





Welcome

RRC's Rapid e-Learning courses are designed to help organisations and individuals develop essential skills and knowledge as and when required.

These interactive online courses are full of videos and interactive animations that make learning both fun and relevant.

Across the range, the key information is broken down into bite-sized chunks and interspersed with activities designed to reinforce understanding for maximum results. Throughout, the focus is on applying your knowledge to real-life situations so you can be sure to see the results reflected in your daily work. All courses include a free downloadable workbook containing all the topics covered, which works well as a handy reference guide and provides a refresher if you want to remind yourself of what you've learnt.

Courses also include a final assessment with an RRC certificate for those who pass.



Fees

Fees are based on a per user, per course basis with significant discounts for multiple purchases. When buying multiple courses you can access any of them as and when required and complete them in any order. Once a course has started you will have two months to complete it.

Fees are subject to VAT.

Fee per Course

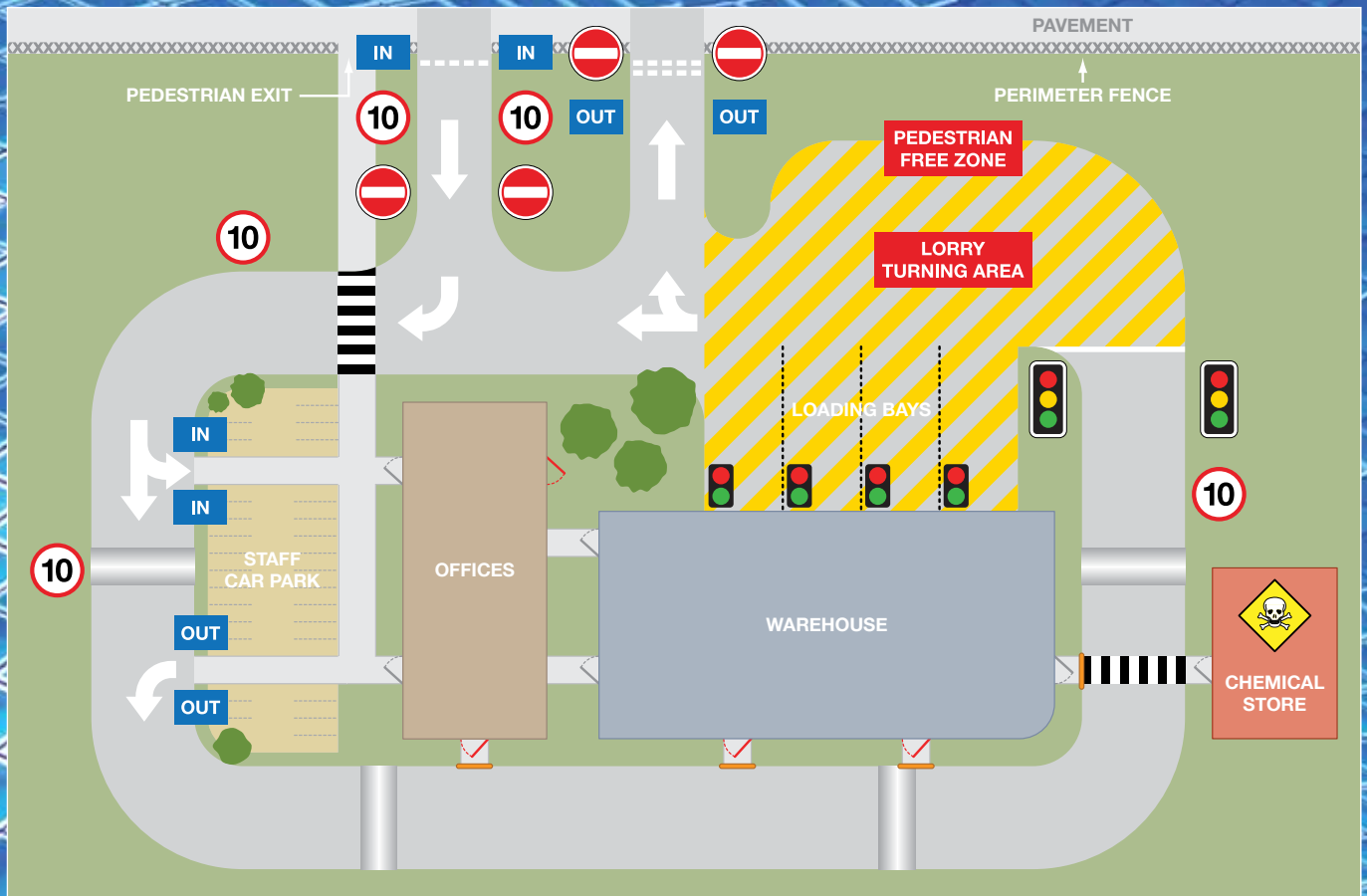
