

PROSPECTUS



2011

www.chivalrytraining.co.nz or
enquiries@chivalrytraining.co.nz

39 Boston Road Mt Eden Auckland - 09 377 0757

HOSPITALITY COURSES

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LCQ – Licence Controller Qualification



Chivalry Training Providers - (CTP)

Who Should Attend This Course ?

The course is run over two x 4 hour sessions, and covers training in the Sale of Liquor Act 1989 and Host Responsibility. Our Licence Controller Qualification (LCQ) Course has been formatted by hospitality and training professionals with a wealth of experience

to meet the needs of Duty Managers in today's marketplace. This course is fully accredited by the Hospitality Standards Institute (HSI).

Cost: \$195+gst per person

Duration: 8 hours over two days

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The Licence Controller Qualification (LCQ) is the “Prescribed Qualification” which is required to demonstrate that those applying for or renewing their General Managers Certificate have received “Recent and Relevant Training” as set out in the 1999 Sale of Liquor Act Amendment.

Unit Standards 4646 & 16705

Responsible Service of Alcohol



Chivalry Training Providers – (CTP)

Who Should Attend This Course ?

A short version of our LCQ course (4hrs) designed to give anyone serving alcohol and working in the Hospitality Industry a basic understanding of the Sale of Liquor Act and their responsibilities as workers in a licensed premise. It covers identifying and dealing with intoxication,

checking ID's, communication, conflict resolution and other host responsibility concepts.

Cost: \$95 + GST per person

Duration: 4 Hours

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In this course :

- This is a short version of LCQ (Licence Controller Qualification) which is essential to apply for a bar managers licence. We have designed this course to give anyone who is working or wishes to work in the industry, but not applying for a bar managers licence.
- An understanding of the law and responsible service of alcohol
- Includes Unit Standard 16705 which is one of the unit standards required to gain Licence Controller Qualification for a General Managers Certificate.

SECURITY COURSES

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HOSPITALITY SECURITY



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Who Should Attend This Course ?

This short course is recommended for security guards and managers working in hospitality. This course covers law as it applies to Crimes Act, Trespass Act, Human Rights Act, Health & Safety in the workplace, communication, conflict resolution,

public relations, host responsibility and much more.

Unit Standard 22604

Cost: \$95 + GST per person

Duration: 2x 3.5hrs

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Subjects Include

- Sale of Liquor Act
- Crimes Act
- Trespass Act
- Human Rights Act
- Health & Safety in the workplace
- Communication
- Conflict Resolution
- Public Relations
- Host Responsibility
- Unit Standard 22604

NATIONAL CERTIFICATE SECURITY



Chivalry Training Providers – (CTP)

Who Should Attend This Course ?

Anyone wanting to work their way up in the security industry and wanting to apply for a Security licence or Private Investigator Licence .

Courses available are NZQA levels 2,3 & 4. Included in this is NZQA level 1 Health & Safety qualification including full First Aid certificate and Fire Suppression using

real fire extinguishes on actual live fires.

Cost:	Level 2	\$1490 +GST
	Level 3	\$1490+GST
	Level 4	\$450 + GST

Venue: Chivalry Training Rooms

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Unit Standards Security

- **Certificate in Security Level Two**
Occupational Safety & Health Certificate

- **Total Credit Value 23**

- 5505 Manage personal and physical fitness with guidance
- 12355 Demonstrate knowledge of stress and ways of dealing with it
- 12348 Demonstrate knowledge of anger and potions for dealing with it
- 548 Plan to manage personal use of alcohol and other drugs
- 1294 Be interviewed in a formal situation
- 20596 Demonstrate knowledge required for employment in the security industry
- 21105 Demonstrate introductory knowledge of the security industry
- 21106 Demonstrate knowledge of law relevant to security officers
- 21107 Demonstrate communication skills as a security officer
- 21108 Demonstrate knowledge of professional standards required in security

