

course objectives

On completing this qualification candidates should:

- Understand the legal framework behind lone working
- Understand the scope of legislative requirements
- Appreciate the importance of risk assessment of lone working and personal safety in the workplace
- Be aware of the need for effective policy, implementation on and monitoring
- Understand how the design of both the workplace and systems of work can affect the
- Understand the principals of the law relating to violence
- Understand the need for clear communication
- Understand the principles of communication
- Understand how conflict escalates
- Understand how to manage conflict
- Understand the risks of working alone
- Understand how to offer support and advice if incidents occur

who is the course for?

This course is suitable for Line Managers who are responsible for employees who work alone, those involved in developing and implementing health and safety policies and practices and front line staff who work alone

duration / format / assessment

6 hours - 1 day duration

instructor / trainee ratio

Min 1: 6

Max 1:15

awarding body / certification

Certificate of attendance

course content

- Responsibilities of line managers and staff
- What is lone working?
- What is risk?
- Who is at risk?
- Working on others sites / homes
- Travelling
- Workplace design
- Permit to Work Systems
- One to one scenarios
- Policy and Procedures
- Understanding workplace violence
- Understanding communication
- Defusing and resolving conflict

course requirements / notes

Although there are no requirements to attend this course, it is recommended that delegates have achieved a Level 2 Award in Health & Safety.

further information / contact us

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training timetable

Time	Activity	Duration
09:00 – 09:10	Domestics, Review timetable for the training session	10 mins
09:10 – 09:15	State SMART Aims and Objectives for the day	5 mins
09:15 – 09:45	Understand the definition of the lone worker and who is affected	30 mins
09:45 – 10:45	Understanding the relationship between lone working and the Health and Safety at Work Act	60 mins
10:45 – 11:00	Break	15 mins
11:00 – 12:30	Understanding risk and risk assessment	90 mins
12:30 – 13:00	Lunch	30 mins
13:00 – 13:30	Understanding workplace violence and the law	30 mins
13:30 – 14:30	Understanding communication	30 mins
14:30 – 15:00	Communication workshops	30 mins
15:00 – 15:15	Break	15 mins
15:15 – 15:45	Defusing and resolving conflict	30 mins
15:45 – 16:00	Review aims and Objectives, questions and feedback	15 mins
	Course close	

Please note that the above is for guidance only. Actual course timings may differ.

pre-course reading

None.

awarding body contact details