GBP £24.95 + VAT

For Discounts for Multiple Purchases call for details

RRC Assessment

The final assessment comprises up to 16 multiple choice questions based on knowledge recall and application of knowledge through scenario-based questions. There is a maximum time of 30 minutes to complete the assessment and the pass mark is set at 75%. Successful candidates will be able to download a certificate. Candidates who fail to pass the assessment first time round will be granted one further attempt without charge.

RRC Rapid e-Learning – online learning at its best

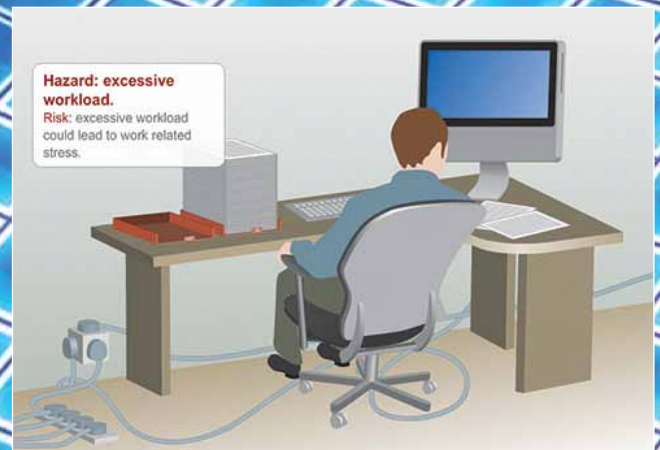
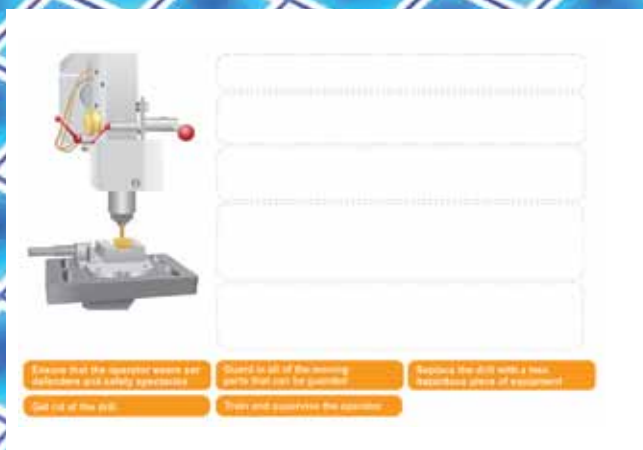


RRC'S RAPID E-LEARNING COURSES

RRC's Online Short Courses provide a short clear introduction to an environmental, health, or safety topic. They are designed to enable you to expand your skills or brush up on something you've studied in the past.

The online format provides flexibility so you can complete your training when it suits you. Our user-friendly online learning environment allows you to work through the course one step at a time and revisit any areas you want to spend more time on.

The topics are covered in small chunks to make learning as easy as possible.

