



# QUEST

Training and Development

## Directory of Courses 2009

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**QUEST**

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*For more information and bookings telephone  
**01935 706632***



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## QUEST TRAINING AND DEVELOPMENT

*I would like to introduce you to Quest Training and Development.*

*Quest Training and Development is an organisation that is dedicated to delivering professional training programmes within the workplace.*

*I hope you enjoy browsing through this brochure. If you have any queries or would like to discuss your individual training requirements please do not hesitate to contact me.*

### **Pete Chell**

*Cert. Ed (PCET) Adv. Dip. PSM (Dist), MISMA, MICM, Dip. MHIP, RODP, EMT(B), RC(UK)I and GICI, CIEH Registered Trainer.*

**Business Manager and Professional Development Teacher**



***“Quest Training and Development  
Promoting Continuing Professional  
Development and Lifelong Learning.”***



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## RESUSCITATION AWARENESS BASIC LEVEL

The course aims to ensure that all members of staff can identify and deal with clinical emergencies within the workplace.

The course will include dealing with unconscious casualties, dealing with airway obstructions, respiratory and circulatory arrest. Participants will have the opportunity to practice Basic Life Support and to use resuscitation equipment.

Courses may also be extended to include the administration of oxygen, insertion of oropharyngeal airways and the use of automated external defibrillators.

The course will cover the following:

- Potential hazards
- The ABCDE approach to recognising 'at risk' or critically ill patients
- Care of the unconscious patient
- Airway obstruction
- Basic life support theory and practice
- Post resuscitation care
- Resuscitation equipment
- Legal and ethical issues

*This session is delivered in accordance with the Resuscitation Council (UK) Guidelines for Basic Life Support. Only Resuscitation Council (UK) Certified Advanced Life Support Instructors will teach this course.*

**Course duration: 3 Hours**  
**Delegates: Min 12, Max 12**  
**Price: £55.00 + VAT per delegate**



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## RESUSCITATION AWARENESS FOR DENTAL PRACTICES ADULT AND PAEDIATRIC

The course is specifically designed for Dental Practices and aims to ensure that all members of staff can identify and initiate basic management of clinical emergencies. This includes monitoring the patient and identifying patients who are 'at risk' or are becoming critically ill.

This course meets the educational criteria for 3 hours of verifiable Continuing Professional Development (CPD) under the General Dental Council's Lifelong Learning Scheme.

The course will cover the following:

- The ABCDE approach to recognising 'at risk' or critically ill patients
- Initial Treatment of Medical Emergencies and administration of drugs
- Blood glucose monitoring (practical)
- Care of the Unconscious Patient
- Airway Obstruction
- Insertion of supraglottic airway management devices
- Administration of Oxygen
- BLS Theory and Practice-Adult and Paediatric
- Post Resuscitation Care
- Resuscitation Equipment

*This session is delivered in accordance with the Resuscitation Council (UK) Guidelines for Medical Emergencies and Resuscitation in General Dental Practice.*

*Only Resuscitation Council (UK) Certified Advanced Life Support Instructors will teach this course.*

**Course duration: 3 Hours**  
**Delegates: Min 12, Max 12**  
**Price: £55.00 + VAT per delegate**



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# QUEST

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## MEDICAL EMERGENCIES AND RESUSCITATION FOR DENTAL PRACTICES

The course is specifically designed for Dental Practitioners and Dental Care Professionals so they can identify and initiate basic management of clinical emergencies. This includes monitoring the patient and identifying patients who are 'at risk' or are becoming critically ill.

This course follows the Standards for Clinical Training for Dental Practitioners and Dental Care Professionals as published by the Resuscitation Council (UK) 2006.

