

## HIGHFIELD QUALIFICATION



Highfield is a global leader in regulated, international, endorsed and work-based learning qualifications, training materials and e-learning, and the winner of the Queen’s Award for Enterprise. Highfield effectively support the delivery of compliance, apprenticeship and work-based learning qualifications across multiple sectors. Their vision is to set the global standard for listening and responding.

Highfield is regulated by Ofqual, Qualifications Wales, SQA Accreditation, the Council for the Curriculum, Examinations and Assessment (CCEA), and the Security Industry Authority (SIA). In addition to this, they are also a government-regulated end-point assessment organisation (EPAO).

Highfield is made up of Highfield Qualifications, Highfield Products, Highfield e-learning, Highfield Assessment and Highfield International.

Their blended-learning solutions cover multiple subject areas, including retail, logistics, health and social care, security, licensing, health and safety, customer service, food safety and many more. Over 15,000 trainers and training centers deliver highfield qualifications across 30 countries, with millions of learners using their materials and e-learning every year.

Please see an overview of our courses on the following pages – we offer:

- Level 1 Qualification
- Level 2 Qualification
- Level 3 Qualification
- Level 4 Qualification

## LEVEL 1 QUALIFICATION



- **Award in Food Safety in Catering**

This qualification aims to prepare learners for employment, or to support a current position within a low-risk role, where there is an element of food handling. This could include bar workers, waiting staff, health care workers, kitchen porters and stock/store room staff.

- **Award in Food Safety in Manufacturing**

This qualification aims to prepare learners for employment, or to support a current position within a low-risk role, where there is an element of food handling. This could include stock/store room staff.

- **Award in Food Safety in Retail**

This qualification aims to prepare learners for employment, or to support a current position within a low-risk role, where there is an element of food handling. This could include stock/store room staff. It includes the storage, preparation, processing, packing and handling of food.

- **International Award in Food Safety**

This online course is suitable for those working in a catering environment who are not directly involved in the preparation or handling of high-risk foods, but work in an environment where food is handled elsewhere or only deal with low-risk foods. It is also ideal for those working with pre-packaged or wrapped food.

- **International Award in Health and Safety for Construction Labourers and Site Visitors**

This qualification has been developed to be suitable for those working in any type of environment as well as those about to start work for the first time. Topics covered include the roles and responsibilities of a site operative, basic on-site welfare and first aid requirements, safety procedures in the event of a fire, personal protective equipment (PPE) and organisational and legal responsibilities.

- **International Award in Principle of Health and Safety**

This qualification has been developed to be suitable for those working in any type of environment as well as those about to start work for the first time. The qualification takes into account recognised best-practice principles of health and safety and allows learners to identify hazards and risks involved in the workplace, know the benefits of maintaining a tidy and well-organised setting and state the importance of personal hygiene.

- **International Award in Safe Moving and Handling**

This qualification has been developed as an introduction to moving and handling activities for those starting work, returning to work or who need specific training in manual handling. It also acts as a suitable qualification for refresher training. Topics covered include the application of safe manual handling principles, manual handling aids and equipment and performing manual handling tasks as part of a team.

## LEVEL 1 QUALIFICATION



- **International Award in Work at Height**

This qualification has been developed for those working in any environment who will have a job role involving work at height activities. Topics within this qualification include; requirements to identify risks and hazards associated with working at height, planning a safe system of work, requirements for the use of correct equipment and following correct techniques when using equipment safely.

- **International Award in Working in Confined Spaces**

This qualification has been developed for those working in any environment who will have a job role involving work in confined spaces activities. Topics within this qualification include; responsibilities of individuals, requirements for the use of safe system of work in confined spaces, selecting and following correct and safe techniques for work in confined spaces.

- **International Award in Fire Safety**

This qualification is aimed at all staff, particularly new starters, in any workplace where a basic understanding of fire safety is required. Learners gaining this qualification will know that fire safety is the responsibility of everyone in the workplace and will recognise their contribution in the prevention of fires and fire spread.

## LEVEL 2 QUALIFICATION



- **Award in Customer Service**

This qualification is aimed at individuals working or preparing to work in a customer service role or where using the telephone is a part of their role. These include understanding the principles of customer service, how customers' needs and expectations are formed, knowing the interpersonal skills and appropriate behaviour required in the customer service environment and understanding the principles of responding to customers' problems or complaints.

- **Award in Food Safety for Catering**

This qualification is aimed at individuals who are, or intend to be, food handlers working in catering. The objective of this qualification is to prepare learners for employment in catering role, or to support a role in the workplace. Learners gaining this qualification will know that food safety is the responsibility of everyone involved in the storage, preparation, cooking service and handling of food.