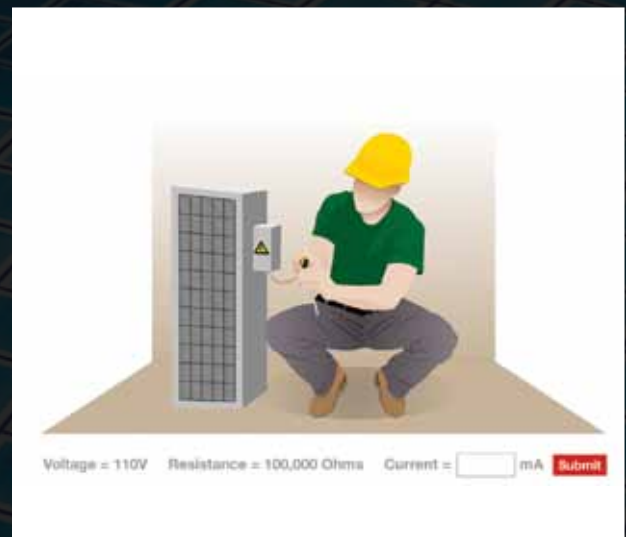


RRC Rapid e-Learning – online learning at its best

Videos are used which make the subject both more interesting and memorable, and allows you to receive the benefits of face-to-face teaching in an accessible way.



Animations provide helpful guidance and interaction. Used at key areas throughout the course, they bring it to life, illustrate important topics and reinforce the learning process by making you an active participant.



Activities are designed to reinforce learning.

Courses available now

WORK AT HEIGHT

2 HOURS

This course provides a basic introduction to the main hazards and risks involved in working at height. It is ideal for anyone who requires basic knowledge of the key precautions that should be observed to ensure safety when working on ladders, step-ladders, scaffolding, roofwork or MEWPs.

Course Content

- An introduction to working at height and the essential hierarchy of control
- The main hazards and controls associated with the following:
 - Ladders
 - Steps and trestles
 - Scaffolding
 - Edge protection
 - Mobile elevating work platforms
 - Roofwork

Learning Outcomes

Upon completion of the course, participants will have the knowledge and understanding to:

- Identify the risks involved in working at height
- Describe the common types of access equipment and the precautions in their use
- Outline the range of precautions used in roofwork

Courses available now

RISK ASSESSMENT

3 HOURS

This course gives an introduction to the risk assessment process and develops the skills important in ensuring a safe workplace. Aimed at all workers, it is also an ideal introduction for someone looking to take more responsibility for health and safety at work.

Course Content

- An introduction to risk assessment and its role in health and safety at work
- The principles of risk assessment - the five steps
- Examples of common workplace hazards and appropriate controls
- How to ensure a risk assessment is suitable and sufficient

Learning Outcomes

Upon completion of the course, participants will have the knowledge and understanding to:

- Explain the role of risk assessment
- Outline the key concepts involved in the risk assessment process
- Identify and describe the five steps of risk assessment
- Outline the requirements of a 'suitable and sufficient' risk assessment
- Carry out a risk assessment

ELECTRICAL SAFETY

2 HOURS

This course is aimed at anyone who encounters electricity or electrical appliances in the workplace. It provides an introduction to the dangers associated with electricity and an overview of the control measures to be used to ensure safety.

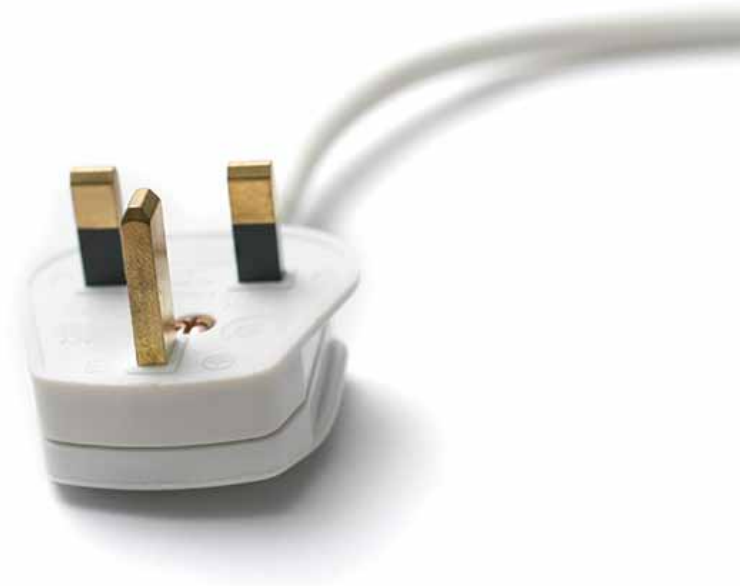
Course Content

- Principles of electricity
- Common hazards and risks
 - Shock
 - Burns
 - Fires
- Controls
 - Selection and suitability
 - Protective systems
 - Inspection and maintenance

Learning Outcomes

Upon completion of the course, participants will have the knowledge and understanding to:

- Outline the basic principles of electricity
- Identify the hazards associated with working with electricity
- Identify potential risks of using electricity in the workplace
- Describe the control measures which should be used when working with electricity



HEALTH AND SAFETY INDUCTION (FOR WORKERS)

2 HOURS

This course is aimed at all workers and provides a short introduction to the basic principles of health and safety. It is ideal for new employees needing a basic induction to health and safety.

