be determined by the needs of your business.	This package on average contains around 10 hours of support and is priced dependent upon the size and complexity of your business.



Business Regulatory Support

Helping you with all your regulation enquiries



Environmental Health | Trading Standards | Licensing | Fire | Planning & Building Control



We offer a wide range of support and advice to help you on your way with your business. Whether you're a new or established business, or looking to invest in Cornwall, we can help you with your regulation enquiries and let you know what you need to do to comply with the law.

Business Support

We can offer you a range of free regulation support and advice for your business. We also have packages to help you meet regulation standards and get the licenses necessary for your business. These packages vary in price, but are priced on a cost recovery basis. No profit is made from our services.

Support services are available in the following areas:

- Licensing
- Food safety
- Health and safety
- Trading standards
- Fire safety
- Planning / Building Control
- Environmental consultancy

Accreditation Schemes

Are your products made in Cornwall from Cornish materials?

Our Made in Cornwall accreditation scheme might be of interest to you.

Are you in a trade and want to let people know you provide a quality, trusted service? Our Buy with Confidence scheme will be just right for you and your business.

Training Services

Read over for more information about our great bespoke training packages.



"We can help you cut through the red tape and get it right first time, saving you time, money, helping you to grow and compete."

BRS: Training Services

We offer a broad range of training options run by our experienced group of trainers. They cover topics from environmental health, trading standards, licensing and more.



Dealing with Violence, Anger and Aggression

ACCREDITED BY: Cornwall Council

DURATION: 1 day

LOCATION: Various Cornwall

PRICE: POA

GROUP SIZE: 8-12

Level 2 & 3 CIEH Food Safety Training

ACCREDITED BY: Chartered Institute of Environmental Health

DURATION: Level 2: 1 day | Level 3: 3 days

LOCATION: Various Cornwall or at your workplace

PRICE: Level 2: £45pp | Level 3: POA

GROUP SIZE: Level 2: 8-10 | Level 3: 10-15

Anger, violence and aggression in the workplace are an increasing problem for both employers and employees. The aim of this course is to keep staff safe in the workplace.

Course content can be tailored to suit the needs of your business and will vary according to the level of face-to-face contact between staff and customers, and whether or not the physical aspect of the course is required.

The course is delivered by a frontline officer with first-hand experience of dealing with difficult customers and difficult situations.

The course is a full day which blends a mixture of classroom and practical activities. It examines the problems from practical as well as procedural and legal positions

Our Level 2 and 3 Food Safety courses will give participants the confidence and expertise to safely deliver quality food to customers.

The Level 2 course is an introduction to food safety, including HACCP, whilst the Level 3 course is aimed at supervisors and will help to ensure compliance with food safety legislation.

The courses cover a variety of topics including:

- the law relating to food business
- how to implement food safety management procedures and the role of the supervisor in staff training
- hygiene for food handlers
- food safety hazards, temperatures, high risk foods and contamination
- microbiology and bacteriology
- food-borne illness
- food safety management (HACCP)
- food storage and temperature control
- pest control



Phoenix

Safety & Education



Phoenix Services


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Community Safety Service @CornwallFRS



For more information visit: www.phoenixcornwall.co.uk