



**SKILLS  
TRAINING  
CENTRE**



# Caretaker & Building Maintenance Training

## CARETAKER AND BUILDING MAINTENANCE COURSES

<b>Subject</b>	<b>Duration</b>	<b>Level</b>	<b>Page no.</b>
Asbestos Awareness	1/2 Day	Basic	3
Carpentry (Basic)	1 Day	Basic	3
Carpentry (Intermediate)	3 Days	Intermediate	4
Cleaning Chemicals	1/2 Day	Basic	4
Confined Spaces Awareness & Risk Assessment	1 Day	Intermediate	4
Controlling the Contractor	1 Day	Advanced	5
COSHH & PPE	1 Day	Basic	5
Customer Care & Coping at the Sharp End	1 Day	Basic	5
Electrical Safety	1/2 Day	Basic	6
Emergency Treatment/Appointed Persons	1 Day	Basic	6
Fire Safety & Extinguishers	1/2 Day	Basic	6
Fire Wardens	1 Day	Intermediate	7
Health & Safety Awareness	1 Day	Basic	7
Ladders, Steps & Trestles	1/2 Day	Basic	7
Lock By-pass	3 Days	Advanced	8
Manual Handling	1 Day	Basic	8
Mobile Towers	1/2 Day	Basic	8
Needle Stick Injuries & Infection Control	1/2 Day	Basic	9
Pigeon Waste Removal (Guano)	1 Day	Intermediate	9
Playground Inspection: Routine Visual Inspections	1 Day	Basic	9
Plumbing (Basic)	1 Day	Basic	10
Plumbing (Intermediate)	3 Days	Intermediate	10
Portable Appliance Testing	1 Day	Advanced	10
Premises Management	1 Day	Intermediate	11
Risk Assessment & Method Statements	1 Day	Intermediate	11
Scaffolding Inspection	1 Day	Intermediate	11
Site Health & Safety Inspections	1 Day	Intermediate	12
Working at Heights	1 Day	Intermediate	12

We offer a range of other courses that may also be relevant for building maintenance staff including Confined Spaces; Pesticides; Chainsaw; and First Aid at Work.

Please visit our website for further details [www.skillstrainingcentre.co.uk](http://www.skillstrainingcentre.co.uk).

## CARETAKER AND BUILDING MAINTENANCE TRAINING

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We offer a range of short courses suitable for building maintenance staff and caretakers. The courses are ideal for those required to perform a range of day to day maintenance tasks in schools, care homes, housing associations or similar environments.

Courses are designed to be relevant and cost effective and are delivered to high standards.

Our instructors are professional and experienced in their respective fields and take into account the needs of individuals with different skills, abilities and experience.

### A SMALL NUMBER OF STAFF TO TRAIN

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Your staff can join one of the scheduled public courses that we provide for our popular programmes. If we don't have a scheduled course, we will either link your staff with others to provide a cost effective programme for you, or put your staff onto a waiting list and advise you of the likely timescale for the next course.

### IN-COMPANY TRAINING

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If you have a group of staff, we can provide standard courses at our Training Centre in North London or conveniently at your own venue, providing you have access to the appropriate facilities. This may prove more cost effective and minor amendments can sometimes be incorporated to suit your specific requirements.

## COURSES

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### ASBESTOS AWARENESS : 1/2 DAY

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#### WHO SHOULD ATTEND

This course has been designed for managers, supervisors, and operatives who need an awareness of asbestos and a knowledge of what to do if it is found/suspected.

#### COURSE CONTENT

- ▶ What is asbestos – nature forms and names
- ▶ Legal framework for working with asbestos containing materials (Regulations and ACOPs)
- ▶ Health hazards and affects
- ▶ Exposure limits and action levels
- ▶ Identification – sampling, testing and labelling
- ▶ Risk assessment – for exposure and MHSW Regulations
- ▶ Information, instruction and training requirements
- ▶ Duties of employees
- ▶ Duties to other persons (visitors etc.)
- ▶ Health records and surveillance
- ▶ Control of waste, storage, labelling, licensed disposer/tip

### CARPENTRY (BASIC) : 1 DAY

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#### WHO SHOULD ATTEND

An essential course for those responsible for routine maintenance.