The course will cover the following:

- The ABCDE approach to recognising 'at risk' or critically ill patients
- Initial treatment of medical emergencies- including asthma, anaphylaxis, cardiac emergencies, epilepsy, hypoglycaemia, syncope, adrenal insufficiency
- Blood glucose monitoring practical
- Care of the unconscious patient
- Administration of oxygen
- Airway obstruction and insertion of simple airway adjuncts
- Insertion of supraglottic airway management devices
- BLS theory and practice-adult and paediatric
- Basic understanding of the heart and conduction system
- Basic cardiac arrhythmias- ventricular fibrillation
- The safe use of automated external defibrillators (AEDs) and resuscitation equipment
- Maintaining AEDs and record keeping
- Post resuscitation care Legal and ethical Issues Involved in resuscitation
- Medical emergencies scenario practice

**Course duration: 6 Hours**  
**Delegates: Min 10, Max 10**  
**Price: £89.00 + VAT per delegate**

*Only Resuscitation Council (UK) Certified Advanced Life Support Instructors will teach this course.*



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## RESUSCITATION AND AUTOMATED EXTERNAL DEFIBRILLATOR (AED) TRAINING

The course aims to ensure that all members of staff can identify and deal with clinical emergencies within the workplace and safely use automated external defibrillators (AEDs).

The course will include dealing with unconscious casualties, dealing with airway obstructions, respiratory and circulatory arrest. Participants will have the opportunity to practice Basic Life Support and to use resuscitation equipment.

The course is ideal for any member of staff who may be called upon as a 'first responder' in an emergency.

The course will cover the following:

- Potential hazards
- The ABCDE approach to recognizing 'at risk' or critically ill patients
- Care of the unconscious patient
- Airway obstruction
- Basic life support theory and practice
- Basic understanding of the heart and conduction system
- Basic cardiac arrhythmias- ventricular fibrillation
- The safe use of AEDs and resuscitation equipment
- Maintaining AEDs and record keeping
- Post resuscitation care and legal and ethical issues

*This session is delivered in accordance with the Resuscitation Council (UK) competencies in cardiopulmonary resuscitation and the use of automated external defibrillators*

**Course duration: 5 Hours**  
**Delegates: Min 10, Max 10**  
**Price: £79.00 + VAT per delegate**



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## IMMEDIATE LIFE SUPPORT

This intermediate life support course is designed for all the health care profession who may be involved in the resuscitation of patients.

Delegates will be shown how to recognise a sick patient and the immediate action to be taken in the event of a cardiorespiratory arrest. This will involve carrying out basic life support, airway management and safe defibrillation (manual and/or AED).

Course content:

- Recognising the sick patient and preventing cardiac arrest
- ABCDE approach to recognizing 'at risk' or critically ill patients
- Basic life support
- Basic understanding of the heart and conduction system
- Basic cardiac arrhythmias
- Safe defibrillation (manual and/or AED)
- The ALS universal algorithm
- Basic airway management
- Monitoring the patient
- Emergency drugs and their delivery
- Casualty teaching

*This session is delivered in accordance with the Resuscitation Council (UK) Guidelines for Advanced Life Support. Only Resuscitation Council (UK) Certified Advanced Life Support Instructors will teach this course*

**Course duration: 6 Hours**  
**Delegates: Min 6, Max 6**  
**Price: £149.00 + VAT per delegate**



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## APPOINTED PERSONS (EMERGENCY) FIRST-AID

The aim of the course is to enable the Appointed Persons to take charge when someone is injured or falls ill. This will cover looking after first-aid equipment and calling for an ambulance. The course will involve both theory and practice in dealing with casualties. Appropriate clothing should therefore be worn for this course.

It is strongly recommended by the Health and Safety Executive that Appointed Persons receive some emergency first-aid training. This is a comprehensive course ideal for this purpose.

The course will cover the following:

- Infection control
- Potential hazards
- Basic anatomy and physiology
- Care of the unconscious patient
- Basic life support
- Heart attacks, asthma, diabetes
- Bleeding, burns, poisoning
- Fractures, bandaging and slings
- First aid boxes - requirements and checking
- Calling for an ambulance and monitoring the casualty

*This session is delivered in accordance with the Resuscitation Council (UK) Guidelines Resuscitation for the Citizen-seventh Edition and the Authorised Manual of the Voluntary Aid Societies. Only Resuscitation Council (UK) Certified Advanced Life Support Instructors will teach this course.*

**Course duration: 6 Hours**  
**Delegates: Min 10, Max 12**  
**Price: £89.00 + VAT per delegate**



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## ANAPHYLAXIS AWARENESS

Any person who is involved in the administration of drugs needs to be aware of the diagnosis and treatment of anaphylactic reactions.