Total Credit Value 41

- **Certificate in Security Level Three**

- 6523 Respond to emergencies and critical situations as a security officer

- 6519 Demonstrate knowledge of protective security
- 20595 Demonstrate knowledge of the threat presented by terrorism
- 21109 Demonstrate knowledge of security staff interaction with the legal system
- 21110 Demonstrate knowledge of and operate electronic equipment as a security officer
- 21737 Manage violence and personal safety as a security officer
- 21738 Demonstrate lawful use of force in a security context
- 21739 Manage security incidents, breaches and suspects as a security officer
- All of the above plus either both or one of the following :
- 6525 Main Event Security
- 6521 Maintain site security

Total Credit Value 70

- **Certificate in Security Level Four**

- 6524 Conduct mobile security patrols

Total Credits Value 20

HEALTH AND SAFETY COURSES

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Occupational Health & Safety Level One

SAFETY FIRST

Only Trained Staff

Manual Handling Training and H&S Legislation

Who Should Attend This Course ?

Anyone that moves goods manually or should understand the top level requirements of the Health and Safety in Employment Act 1992.

Staff will be taught how to lift items correctly and move them safely.

An ideal basic course that can be run in-house to your timing and location specifications.

Cost: \$95 + GST per person

Duration: 4 hours

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This course includes :

- Unit standard 497 covering the top level requirements of the Health and Safety in Employment Act 1992
- Staff will learn how to lift and carry things correct – and more importantly, why they should do it correctly.
- Staff will receive unit standard 497 and a course completion certificate to help employers satisfy their training requirements under the Act
- The course can be run on your premises or in our facility in Mt Eden.

Occupational Health & Safety Level Two



Chivalry Training Providers – (CTP)

Who Should Attend This Course ?

This course is designed for your champion of Health and Safety & committees members who have the responsibility of managing Health and Safety in their workplace. This course provides real examples relating to setting up a H&S team, Managing H&S meetings, hazard management and registers, how

Conduct a regular safety audit, staff training in H&S and legal obligations surrounding the act.

Cost: \$150 + GST per person

Duration: 1 days

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HEALTH AND SAFETY LEVEL TWO

- Setting up a H&S team
- Managing H&S meetings
- Hazard management and registers
- How to conduct a regular safety audit
- Staff training in H&S
- Understanding the role of an OSH rep
- Legal obligations surrounding the act.

Level 3

We create manuals and design H&S systems to suit your business.

Fire Warden Training



Warning



Fire Warden Training and H&S Legislation

Who Should Attend This Course ?

Anyone that is being relied upon to act as a Fire Warden in a business. The course also covers a general understanding of the top level requirements of the Health and Safety in Employment Act 1992.

An ideal basic course that can be run in-house to your timing and location specifications.

Cost: \$95 + GST per person

Duration: 4 hours

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This course includes :

- How to be an effective and confident Fire Warden
- Staff will learn about the “Theory of Fire”
- Staff will receive unit standard 497 and a course completion certificate to help employers satisfy their training requirements under the Act
- The course can be run on your premises or in our facility in Mt Eden.
- If the course is at our place, bring along your fire-related documentation so we can train you in your specific requirements.

Fire Suppression

Unit 3271



Chivalry Training Providers – (CTP)

Who Should Attend This Course ?

This short course (3hrs) trains people in suppressing fire with hand extinguishers and fixed hose reels (during the course both extinguishers and hose reels are used by trainees on a fire).

Those credited with this unit standard will be able to demonstrate knowledge

of the fire classes and fire suppression techniques, and select and implement a strategy to deal with fire.

Cost: \$120+ GST per person

Duration: 3hrs

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Unit standard 3271

Use extinguishers on actual fire

Understand theory of fire

Understand different fire extinguishers

First Aid



Chivalry Training Providers – (CTP)

Who Should Attend This Course ?

We can provide this course in our training rooms or at your company for group bookings of 8 students or more. Refresher courses are also available through CTP at \$100 per person.

Our First Aid Certificate includes unit standards 6400, 6401 and 6402.

Cost: \$120 + GST per person

Duration: 1 day

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This course includes :

- A First Aid Certificate – Including unit standards 6400, 6401, and 6402
- Refresher course also available

LOGISTICS COURSES

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WAREHOUSE & DISTRIBUTION



Chivalry Training Providers – (CTP)

Who Should Attend This Course ?

This course is specifically targeted at Warehousing and Distribution Staff in levels 2 and 3.