#### COURSE CONTENT

- ▶ Carry out repairs to wood using a variety of tools and techniques
- ▶ Ease and adjust doors
- ▶ Use Personal Protective Equipment including eye and breathing protection
- ▶ Boarding up
- ▶ Safe use of basic power tools



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## **CARPENTRY (INTERMEDIATE) : 3 DAYS**

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### **WHO SHOULD ATTEND**

This course has been developed for caretakers to broaden their experience and expertise of carpentry skills relating to general maintenance. The aim is to familiarise the delegates with safe working practices and the care and use of tools (hand and electric) whilst carrying out the refurbishment/maintenance of properties.

### **COURSE CONTENT**

- ▶ Safety associated with carpentry
- ▶ Care of tools and equipment
- ▶ The use of hand tools
- ▶ The use of electrical tools
- ▶ Door hanging and fitting door furniture
- ▶ Repair/refurbishment of windows and sills

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## **CLEANING CHEMICALS : 1/2 DAY**

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### **WHO SHOULD ATTEND**

This course is aimed at those people who regularly use various types of cleaning agents and chemicals in the course of their work.

### **COURSE CONTENT**

- ▶ Identifying types of soil
- ▶ Identifying surface types
- ▶ Methods of cleaning – detergents, disinfectants, seals and polishes
- ▶ Cost considerations
- ▶ Health and safety considerations
- ▶ Environmental considerations
- ▶ Some do's and don'ts

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## **CONFINED SPACES AWARENESS & RISK ASSESSMENT : 1 DAY**

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### **WHO SHOULD ATTEND**

Managers, supervisors, engineers and all those with responsibility for controlling work in Confined Spaces and/or carrying out risk assessments prior to permitting entry into Confined Spaces.

### **COURSE CONTENT**

- ▶ What is a confined space and what are the hazards?
- ▶ Confined Spaces Regulations 1997
- ▶ Risk assessments
- ▶ Arrangements for emergencies
- ▶ Equipment required to enter a confined space
- ▶ The purpose/examination/testing/maintenance of gas detection equipment
- ▶ Personal Protective equipment and hygiene
- ▶ Ventilation and the avoidance of unsafe atmospheres
- ▶ Manpower including training requirements
- ▶ Communication and entry procedures



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## **CONTROLLING THE CONTRACTOR : 1 DAY**

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### **WHO SHOULD ATTEND**

For all those responsible for engaging/monitoring contractors. The aim is to make delegates aware of the extent of their health and safety responsibilities when employing contractors.

### **COURSE CONTENT**

- ▶ An overview of common law and the duty of care
- ▶ Health and Safety legislation
- ▶ Construction related regulations
- ▶ The management of Health and Safety at Work Regulations and risk assessment
- ▶ The need for a corporate policy for managing contractors
- ▶ Monitoring contractors
- ▶ RIDDOR (The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations)
- ▶ Fire precautions
- ▶ Personal Protective Equipment (PPE)

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## **COSHH & PPE : 1 DAY**

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### **WHO SHOULD ATTEND**

All those who need to know about Personal Protective Equipment and who may encounter substances hazardous to health as part of their work. The aim is to raise the awareness of delegates about their responsibilities and duties under regulations related to COSHH and PPE.