Course Content

- Basic principles of health and safety
- Workplace hazards and risks
 - Slips, trips and falls
 - Working at height
 - Manual handling
 - Hazardous substances
 - Machinery and vehicles
 - Electricity
 - Fire
 - Stress
- Workplace conditions
 - Housekeeping
 - Access/traffic routes/escape routes
 - Working environment
 - Welfare facilities
 - Safety signs
- Workplace procedures
 - Reporting incidents
 - First-aid
 - PPE
 - Personal hygiene

Learning Outcomes

Upon completion of the course, participants will have the knowledge and understanding to:

- Outline the importance of health and safety in the workplace
- Identify a range of workplace hazards and risks
- Identify a range of workplace conditions that can affect health and safety
- Describe some basic workplace procedures related to health and safety

HEALTH AND SAFETY ESSENTIALS (FOR SUPERVISORS)

3 HOURS

This course is aimed at supervisors and managers and provides an overview of all the essential health and safety information they will need in their role. This is a particularly good course for anyone taking on a new role as a supervisor where health and safety is a concern.

Course Content

- Health, safety and welfare (hazards, controls and procedures)
- The workplace/ workplace equipment
- Risk assessment
- Manual handling
- Hazardous substances
- Ergonomics/workstation design
- Working at height
- Transport and vehicles
- Noise and vibration

Learning Outcomes

Upon completion of the course, participants will have the knowledge and understanding to:

- Outline the basic health and safety duties of employees and employers
- Describe a range of workplace hazards and risks
- Identify appropriate control measures
- Outline the importance of following safe systems of work, procedures and rules

Courses available now



TRANSPORT SAFETY

2 HOURS

This course is designed for all workers who are involved in vehicle operations at work – from cars to lorries and forklift trucks. It may also be useful for supervisors and managers working on sites where vehicles are in use.

Course Content

- Hazards in vehicle operations
- Controls for vehicle operations
 - Risk assessment
 - Segregation
 - Management of vehicle movement
 - Environmental issues (i.e. visibility)
 - Maintenance
 - Driver restraints
- Selection and training – driver competence

Learning Outcomes

Upon completion of the course, participants will have the knowledge and understanding to:

- Identify the hazards presented by the movement of vehicles in the workplace
- Describe the possible controls for vehicle hazards in the workplace
- Suggest the most appropriate controls for specific vehicle hazards

ACCIDENT INVESTIGATION

2 HOURS

This course is aimed at anyone who may form part of an accident investigation team and provides an overview of the importance of reporting and investigating incidents at work. It also gives a step by step account of the basic investigation procedure.

Course Content

- Different types of incident
 - Near miss
 - Accident (injury and/or damage)
 - Dangerous occurrence
 - Ill health
- The purpose of investigating occupational accidents
- The basic investigation procedure (gather, analyse, identify, plan)
- Requirements for recording and reporting incidents

Learning Outcomes

Upon completion of the course, participants will have the knowledge and understanding to:

- Understand the different types of incident and the controls required for each
- Understand the reasons for investigating occupational accidents
- Formulate a basic investigation procedure
- Explain the requirements for recording and reporting incidents

DISPLAY SCREEN EQUIPMENT (DSE)

2 HOURS

This course is aimed at those who use display screen equipment. It provides an overview of ergonomic principles as well as specific hazards and control measures associated with use of DSE. This is an ideal course for those who work in office management and HR, as well as those responsible for people who work using display screens.