The course covers anaphylactic reactions in both adults and children along with the correct administration of adrenaline (epinephrine).

It will cover drug incompatibilities, contraindications and enable participants to differentiate between anaphylactic reactions and 'panic attacks'.

The course will cover the following:

- Definition of anaphylaxis
- IgE and Non IgE mediated reactions
- Mechanisms of anaphylaxis
- Signs and symptoms of anaphylaxis
- Treatment protocols
- Management of the patient
- Potential hazards
- Prevention

*In accordance with Resuscitation (UK) guidelines for The emergency treatment of anaphylactic reactions 2008*

*Only Resuscitation Council (UK) Certified Advanced Life Support Instructors will teach this course.*

**Course duration: 1 Hour**  
**Delegates: Unlimited**  
**Price: £499.00 + VAT per course**



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## PEOPLE MOVING AND HANDLING AWARENESS

This course is for care staff that have a responsibility for moving and handling people. It is based on the publication 'Handling of Peoples' 5<sup>th</sup> edition.

The course involves a practical session that includes demonstration and supervised practice of the principles of safer moving and handling. This will give the participants the necessary tools to enable them to apply these principles within the workplace.

The course also encourages individuals to take care of their back both in and out of work.

The course will cover the following:

- General health and posture
- Statistics
- Banned techniques
- Legislation and policies
- Ergonomics
- Risk assessment
- Reporting risks and injuries
- Teaching patients to move themselves
- Spinal anatomy and physiology & causes of back pain
- Handling techniques
- Handling aids

**Course duration: 6 Hours**  
**Delegates: Min 8, Max 8**  
**Price: £89.00 + VAT per delegate**



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## ERGONOMIC APPROACH TO MOVING AND HANDLING OBJECTS

This course covers the principles and practices that should be applied when risk assessing and carrying out the moving and handling of objects within the workplace.

Participants will have the opportunity to carry out a complete risk assessments exercise and decide on a safe system of work in accordance with legislation and approved codes of practice.

It also encourages individuals to take care of their back both in and out of work.

The course will cover the following:

- Introduction
- General health and posture
- Statistics
- Legislation and policies
- Ergonomics in practice
- Risk assessment
- Spinal anatomy and physiology
- Causes of back pain
- Handling techniques
- Workplace problem solving

**Course duration: 4 Hours**  
**Delegates: Min 10, Max 12**  
**Price: £69.00 + VAT per delegate**



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## **MANDATORY TRAINING**

This course is designed for all staff who are required to undertake annual mandatory training. You can either choose to include people or object moving and handling depending on your organisational needs.

The aim of the course is to cover the mandatory requirements for resuscitation, fire awareness, prevention and control of infection, general health & safety, and the safe moving and handling of patients or loads.

## **MANDATORY TRAINING COURSE OBJECTIVES**

### **Prevention and Control of Infection**

By the end of the session delegates will be able to:

- State the general principles of prevention and control of infection
- Identify how to minimize the risk of hospital cross infection
- List the standard precautions for infection prevention and control

To include an awareness of the following:

- What causes the infection
- Your Role in Infection Control
- Standard Precautions: Personal & Environmental
- Hand Hygiene
- Personal Protective Equipment
- Occupational Health
- Effective Cleaning
- Waste Management
- Correct Handling of Used Linen
- Infection Control Policies

Time: ¾ Hour



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## General Health and Safety

By the end of the session delegates will be able to:

- Demonstrate a general understanding of the value and purpose of health and safety legislation

To include an awareness of the following:

- Health and Safety at Work Act 1974.
- Management of Health and Safety at Work 1999.
- Manual Handling Operations Regulations 1992 (as amended).
- Workplace (Health, Safety and Welfare) Regulations 1992.
- Provision and Use of Work Equipment Regulations 1998.
- Lifting Operations and Lifting Equipment Regulations 1998.
- Control of Substances Hazardous to Health Regulations 2002.
- The Regulatory Reform (Fire Safety) Order 2005. (RRFSO).
- Personal Protective Equipment at Work Regulations 1992.
- Reporting of Injuries, Disease and Dangerous Occurrences Regulations 1995 (RIDDOR).
- Dealing with difficult and aggressive behaviour
- Becoming aware of stress

Time: 1 ¾ Hours

## Fire Safety

By the end of the session delegates will be able to:

- Identify fire hazards in the work place
- Identify the action to be taken in the event of a fire
- List the location, types and use of fire extinguishers
- Identify the importance of general fire safety and good house keeping

Time: ½ Hour



*Depending on your organisational needs you may wish to include either one of these options.*

### **\*Moving and Handling People**

By the end of the session delegates will be able to:

- Demonstrate a general understanding of the relevant legislation, codes of practice and 'duty of care' associated with moving and handling people
- Carry out moving and handling risk assessments and demonstrate good practice in moving and handling
- Identify controversial moves and unsafe system of work
- Discuss the biomechanics of low back pain
- Practical application of skills identified through current risk assessment

Time: 2 ½ Hours

### **\*\*ERGONOMIC APPROACH TO MOVING AND HANDLING OBJECTS**

By the end of the session you should be able to:

- Identify manual handling risk factors and how injuries occur
- Implement safer systems of work
- Undertake risk assessment using ELITEO
- Discuss the use of mechanical aids
- Carry out safe handling under supervision

Time: 2 ½ Hours





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## RESUSCITATION AWARENESS

The course will cover the following:

- Potential hazards
- The ABCDE approach to recognising 'at risk' or critically ill patients
- Care of the unconscious patient
- Airway obstruction
- Basic life support in practice
- Post resuscitation care

Time: 1 ½ Hour

\*

**Course duration: 7 Hours**  
**Delegates: Min 8, Max 8**  
**Price: £125.00 + VAT per delegate**

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**Course duration: 7 Hours**  
**Delegates: Min 10, Max 12**  
**Price: £99.00 + VAT per delegate**



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## VENEPUNCTURE TRAINING

The aim of this course is to teach venepuncture to members of staff who will be required to collect venous blood samples. Participants will receive both theoretical and practical instruction during this session.

On completion of this course participants should have a period of supervised practice and assessment by a competent person.

The course will cover the following:

- Legal and professional issues
- Control and prevention of infection
- Anatomy and physiology
- Locating suitable veins
- Possible complications involved
- Health and safety
- Preanalytical variables
- The blood collection system
- Venepuncture in practice
- Organisational policies and procedures

**Course duration: 5 Hours**  
**Delegates: Min 10, Max 12**  
**Price: £89.00 + VAT per delegate**



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## TERMS OF BUSINESS

### Payment

The course must be paid, in full, no later than 21 working days before the start of the course. Expenses will be calculated and invoiced at the same time. Quest Training and Development reserve the right to reallocate the course if fees are not paid in time.

### Course Cost

Course cost is based on training at your workplace. The course cost is calculated on the minimum number of delegates (regardless of attendance) to the maximum delegate numbers. Please call for a full quotation.

### Transferring of Course

If a client wishes to transfer the course date, at least a minimum of 14 days notice must be given. An administration fee of 25% of the course cost will apply in the event of insufficient notice.

### Cancelling Course

All cancellations to bookings must be made 14 working days before the start of the course.

If a booking is not cancelled within 14 working days of the course date fees will not be refunded.

### Cancellation of Course by Quest Training and Development

Quest Training and Development reserves the right to cancel a course at any time without liability. In these circumstances, delegates will be offered an alternative date, a credit note or a refund.

### Changes to Course Content

Quest Training and Development constantly update and improve their courses. For this reason the right to alter any courses content without prior notice is reserved.



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