### **COURSE CONTENT**

- ▶ Legal requirements
- ▶ Hazard recognition/exposure assessment
- ▶ Order of controls
- ▶ Establishing procedures/monitoring procedures
- ▶ Medical surveillance/record keeping
- ▶ Example COSHH assessments
- ▶ What is PPE?
  - ▶ Assessing suitable PPE
  - ▶ Provision, use, and maintenance of PPE
- ▶ The 'CE' mark

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## **CUSTOMER CARE & COPING AT THE SHARP END : 1 DAY**

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### **WHO SHOULD ATTEND**

In today's world many staff are subjected to difficult customer care situations and serious levels of aggression and intimidation. Such staff are usually highly experienced, but over time, this unwarranted provocation can take its toll and may lead to an underlying questioning about the risks in carrying out the duties of the job

### **COURSE CONTENT**

- ▶ Why customer care?
- ▶ Improving customer care
- ▶ The build up to an aggressive or violent situation
- ▶ The event happens
- ▶ Choices and possibilities for action
- ▶ The aftermath – psychological and emotional
- ▶ Stress awareness



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## **ELECTRICAL SAFETY : 1/2 DAY**

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### **WHO SHOULD ATTEND**

An essential half day course for those who are responsible for routine maintenance work as part of their job.

### **COURSE CONTENT**

- ▶ Safety
- ▶ Wiring 3 pin plugs
- ▶ Replacing damaged light diffusers
- ▶ Replacing fluoescent strip lights
- ▶ Renew starters and replace batteries
- ▶ Identify faults in cables
- ▶ Inspection and safe use of power tools

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## **EMERGENCY TREATMENT/APPOINTED PERSONS : 1 DAY**

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### **WHO SHOULD ATTEND**

For all staff who require the basic skills to cope in an emergency situation. The aim is to ensure delegates are aware of what to do if emergency treatment is required.

### **COURSE CONTENT**

- ▶ Reporting and recording procedures
- ▶ Incident management including safety checks
- ▶ Recovery position/rescue breathing
- ▶ CPR explanation and demonstration
- ▶ Asphyxia – definition, symptoms, signs
- ▶ Specific causes (choking, suffocation etc.)
- ▶ Shock (causes symptoms, signs, treatment)
- ▶ Strokes/heart conditions (symptoms, signs, treatment)
- ▶ Internal bleeding/head injuries
- ▶ Burns and scalds/severe bleeding/embedded objects
- ▶ Sucking chest wound/serious fracture

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## **FIRE SAFETY & EXTINGUISHERS : 1/2 DAY**

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### **WHO SHOULD ATTEND**

The aim of this course is to enable staff to recognise the different types of fires, know which type of extinguisher to use on them and extinguish a small fire.

### **COURSE CONTENT**

- ▶ Definition of fire
- ▶ Fire & flash overs
- ▶ Fire triangle
- ▶ Methods of fire extinguishing
- ▶ How fire spreads
- ▶ Fire prevention
- ▶ Extinguisher – colour codes
- ▶ Which extinguisher to use
- ▶ Extinguisher practical
- ▶ Fire blanket
- ▶ Water/foam/powder/CO2



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## **FIRE WARDENS : 1 DAY**

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### **WHO SHOULD ATTEND**

All staff designated as fire wardens or who have responsibilities for carrying out fire drills and/or checking that fire doors are working properly. The aim is to provide staff with the relevant skills and knowledge to fulfil their role as a fire warden.

### **COURSE CONTENT**

- ▶ Understand the behaviour of fire and smoke
- ▶ Fire prevention
- ▶ Storage of combustible materials
- ▶ Building features
- ▶ Hoses and sprinkler systems
- ▶ Means of escape in case of fire
- ▶ Know what to do when discovering a fire
- ▶ Know how to use fire extinguishers
- ▶ Understand the role of a fire warden

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## **HEALTH & SAFETY AWARENESS : 1 DAY**

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### **WHO SHOULD ATTEND**

At the end of the course participants will have a general awareness of health and safety in relation to building maintenance.

### **COURSE CONTENT**

- ▶ Health and Safety at Work Legislation
- ▶ Accident reporting and emergency procedure
- ▶ Health and hygiene
- ▶ Manual handling/working at heights
- ▶ Working with electricity
- ▶ Use of hand held equipment and tools
- ▶ Personal protective equipment
- ▶ Fire prevention
- ▶ First aid
- ▶ The control of substances hazardous to health

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## **LADDERS, STEPS & TRESTLES : 1/2 DAY**

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### **WHO SHOULD ATTEND**

An essential half day course for those who use ladders, steps and trestles in the course of their work.