Course Content

- The basic principles of ergonomics
- Relevant ill-health effects
- Control measures which can prevent musculoskeletal health problems (including workstation design)

Learning Outcomes

Upon completion of the course, participants will have the knowledge and understanding to:

- Identify some basic principles of ergonomics
- Outline the key ill-health effects associated with poor ergonomic design
- Outline the control measures appropriate for workstation design

DEVELOPING A POSITIVE SAFETY CULTURE

2 HOURS

This course is aimed at those with an interest in health and safety or a particular responsibility for health and safety at work. It is designed to ensure a good understanding of the principles of health and safety culture; the ways it can be improved; and the benefits this can have.

Course Content

- The importance of health and safety culture and the need to assess its effectiveness
- Factors influencing health and safety culture and behaviour
- Improving health and safety culture

Learning Outcomes

Upon completion of the course, participants will have the knowledge and understanding to:

- Describe the concept of health and safety culture and outline its importance in the workplace
- Identify indicators which could be used to assess the effectiveness of an organisation's health and safety culture
- Identify the factors which influence health and safety culture
- Identify methods which could be used to improve the health and safety culture of an organisation



Courses available now

MANUAL HANDLING

2 HOURS

This course is suitable for all workers whose role includes manual handling activities and outlines some of the common hazards and controls for manual handling.

Course Content

- Hazards and risks
 - Common hazards
 - Risk assessment
- Controls and reducing the risk
- Manual handling techniques

Learning Outcomes

Upon completion of the course, participants will have the knowledge and understanding to:

- Describe the hazards and the risk factors present in manual handling activities
- Suggest ways of minimising manual handling risk
- Explain the precautions and procedures to ensure safety in the use of lifting and moving equipment

HEALTH AND SAFETY ROLES AND RESPONSIBILITIES

2 HOURS

This course is aimed at managers and supervisors who want a clear understanding of their health and safety obligations and the obligations of others within their organisation.

Course Content

- The health and safety roles and responsibilities of different members of an organisation
 - Directors
 - Managers and supervisors
 - Employees
 - Health and safety specialists; contractors; controllers of premises; joint occupiers; suppliers, manufacturers and designers; the self-employed
- The importance of effective consultation with employees

Learning Outcomes

Upon completion of the course, participants will have the knowledge and understanding to:

- Outline the health and safety roles and responsibilities of different members of an organisation
- Explain the importance of consulting with employees on health and safety
- Identify the means to achieve effective consultation



WORK EQUIPMENT SAFETY

3 HOURS

This course is designed for those who use mechanical or non-mechanical work equipment. It provides an overview of some of the hazards associated with work equipment as well as some of the basic principles to ensure safety.

Course Content

- Selection, use and maintenance
- Hazards and controls of handheld tools
- Hazards and control of mechanical equipment
- Protective measures

Learning Outcomes

Upon completion of the course, participants will have the knowledge and understanding to:

- Understand and explain general principles for the selection, use and maintenance of work equipment
- Identify the hazards and controls for hand tools
- Identify and describe mechanical and non-mechanical hazards of machinery
- Suggest methods of protection from machinery hazards

CHEMICAL SAFETY

3 HOURS

This course is designed for workers who work with (or are exposed to) chemical substances in any form. It provides an overview of the risks and possible health effects as well as an introduction to some of the control measures.

Course Content

- Types of chemical agent
- Classification
- Typical examples
 - Ammonia, chlorine, organic solvents, carbon dioxide, carbon monoxide, isocyanates, lead, asbestos, silica
 - Routes of entry
- Occupational exposure limits
- Health effects
 - Acute
 - Chronic
- Appropriate controls

Learning Outcomes

Upon completion of the course, participants will have the knowledge and understanding to:

- Identify the types of chemical agent which may be present in a workplace
- Understand the classification of chemical agents and identify common examples of each type
- Identify typical routes of entry for chemical agents and ill health effects
- Outline appropriate control measures to prevent exposure

Courses available now

CONSTRUCTION SAFETY

3 HOURS

This course is aimed at those who need an understanding of the basic health and safety principles associated with construction work, such as project managers or facilities managers. It is designed as a basic induction to all aspects of construction safety.

Course Content

- General hazards and controls
 - Storage
 - Machinery and Vehicles
 - Site security
 - Electricity
 - Demolition hazards
 - Working at height
 - Excavations
- Health hazards and controls
- Health surveillance

Learning Outcomes

Upon completion of the course, participants will have the knowledge and understanding to:

- Identify the main hazards when carrying out construction work and outline the appropriate control measures
- Identify the hazards to health associated with construction work and outline ways to reduce the risks



RISK MANAGEMENT

2 HOURS

This course focuses on application of knowledge and provides a detailed look at the general hierarchy of control. It is ideal for those wishing to understand the risk management process in detail or for workers who wish to progress into a health and safety role.

