



the **key** consultancy limited

Stress Risk Assessment

Aims

The course aims to show delegates the effects of stress on the individual and the organisation, how to identify causes of stress, how to implement programmes of action to reduce the causes of stress and monitor the results.

Objectives

At the end of the programme delegates should be able to:

- Define stress and explain its causes, and its effects on people and organisations
- Explain the employer's duty of care to protect staff against the effects of stress, in both criminal and civil law
- Identify potential causes of stress by gathering a range of hard, soft and anecdotal evidence
- Provide suitable support for staff and identify when professional specialist support may be needed

Programme

Introduction

The HSE model of stress - stress as the inability to cope
Effects on individuals, on job performance, on organisations

Stress and the law

Analysis of current legal position
Health and Safety at Work etc Act 1974
Management of Health and Safety at Work Regulations 1999
Civil law and relevant cases
Enforcement trends

Carrying out a risk assessment

Gathering evidence of possible sources of stress
Hard, soft and anecdotal evidence
Recording your findings

Strategy for Stress Management

Illustrating the kind of sound management techniques that can be used to manage stress

Dates and fees

£240 + VAT per place (non-residential). *For each full price place booked on this course an additional place is available for half price (terms and conditions apply).*

11 February 2010	22 June 2010	28 September 2010
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The venue

This course is delivered at our training centre The Mount School in Bromsgrove, Worcestershire.

Alternatively, we can deliver this course at your premises. Talk to us about your requirements and our competitive in-company rates.



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To reserve a place

Call us on **01527 575182** to reserve your place. If you would like to discuss the programme prior to committing, call and speak to a member of the consultancy team.

The Key Consultancy Limited – 2010 Short Course Booking Form

(Please note our booking terms, conditions and cancellation policy below).

Course and delegate details

Course Title:		Course Dates:	
Course Fee: 1 st Delegate at full price £ + VAT		2 nd Delegate at half price £ + VAT (optional)	
1 st Delegate Name:		2 nd Delegate Name:	
Position in company:			
Company Name:			
Address:			
Postcode:	Tel:	Fax:	
E-mail:			
I have read and agree to the cancellation policy set out below			Print Name:
Authorised Signature:			

Please let us know if you have any special requirements eg, dietary, access

CONDITIONS OF BOOKING

An invoice and joining instructions will be sent on receipt of this booking form and a copy of the purchase order (if applicable). **Invoices must be settled prior to attendance.** Interest may be charged on late payments. Please read our cancellation policy below.

Name and address to send the invoice	Purchase order number

Terms and Conditions

This booking form can only be used for short courses delivered in 2010 included in our 'for each full price place booked an additional place is available for half price' promotion. A full list of courses included in this promotion is available on request. Places are strictly limited so please book early to avoid disappointment. This offer cannot be used in conjunction with any other offers or agreed discounts. This offer applies only to delegates attending the same course on the same date/s.

Cancellation Policy

We will make every effort to accommodate changes to your schedule if for any reason you cannot attend your confirmed programme but please note our cancellation charges.

When **cancellation** is made more than 20 working days before the start of the course, the fees will be refunded in full. If less than 20 working days notice is given fees will be subject to 50% deduction. **Where less than 6 working days notice of cancellation is given fees will not be refunded and transfers cannot be considered.**

Substitutions may be made free of charge up to the last minute.

We will waive your cancellation fee and transfer your registration to a future programme under the following conditions:

- At least 6 working days notice from the start of the course has been given
- You pay your invoice in full

We will hold your account in credit and assign it to the next available programme which you must attend. If you cannot attend at the next opportunity your registration will lapse and your fees will not be refunded.

Fax back this form to 01527 576288 or post it to: The Key Consultancy Limited, The Mount School, 277 Birmingham Road, Bromsgrove, Worcestershire, B61 0EP. Tel: 01527 575182.

How did you hear about this training course?

Mailshot ... Key website ... Safety & health practitioner magazine ... Health & safety at work magazine ...
 Training related website e.g. Kelly search or
 Personal recommendation

Hotels and Accommodation in the Bromsgrove Area

Hotels		Miles from course venue (The Mount School)
The Ladybird Lodge 2 Finstall Road Aston Fields Bromsgrove B60 2DZ	Tel: 01527 889900 Email: info@ladybirdlodge.co.uk Web: www.ladybirdlodge.co.uk	2.7
Holiday Inn Birmingham – Bromsgrove Kidderminster Road Bromsgrove B61 9AB	Tel: 01527 576600 Web: www.holidayinn.com	3.4
Hilton Bromsgrove Birmingham Road Bromsgrove B61 0JB	Tel: 0121 447 7888 Email: reservations.bromsgrove@hilton.com Web: www.hilton.co.uk	1.6
Travel Inns		
Innkeepers Lodge 462 Birmingham Road Marlbrook Bromsgrove B61 0HR	Tel: 08451 126067 Email: info@innkeeperslodge.com Web: www.innkeeperslodge.com	1.3
Premier Inn Bromsgrove Central Birmingham Road Bromsgrove B61 0BA	Tel: 08701 977044 Web: www.premierinn.com	0.6
Premier Inn Bromsgrove South Worcester Road Upton Warren Bromsgrove B61 7ET	Tel: 08709 906408 Web: www.premierinn.com	4.9
Luxury Bed & Breakfast		
Wellington Lodge 49 Wellington Road Bromsgrove B60 2AX	Tel: 01527 570433 Fax: 01527 559038 Email: info@wellington-lodge.co.uk Web: www.wellington-lodge.co.uk	2.5