### **COURSE CONTENT**

- ▶ Safety/local Code of Practice
- ▶ Moving ladders, steps and trestles
- ▶ Checking ladders, steps and trestles
- ▶ Securing ladders, steps and trestles
- ▶ Ladder aids – levellers, stabilisers, stand offs etc.
- ▶ Ladder types, single and double extension



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## **LOCK BY-PASS : 3 DAYS**

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### **WHO SHOULD ATTEND**

Anyone who is required to gain legal entry to houses, offices, cars, garages etc. The aim is to teach delegates basic locksmith skills and how to gain access to property causing the minimum of damage.

### **COURSE CONTENT**

- ▶ Introduction to locks, fundamentals of cylinder lock, stripping cylinder lock
- ▶ Theory on cylinder, its weakness, opening techniques, drilling, picking, by-pass techniques, mica-carding, lassoing
- ▶ Euro-profiles
- ▶ Basic theory on mortise lock, stripping and re-building of mortise, naming of parts and important components
- ▶ Lock identification
- ▶ Picking, drill points, practice, by-pass techniques
- ▶ High-security deadlocks, introduction, stripping and rebuilding
- ▶ Different drill points, easy opening techniques
- ▶ Ways of defeating any deadlock
- ▶ Practice on mortise locks
- ▶ Lock fitting and practice lock opening
- ▶ Padlocks

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## **MANUAL HANDLING : 1 DAY**

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### **WHO SHOULD ATTEND**

All those who may be required to lift or move objects in the course of their work. The aim is to provide participants with information on current manual handling legislation including risk assessment and provide both theoretical and practical training in techniques for moving loads.

### **COURSE CONTENT**

- ▶ Introduction
- ▶ Aims and objectives
- ▶ Statistical information on accidents and injuries
- ▶ Legislation
- ▶ Risk assessment
- ▶ Injury types – skeletal and muscular
- ▶ Manual handling techniques
- ▶ Practical session on lifting and moving loads
- ▶ Feedback and questions

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## **MOBILE TOWERS : 1/2 DAY**

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### **WHO SHOULD ATTEND**

An essential course for those who use, or may use mobile towers in the course of their work.

### **COURSE CONTENT**

- ▶ Relevant legislation
- ▶ Local Code of Practice
- ▶ Mobile towers
- ▶ Components
- ▶ Features
- ▶ Stability
- ▶ Safe working load
- ▶ Practical erection, moving and dismantling of mobile towers

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## **NEEDLE STICK INJURIES & INFECTION CONTROL : 1/2 DAY**

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### **WHO SHOULD ATTEND**

This course is aimed at all those who may come across needles and/or who may come into contact with human waste and bodily fluids as part of their job. This course is also relevant for line managers and supervisors. The course is designed to raise awareness of needle stick injuries and the potential risks of dealing with bodily fluids.

The aim is to ensure that staff are clear about the procedures and precautions to be taken when needles, sharps or clinical waste are found.

### **COURSE CONTENT**

- ▶ Immunisation
- ▶ Infection control process
- ▶ Cleansing processes & hygiene
- ▶ How transmission takes place
- ▶ Safe working methods/policies/procedures
- ▶ Dealing with clinical waste
- ▶ First aid for sharps/needle stick injuries
- ▶ Bodily fluids
- ▶ Spillages
- ▶ PPE/precautions

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## **PIGEON WASTE REMOVAL (GUANO) : 1 DAY**

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### **WHO SHOULD ATTEND**

For all those who are required to clean/remove pigeon droppings from buildings.