Course Content

- An introduction to risk management and the essential hierarchy of control to ensure a safe environment;
 - Avoiding risks
 - Elimination/substitution
 - Reducing exposure
 - Isolation/segregation
 - Engineering controls
 - Safety systems of work
 - Training
 - PPE
 - Welfare
 - Monitoring and supervision

Learning Outcomes

Upon completion of the course, participants will have the knowledge and understanding to:

- Explain the role of hierarchy of control in controlling risk
- Identify and understand each control in the hierarchy
- Explain how each control would be applied to given scenarios, including examples
- Select appropriate risk control methods based on their appropriateness and effectiveness
- Apply risk control in a practical situation

Courses available now

NOISE AWARENESS

2 HOURS

This course is aimed at those who might be at risk of significant noise exposure in the workplace and provides a basic introduction to the risks and health effects of exposure to noise.

Course Content

- Health effects of exposure to noise
- The basic principles of noise
- Measuring noise
- Controlling exposure
- Health surveillance

Learning Outcomes

Upon completion of the course, participants will have the knowledge and understanding to:

- Describe the health effects of exposure to noise
- Outline the basic principles of noise and identify appropriate control measures
- Describe the relevant principles of health surveillance

RADIATION

2 HOURS

This course is aimed at anyone who might be exposed to ionising or non-ionising radiation.

Course Content

- Types of ionising radiation and possible sources
- Health effects of ionising radiation
- Protection from ionising radiation
- Types of non-ionising radiation and possible sources
- Health effects of non-ionising radiation
- Protection from non-ionising radiation

Learning Outcomes

Upon completion of the course, participants will have the knowledge and understanding to:

- Identify the different sources and types of ionising radiation
- Describe the health effects of ionising radiation and identify control measures
- Identify the different sources and types of non-ionising radiation
- Describe the health effects of non-ionising radiation and identify control measures

Courses Coming Soon

STRESS, VIOLENCE AND SUBSTANCE MISUSE AT WORK

2 HOURS

This course is aimed at workers in any role and provides an overview of the key causes, effects and preventative measure of stress, violence and substance misuse at work. This course will be especially useful for managers or supervisors.

Course Content

- Stress at work
 - Causes
 - Effects
 - Preventative measures
- Violence at work
 - Risk Factors
 - Preventative measures
- Substance misuse
 - Effects
 - Control measures

Learning Outcomes

Upon completion of the course, participants will have the knowledge and understanding to:

- Explain the causes and effects of occupational stress and identify appropriate preventative measures
- Outline the risk factors for violence at work and identify appropriate preventative measures
- Describe the effects on health and safety of substance misuse and identify appropriate control measures

COMING
SOON

FIRE SAFETY

3 HOURS

This course is aimed at all workers in any role and provides a basic induction to the principles of fire safety.

Course Content

- Basic principles of fire
 - Classification
 - Fire spread
 - Risk assessment
- Prevention of fire and fire spread
- Fire protection
 - Fire alarms
 - Fire-fighting equipment
- Evacuation
 - Escape routes
 - Procedures

Learning Outcomes

Upon completion of the course, participants will have the knowledge and understanding to:

- Understand and explain the basic principles of fire
- Identify and apply the basic principles of fire prevention
- Identify and describe potential ways to prevent fire spread in buildings
- Identify appropriate fire alarm systems and fire-fighting equipment for a simple workplace
- Understand requirements for an adequate means of evacuation and escape in a simple workplace

COMING
SOON



Courses available in 2012

- Working in Extreme Temperatures
- Biological Agents
- Construction Site Safety
- Excavation Safety
- Demolition Safety
- Fire Safety Management
- Fire Safety Risk Assessment
- Principles of Explosion
- Environmental Management
- Environmental Management Systems
- Environmental Impact Assessments
- Waste Management and Land Use
- Energy Efficiency
- Environmental Noise
- Pollution