- **Award in Food Safety for Manufacturing**

This qualification is aimed at individuals who are, or intend to be, food handlers working in a manufacturing environment. The objective of this qualification is to prepare learners for employment as a food handler working in a manufacturing environment, or to support a role in the workplace. Learners gaining this qualification will know that food safety is the responsibility of everyone involved in the storage, preparation, processing, packing and handling of food.

- **Award in Food Safety Retail**

This qualification aims to prepare learners for employment, or to support a current position within a low-risk role, where there is an element of food handling. This could include stock/store room staff. These include the storage, preparation, processing, packing and handling of food.

- **Award in HACCP for Catering**

The Highfield Level 2 Award in HACCP for Catering (RQF) is aimed at those working in a food catering environment and other food handlers. The qualification is intended for those already working in HACCP catering teams and those who are preparing to work in the industry. These include knowing the procedures required to develop food safety management systems based on HACCP principles and also how to develop these systems based on HACCP principles.

- **Award in HACCP for Food Manufacturing**

This qualification is aimed at individuals working in a food manufacturing environment and those who are preparing to work in the industry. The qualification will be especially useful for those involved in maintaining HACCP in a manufacturing environment, and for those who are or will be part of a HACCP team. These include the procedures required to develop HACCP and how the principles of HACCP are applied in a food production environment.

## LEVEL 2 QUALIFICATION



- **International Award in Basic Life Support and the Safe Use of an Automated External Defibrillator**

This qualification is recommended for learners who wish to understand basic first aid in the workplace and who also have access to a defibrillator. These include be able to manage an unresponsive casualty who is breathing normally, be able to manage an unresponsive casualty who is not breathing normally, know how to safely use an automated external defibrillator and be able to safely use an automated external defibrillator.

- **International Award in Emergency First Aid at Work**

This qualification has been developed for those already working, or preparing to work, in the industry and who have been identified in the company's first aid risk assessment as being required to provide first aid in the workplace. Topics covered include the role and responsibilities of a first-aider, assessing an incident, unresponsive casualties (breathing and not breathing), choking, shock and minor injuries.

- **International Award in Fire Safety**

This qualification has been developed for anyone involved in the management of fire safety in the workplace. This could include managers, supervisors, team leaders, fire wardens (marshals) and staff working in any area where there is a potential risk of fire.

- **International Award in Food Safety**

Learners gaining this qualification will know that food safety is the responsibility of everyone involved in the storage, preparation, cooking service and handling of food. Learners will understand the importance of maintaining good practice in the production of safe food.

- **International Award in Emergency First Aid, Defibrillation and CPR**

Topics covered include basic emergency first aid, major bleed control, cardiopulmonary resuscitation (CPR), the use of automated external defibrillators and managing a choking casualty.

- **International Award in Health and Safety in the workplace**

Topics within this qualification include; responsibilities of individuals for health and safety in the workplace, risk assessments and risk control and an understanding of the procedures that should be in place to deal with health and safety incidents.

- **International Award in Pediatric First Aid**

This qualification has been developed specifically for those who wish to gain the knowledge and skills required to enable them to provide effective emergency pediatric first aid. The qualification is designed for learners such as parents and relatives, pre-school or nursery staff, toddler group volunteers, childminders and nannies, au pairs and foster parents, or those responsible for caring for infants and children.

## LEVEL 2 QUALIFICATION

- **International Award in Pediatric First Aid and the Safe Use of an Automated External Defibrillator**

This qualification is recommended for learners already working or preparing to work in the industry and to provide candidates, who are responsible for the welfare of infants and children, with the necessary knowledge, understanding and skills to support first aid and the use of a defibrillator in the workplace.

- **International Award in Risk Assessment**

This qualification has been developed for those working in any environment who need to be more risk aware by raising their knowledge of risk in the workplace and basic things they can do to control it. These include why risk assessments are necessary for ensuring health and safety standards in the workplace and the principles of risk assessment.

- **International Award in the Control of Substances Hazardous**

This qualification has been developed for those who work in areas such as manufacturing, cleaning, healthcare, transport and office environments, who may come into contact with hazardous substances. These include how risk assessments support the safe use of hazardous substances and the effects of exposure to hazardous substances.

## LEVEL 3 QUALIFICATION



- **Award in Food Safety for Catering**

This qualification is aimed at those working in the catering industry who are at, or wish to progress to, a higher or supervisory level. These include ensuring compliance with food safety legislation, the application and monitoring of good hygiene practice, how to implement food safety management procedures and the application and monitoring of good practice regarding contamination, microbiology and temperature control.