### **COURSE CONTENT**

- ▶ Biology of urban birds, i.e. feral pigeons & sea gulls, starlings, sparrows etc.
- ▶ The reasons for control
- ▶ Legislation with regard to urban birds
- ▶ Risk assessments and safe working practices
- ▶ Diseases carried or spread by urban birds including bird flu
- ▶ Safe removal of bird guano on site
- ▶ Guano disposal to tip or incinerate
- ▶ Practical on site removal of guano

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## **PLAYGROUND INSPECTION : ROUTINE VISUAL INSPECTIONS : 1 DAY**

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### **WHO SHOULD ATTEND**

Anyone who undertakes a routine visual checking/inspection of children's play equipment or play areas. This course can include examination leading to national accreditation through the Register of Play Inspectors International (RPII).

### **COURSE CONTENT**

- ▶ Playground accidents, types, severity and reasons
- ▶ The legal framework for playgrounds and inspections; negligence, case law, Acts of Parliament
- ▶ A general knowledge of the European playground standards EN1176 & EN1177
- ▶ Risk assessment
- ▶ Principles of risk assessment
- ▶ Using risk assessments to make decisions & appropriate follow up actions
- ▶ Reporting and paperwork
- ▶ How to inspect adequately and safely (Including approaches to playgrounds; playground surroundings; and the active playground area, including non play items)
- ▶ Common faults with popular equipment
- ▶ Practical on-site inspection

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## **PLUMBING (BASIC) : 1 DAY**

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### **WHO SHOULD ATTEND**

An essential one day course for those who are responsible for routine maintenance work as part of their job.

### **COURSE CONTENT**

- ▶ Unblock sink, toilet, urinals etc.
- ▶ Replace tap washers
- ▶ Emergency action to stop flooding
- ▶ Check and adjust ball valves in cisterns
- ▶ Replace float and arm in water storage tanks
- ▶ Secure and make safe toilet seats
- ▶ Replace toilet chains
- ▶ Clean out shower heads
- ▶ Clean out gutters and down pipes

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## **PLUMBING (INTERMEDIATE) : 3 DAYS**

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### **WHO SHOULD ATTEND**

This course is aimed at caretaking staff who need an overview of working safely with plumbing hand tools and the hazards associated with looking after plumbing systems. It will also provide an overview of repairing leaks on plumbing systems and an overview of plumbing taps etc. and fitting washers up to  $\frac{3}{4}$ ".

### **COURSE CONTENT**

- ▶ Hazards and precautions when working with plumbing systems
- ▶ Mixing materials/do's and don'ts
- ▶ Dissimilar materials/galvanic erosion etc.
- ▶ Chlorination of portable systems
- ▶ Chemicals used in heating systems
- ▶ Fall and rise in pipework
- ▶ Venting draining/isolation
- ▶ Expansion/clipping etc.
- ▶ Hazards associated with working on or nearby steam systems
- ▶ Choked pipes/overflows
- ▶ Clearing air locks
- ▶ Types of wastes and where they are used
- ▶ Potential hazards with blocked drains and wastes
- ▶ Checking conditions of seals etc.
- ▶ Rewasher/repacking
- ▶ Fitting seals to glands/different types of taps and uses

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## **PORTABLE APPLIANCE TESTING : 1 DAY**

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### **WHO SHOULD ATTEND**

For those new to portable appliance testing. The aim is to enable delegates to acquire the skills and knowledge necessary to be able to instigate and implement a testing programme for portable electrical appliances.

### **COURSE CONTENT**

- ▶ Electrical safety
- ▶ Regulations role and responsibilities
- ▶ Insulation and earthing
- ▶ Classification of appliances
- ▶ Preliminary inspection – test precautions
- ▶ Using a portable appliance tester
- ▶ Essential tests/optional tests/labelling tests
- ▶ Reporting and recording results
- ▶ Implementing a test programme



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## **PREMISES MANAGEMENT : 1 DAY**

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### **WHO SHOULD ATTEND**

For premises managers. The aim is to give delegates a general awareness of health and safety and enable them to be able to conduct a health and safety inspection tour of their workplace identifying significant hazards and risks.