.... Plus more to come



RRC's client list

ALSTOM Power
AMEC
Amnesty International
APCOA Parking
Apex Lifts
Arjowiggins
Atkins
BAE Systems
BAA Business Support Centre
Babcock Rail
Balfour Beatty
Banham Security
BP Oil International
Brighton & Hove City Council
Britannia Building Society
British Antarctic Survey
British Sky Broadcasting
BT
Burberry
Cambridgeshire County Council
Carillion
Chevron
Chiltern Railways
Christie's Auctioneers
Citywest Homes
City Maintenance
Coca-Cola
Communication Workers Union
Cornwall County Fire Brigade
Covent Garden Market Authority

Cranleigh School
Croydon Primary Care Trust
Crystal Palace Football Club
David Lloyd Club
Department for Work and Pensions
DHL
Drivers Jonas Deloitte
E D F Energy
East Midlands Airport
East Somerset NHS Trust
Eversheds LLP
GlaxoSmithKline
Great Ormond Street Hospital for Children
Higher Education Funding Council for England
HMP Spring Hill
Home Retail Group
House of Commons
ISS Waterers Landscape
Investec Bank
J D Wetherspoons
Jobcentre Plus
Johnson Controls
London Underground
Marie Curie Cancer Care
Marks & Spencer
Metropolitan Police Service
Mitie Engineering Services
Mitie Property Services

Mott MacDonald Group
Mouchel
National Assembly for Wales
National Express Group
National Grid
Network Rail
Nursing & Midwifery Council
Peabody Trust
Pfizer
Primark
QinetiQ
Royal Botanic Gardens
RSA
Schneider Electric UK
Scottish & Southern Energy
Serco Group
Siemens Wind Power
Sodexo
Spectrum Interiors
Sunseeker International
Surrey County Council
T N T Post
The Crown Estate
The National Blood Service
Transport for London
Travelodge Hotels
Walkers Snack Foods (Distribution)
Zurich Financial Services



A word from one of our students



Don't just take our word for it, Ian McClymont took our Working at Heights Rapid Results, and this is what he had to say about the experience.

Ian McClymont, a self-employed Health and Safety Security Manager in the oil and gas construction industry out in West Africa, needed to quickly update his Working at Heights knowledge as he was working on a pipeline, which involved operating at heights during the construction phase of the stations.

Ian knew that any construction that concerned working from height, such as, using cranes or scaffolding, came under the health and safety remit, so staying up-to-date was vital for him.

Ian explains: "It's too late when someone gets hurt. Working on oil and gas pipelines often involves working from a height, sometimes a great height, and with falls being the most common problem within the construction industry, it is imperative for me, as a health and safety manager, to be at the very top of my game. But as a self-employed specialist it is down to me to ensure my knowledge and skills are constantly refreshed.

RRC Training is acknowledged as one of the world's leading providers of health and safety training and Ian had completed several courses with RRC before. "The past courses had been very good so when I heard RRC Training had just introduced a new e-learning Working at Heights course, I knew it would be the best option for me".

"They offer good short courses, and this one was no exception...It was perfect for familiarisation and helped me quickly cover everything."

Being based out in Benin in West Africa was not an issue, Ian again: "Being able to use e-learning with RRC was ideal. I didn't need to be in a classroom situation and their e-learning is so flexible, it meant I could go online as and when I wanted to, with no time restrictions.

"For someone self-employed like me, time is money. So being able to fit the training around the working day was perfect."

RRC's courses are designed by expert tutors who work closely with educationalists in order to ensure the best possible learning experience for the student. The RRC Online Short Courses are designed for self-managed training and the use of videos, animations and activities ensures the information is easy to digest.

According to Ian, "It was all so clear and easy to understand, second to none. I can honestly say I thoroughly enjoyed the course."

Ian passed the course with flying colours and updated his working at heights expertise. "I had a fantastic e-learning experience with RRC and would recommend them to anyone", concludes Ian.