- **Award in Food Safety for Manufacturing**

This qualification is aimed at those working in the food manufacturing industry who are at, or wish to progress to, a higher or supervisory level. These include ensuring compliance with food safety legislation, the application and monitoring of good hygiene practice, how to implement food safety management procedures and the application and monitoring of good practice regarding contamination, microbiology and temperature control.

- **Award in HACCP for Food Manufacturing**

This qualification is aimed at individuals responsible for assisting in the development and maintenance of HACCP systems and is intended predominantly for learners already working in manufacturing and who have a sound knowledge of food safety hazards and controls.

- **Award in Food Safety for Retail**

This qualification is aimed at those working in the food retail industry who are at, or wish to progress to, a higher or supervisory level. These include ensuring compliance with food safety legislation, the application and monitoring of good hygiene practice, how to implement food safety management procedures and the application and monitoring of good practice regarding contamination, microbiology and temperature control.

- **Award in HACCP for Caterers**

This qualification has been developed for caterers to gain a better understanding of how HACCP can be simply applied to the catering environment. This one-day qualification will also be useful for those learners who already hold a level 3 or level 4 food safety qualification as a means of demonstrating CPD. It may also suit some enforcement officers who mainly inspect catering premises.

- **Award in Health and Safety in the Workplace**

This qualification is aimed at learners already working in the capacity of supervisor, manager or team leader and also those who are preparing to start work at this level. These include legislation, the benefits of using a safety management system, the principles of risk assessments, hazards and risk control methods.

## LEVEL 3 QUALIFICATION



- **International Award in Accident and Incident Investigation**

The qualification is for learners already working in the capacity of supervisor, manager or team leader, or those who are preparing to start work at this level. This qualification will enable learners to understand the principles and purpose of effective accident and incident investigation in the workplace, the contributing factors, the process of investigating, including positive interview techniques, analysis of evidence gathered, setting a plan of action to prevent a reoccurrence and to understand reasons why some investigations might fail.

- **International Award in First Aid at Work and the Safe Use of an Automated External Defibrillator**

This qualification is aimed at providing candidates with the necessary knowledge, understanding and skills to support first aid and the use of a defibrillator in the workplace. Qualification content includes: roles and responsibilities of a first aider, assessing incidents, managing casualties who are: unresponsive and not breathing, managing casualties in shock, administering first aid to casualties with suspected: head, spinal, chest injuries, with burns, scalds, eye injuries, and those suffering from sudden poisoning and anaphylaxis, as well as knowing how to safely use an automated external defibrillator.

- **International Award in HACCP for Catering**

This qualification has been developed for caterers to gain a better understanding of how HACCP can be simply applied to the catering environment. These include understanding the importance of HACCP-based food safety management procedures, the preliminary processes for HACCP-based procedures in catering, the hazards and controls at every step in the catering operation, how to implement HACCP-based food safety and how to verify HACCP based procedures.

- **International Award in Health and Safety for Construction Supervisors**

This qualification has been developed for supervisors working in the construction industry. These include: responsibilities of employers, employees and supervisors, risk assessment process, hierarchy of control, safe systems of work, permits to work and construction safety briefings.



## LEVEL 4 QUALIFICATION



- **Award in Food Safety Management for Manufacturing**

The objective of this qualification is to prepare learners for employment in a food or drink manufacturing environment role, or to support a role in the workplace. The qualification is intended for those whose job requires them to have some responsibility for food safety. Learners are likely to have management responsibilities for an operational team.

- **Award in Managing Food Safety in Catering**

The objective of this qualification is to prepare learners for employment in a catering role, or to support a role in the workplace. The qualification is intended for those whose job requires them to have some responsibility for food safety. Learners are likely to have management responsibilities for an operational team.

- **International Award in Health and Safety in the Workplace**

The qualification is for existing supervisors and managers who have direct responsibility for health and safety in their workplace. It is also suitable for learners who will progress to become a supervisor or manager with responsibility for health and safety. These include duties and responsibilities, health and safety policies, developing and implementing risk assessments and safe systems of work and incident investigation.

- **International Award in Food Safety Management for Manufacturing**

The qualification is intended for those whose job requires them to have some responsibility for food safety. Learners are likely to have management responsibilities for an operational team. This qualification covers the subject of food hygiene at a suitable depth to ensure learners have a thorough knowledge of hazards and controls; its focus is on the importance of developing, implementing and monitoring food safety procedures.

- **International Award in Managing Food Safety for Catering**

The objective of this qualification is to provide managers and potential managers employed in a catering or retail business, the knowledge to manage the business in a way which ensures the safety of the food prepared and/or sold. This is also suitable for food safety trainers responsible for training food handlers, supervisors and managers.