Students learn skills in every area needed to maintain the smooth running of a warehouse from picking and assembling goods to using

computerised inventory system and demonstrating knowledge and skills for driving a forklift.

Cost: POA

Duration:

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Certificate in Warehousing & Distribution Level Two

62	Maintain personal presentation in the workplace
8489	Solve problems which require calculation
497	Protect Health and Safety in the workplace
17459	Demonstrate and apply knowledge of manual handling
3490	Write an incident report
11971	Use safe work practices
11972	Move goods manually and record stock movement
11985	Maintain safe work practices in distribution facility
10851	Operate a powered industrial lift truck
1304	Communicate with people from other cultures
418	Monitor stock in distribution facility
3483	Fill in a form
11958	Demonstrate knowledge of stock control procedures
11984	Maintain quality of individual goods in a distribution facility
19580	Demonstrate knowledge of storekeeping operations
414	Demonstrate knowledge of the distribution environment
11963	Dispatch goods in a retail or distribution environment
11975	Pick and assemble goods for dispatch
11979	Package goods in a distribution facility
11966	Count stock in a retail or distribution environment
11973	Demonstrate knowledge of loss prevention techniques
12001	Deliver goods to customers
19582	Receive inwards goods in a distribution facility
334	Record and monitor inventory activities
11960	Receive inwards goods
415	Apply health and safety practices
1312	Give oral instructions in the workplace
9705	Give and receive feedback
7123	Demonstrate knowledge of problem solving and apply
57	Provide customer service in given situations
11097	Listen to gain information in an interactive situation
11976	Access computerised inventory management systems
11961	Store hazardous goods and toxic substances
5941	Exchange messages using electronic mail
12349	Demonstrate time management
111	Operate a word processor
3941	Write and report
Total Credit Value	125

*Level Three Warehouse & Distribution also available

DRIVER EDUCATION

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DRIVER FATIGUE



“20% of accidents are caused by driver fatigue”

Chivalry Training Providers (CTP)

Who should attend this course

?

Professional drivers on our roads. Driver Fatigue awareness is such an important issue to ensure safety on our roads for everybody – not just the driver.

In this informative course you will cover information about driver fatigue and watch informative and interesting videos.

- Understand why the body needs sleep and how much
- Identify signs and symptoms of fatigue
- Techniques to manage fatigue

Cost: \$95 + GST per person

Duration: 3.5 Hou

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In this course :

- How driver fatigue affects us
 - Examples of drive fatigue
 - Types of sleep
 - Sleep disorders
 - Identifying sleep apnea
 - Alcohol, drugs and sleep
 - How much sleep do we need ?
 - Circadian Rhythms (Body Clock)
 - Causes of driver fatigue
 - Signs of fatigue when driving
 - Preventing driver fatigue
 - What can you do to manage driver fatigue ?
 - Trip planning
 - Improving alertness
 - Napping as a tool
 - How to get a good nights sleep
 - What to do when you can't sleep
 - Nutrition
 - Exercises that drivers can do
- Completion certificate provided

NATIONAL CERTIFICATE DRIVING LIGHT MOTOR VEHICLE



Chivalry Training Providers – (CTP)

Who Should Attend This Course ?

Anyone who drives a car as a part of their work and wants to update their knowledge on driving rules.

The course involves some practical driving with an instructor who will help to identify and iron out bad habits that many of us pick up over time.

Helps employers ensure their compliance to H&S legislation

Cost: \$ 450 + GST – distance*
\$1490 +GST - classroom

Venue: Chivalry Training Rooms
– own vehicle required
for practical

*After \$300 rebate on completion

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To whom it may concern.

I have been working with Keith Robinson for the past twelve months.

In which time Keith has written occupational health and safety courses for us, aimed at our OHS committee representatives. The courses were tailored to our needs and requirements, using our procedures and forms.

As well as writing the material, Keith has also delivered these courses around the country, with the outcomes far exceeding our expectations, attendees being re-energised about their roles.

Feedback from participants on Keith's courses is that they like his teaching style of being very much hands-on, and everyone actually learned something from his course.

So from the company view all the learning outcomes were met.

We are looking forward to working with Keith on the next level of course for our organisation.

If further information is required please contact me on 0274700056.

Regards
Stephen Tiney
Safety and Compliance Manager