How to enrol

To apply for an RRC course, please complete the Application Form and Pre-Course Questionnaire enclosed in this brochure and return them to RRC:

BY POST

RRC Training
27-37 St George's Road, London SW19 4DS, United Kingdom

ONLINE

www.rrc.co.uk

TELEPHONE

+44 (0)20 8944 3108

BY FAX

+44 (0)20 8944 7099

Delivery

UK

Your course materials will be with you no later than 10 working days from the receipt of your application. Delivery is by courier and can be either to your home or work address. As a signature will be required for all deliveries, please supply an address that will be occupied during office hours (Monday - Friday, 8am to 6pm).

OVERSEAS

Materials are sent by courier and delivery times are dependent on your location. Please contact RRC for more information.

Methods of Payment

All payments to be made in GBP (pounds sterling). You can use any of the following methods of payment:

- 1 Payment in full by cheque or bankers' draft made payable to RRC Training.
- 2 Payment in full by charging your MasterCard/Switch/Visa/Solo/Connect Card/American Express.
- 3 Payment by instalments: Available to customers resident in the UK (for more information see <http://www.rrc.co.uk/instalment.aspx> or call for our RRC Instalment Plan Leaflet).
- 4 Invoice: UK registered companies only. Please attach to your application form an official purchase order/letter confirming your employer's authorisation. Terms of payment are 30 days from invoice date.
- 5 Customers outside the UK must remit the full fee, including postage and packing, in GBP (pounds sterling), payable in London, before materials are despatched. All bank charges, including any payable by the receiving bank, must be paid by the customer.

Learning Agreement

The Learning Agreement sets out your entitlements and obligations as a student of RRC and constitutes the terms and conditions of your enrolment. If you do not wish to be bound by these terms, you can cancel your course within the timescales detailed below and receive a refund/credit of the fees less any expenses incurred by RRC.

Cancellations

We are confident that you will be delighted with your studies but, should you feel less than satisfied, you can cancel under the following terms within your Enrolment Period (defined as the period to your nominated exam date or 18 months from enrolment date for units/subjects where the nominated examination date is not determined).

Face-to-Face Courses

CANCELLATION MORE THAN 30 DAYS BEFORE THE COURSE START DATE
A refund of the full course fee is obtainable for cancellations received more than 30 days before the scheduled course start date.

CANCELLATIONS BETWEEN 15 AND 30 DAYS BEFORE THE COURSE START DATE
A refund of 70% of the course fee is obtainable for cancellations received between 15 and 30 days before the scheduled course start date.

Distance & e-Learning Courses

CANCELLATION WITHIN 30 DAYS

A refund of the full course fee is obtainable for cancellations received within 30 days following the acceptance of your application. Subject to the return, in good condition, of any printed materials supplied and the receipt of a written confirmation that any electronic copies of the materials have been destroyed within the 30-day period.

CANCELLATION AFTER 30 DAYS BUT WITHIN 45 DAYS

A 60% refund of the course fees is obtainable for cancellations received at any time within 45 days following the acceptance of your application. Subject to the return, in good condition, of any printed materials supplied and the receipt of a written confirmation that any electronic copies of the materials have been destroyed within the 45-day period.

CANCELLATION OVER 45 DAYS AND WITHIN THE ENROLMENT PERIOD

A 90% refund is available for any Units/Subjects for which study has not commenced. Study is deemed to have commenced from the date the student requests the materials.

Where a student has commenced a Unit and wishes to cancel, they may be entitled to a refund of any exam fees paid to RRC provided the cancellation is received before the student has been registered with the examining body.

Examinations Only

A refund of the exam fee is obtainable for cancellations received up to the date RRC register the examination with the examining body.

Revision and Reference Guides

PRINTED MATERIALS - RETURNED WITHIN 14 DAYS

A refund of the full fee (excluding postage and packing) is obtainable for returns received in good condition within 14 days following the despatch of the goods.

E-MAIL - RETURNS WITHIN 7 DAYS

A refund of the full fee is obtainable for returns received up to 7 days following RRC e-mailing the goods or access password, subject to a written confirmation that all copies have been destroyed.

PROGRAMMED-TO-PASS – CANCELLATION WITHIN 7 DAYS OF ACCESS

A refund of fees is obtainable for cancellations received within 7 days following RRC e-mailing the access password, subject to a written confirmation that any downloaded or printed materials have been destroyed.

Outside of the above, full fees are payable on all cancellations or returns.

Any refunds will be processed within 14 days of receiving your returned course materials.



RRC Training

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