### **COURSE CONTENT**

- ▶ Health and Safety at Work Legislation (including manual handling and COSHH)
- ▶ Management of Health and Safety Regulations and principles of risk assessment
- ▶ Welfare regulations and facilities
- ▶ PUWER/Personal Protective Equipment
- ▶ Workplace transport
- ▶ Fire prevention
- ▶ Accident reporting and emergency procedures
- ▶ First Aid Regulations
- ▶ Practical inspection tour of a workplace

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## **RISK ASSESSMENT & METHOD STATEMENTS : 1 DAY**

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### **WHO SHOULD ATTEND**

All staff who are required to carry out risk assessments and produce method statements.

### **COURSE CONTENT**

- ▶ Be aware of their legal responsibility to carry out risk assessments
- ▶ Understand the difference between hazards and risks
- ▶ Carry out and record a risk assessment
- ▶ Example risk assessment policy
- ▶ Write a method statement
- ▶ Risk assessment and method statement exercises

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## **SCAFFOLDING INSPECTION : 1 DAY**

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### **WHO SHOULD ATTEND**

This one day course will give persons attending the knowledge and the skills to be proficient in Basic Scaffolding Inspection and Appreciation.

### **COURSE CONTENT**

- ▶ Health and Safety at Work Act
- ▶ Definition of terms
- ▶ Construction (working places) Regulations
- ▶ Tubes – fittings, types, uses, inspecting
- ▶ Boards – types, uses, inspecting
- ▶ Ladders – inspecting, securing, using
- ▶ Construction and layout of independent scaffolds – putlog, zip-up, towers, mobile, static, telescopic, proprietary
- ▶ Ties – types, uses, methods of fixing
- ▶ Inspection procedure – initial, weekly, record keeping
- ▶ Practical inspection
- ▶ Site safety

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## SITE HEALTH & SAFETY INSPECTIONS : 1 DAY

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### WHO SHOULD ATTEND

For all those required to carry out basic health and safety checks on maintenance works being undertaken on residential sites. The aim is to provide knowledge to enable delegates to carry out basic checks in the following areas.

### COURSE CONTENT

- ▶ Safety systems required on site – visitors book, induction records, tool box talks, F10, etc.
- ▶ An overview of COSHH to enable the inspectors to randomly checking site risk assessments with hazardous substances on site
- ▶ PPE on sites – good practice
- ▶ Fire safety on sites – example evacuation procedures, safe escape routes and fire safety equipment
- ▶ Work equipment – suitability, maintenance
- ▶ Welfare facilities – toilet, washing facilities, etc.
- ▶ First aid – required facilities on site
- ▶ Housekeeping – storage of materials, slip, trips and falls
- ▶ Electrical safety – PAT, power supply
- ▶ Noise control – signage, ear protection, risk assessments
- ▶ Permit to work – documentation and procedures for hot works, confined spaces, scaffolding
- ▶ Vehicles
- ▶ Environment – effective waste removal
- ▶ Security – access, parking, signage

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## WORKING AT HEIGHTS : 1 DAY

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### WHO SHOULD ATTEND

Anyone that is involved in the planning, supervision or management of work at a height.

### COURSE CONTENT

- ▶ Risk assessment
- ▶ Legislation related to working at heights
- ▶ British & European Standards
- ▶ Organisation planning
- ▶ Competence – decision maker, user, others
- ▶ Hierarchy of control
- ▶ Selection of equipment
- ▶ Fragile surfaces/falling objects
- ▶ Inspection and records

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## WHAT TO DO NEXT

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If you would like to discuss your organisation's building maintenance and/or caretaker training requirements, please contact Tim Bottoms or Nigel Butt on **020 8359 5157** or e-mail [info@skillstrainingcentre.co.uk](mailto:info@skillstrainingcentre.co.uk). They will be happy to assist you in putting in place a programme that is cost effective and relevant to your staff.

