

BAR Training Services

Training Course Dates

Fragile and Non-Fragile Packing

Course Description:

This course is aimed at those who want to gain essential general packing skills. Participants will learn how to correctly pack a variety of fragile and non-fragile items using packing materials in an effective and economical way.

Duration: One day

Price (Per Person):

BAR Member: £185 + VAT

BAR Non-Member: £190 + VAT

Venue	Training Dates
Britannia Neaves, East Anglia	23 May
Britannia Bradshaw, Manchester	7 June, 5 July, 12 July

Working Safely in the Removals and Storage Industry

Course Description: This removals focused H&S course includes a number of essential subjects that employees should be aware of to help maintain safety at work. The topics include: general Health and Safety requirements of all; workplace hazards; safety around work vehicles; the Control of Substances Hazardous to Health (COSHH); knowing what to do when someone gets injured at work; the safe use of hand tools; manual handling and personal protective equipment; principles of risk assessment.

Duration: One day

Price (Per Person):

BAR Member £145 + VAT

BAR Non-Member £150 + VAT

Venue	Training Date
Britannia Neaves, East Anglia	22 May
Britannia Bradshaw, Manchester	6 June, 4 July
Britannia Lanes, Somerset	5 June

Export Packing

Course Description: This course is ideally suited to those who are new to export packing or those who wish to refresh their export packing skills. This two-day course contains both theoretical and practical sessions whereby the participants will gain a variety of export packing skills that include: learning how to correctly use wrapping and packing materials; wrapping/packing to the required export standards; learning about prohibited items and country restrictions; gaining a comprehensive understanding of the principles of container loading for export.

Duration: Two days:

Price (Per Person)

BAR Member: £345 + VAT

BAR Non-Member: £350 + VAT

Venue	Training Date
Britannia Neaves, East Anglia	24-25 May
Britannia Bradshaw, Manchester	18-19 May, 8-9 June, 6-7 July
Britannia Lanes, Somerset	16-17 May, 14-15 June

Advanced Customer Service Skills (for the Removals and Storage Industry)

Course Description: This one day customer service course is ideally suited for Team Leaders or office staff who deal directly with customers. Participants will learn about the importance of excellent customer service; how to communicate more effectively and efficiently with customers; how to make a making a positive impression; principles of handling customer queries and complaints; the BAR Alternative Dispute Resolution Service and an optional session on delivering great customer service over the phone.

Duration: One day

Price (Per Person)

BAR Member: £145 + VAT

BAR Non-Member: £150 + VAT

Venue	Training Date
Britannia Lanes, Somerset	13 June
BAR, Watford	10 October

Specialist Packing (and Transporting Pianos)

Course Description: This two-day course is aimed at those who want to gain a thorough grounding in Specialist Packing and piano transporting. Participants will learn how to prepare and transport specialist items including barometers and clocks, silverware, glassware, fine porcelain and Object d'Art. In addition, the course will cover how to correctly prepare, move and secure a piano for transportation.

Duration: Two days:

Price (Per Person)

BAR Member: £345 + VAT

BAR Non-Member: £350 + VAT

Venue	Training Date
Britannia Neaves, East Anglia	6-7 June
Britannia Lanes, Somerset	6-7 June

Manual Handling & Furniture Handling

Course Description: This course is aimed at all staff who are required to carry customers' furniture effects in a safe manner whilst ensuring the risk of damage is kept to an absolute minimum. The course participants will learn the removals industry 'best practice' techniques and methods in moving everyday and less common items of furniture. The course comprises of a number of elements that includes manual handling and furniture theory, learning how to protect a customers' premises, and also there will be practical manual and furniture handling activities.

Duration: One day

Price (Per Person):

BAR Member £145 + VAT

BAR Non-Member £150 + VAT

Venue	Training Dates
Britannia Bradshaw, Manchester	5 June, 3 July, 11 July

Practical Estimating

Description:

The Practical Estimating course is designed to improve the knowledge and skills of the Estimator. The two-day course includes three site visits to local properties where students will carry out mock surveys.

Course Content:

The structure of the industry, the unit system, the role of the Estimator/Surveyor, risk assessment. The Estimator's report, communication skills, contract conditions, selling the company services, removal insurance and exam.

Duration: Two days

Price (Per Person)

Bar Member: £495.00 + VAT

BAR Non-Member: £604.00 + VAT

Venue	Training Date
BAR, Watford	TBC

Commercial Estimating

Description:

Designed to expand knowledge of Commercial Removals, this course focuses on calculating volume, methods for Estimating in the Commercial environment, what to look out for and questions to ask the customer. The courses includes practical exercises.

Course Content:

Why volume is important, how to calculate volume (including guidelines/hints/tips to calculating volume), estimating the amount of packing crates needed, questions to ask on site viewings, methods of site viewing, risk assessment, information to include in a commercial quotation.

Duration: One day

Price (Per Person)

Bar Member: £199.00 + VAT

BAR Non-Member: £239.00 + VAT

Venue	Training Date
BAR, Watford	28 June

Introduction to Overseas Moving

This is an essential course for those who are new to International Moving and for those who wish to refresh their knowledge with the latest requirements. The course covers the different methods of international moving, outlining the advantages and disadvantages of each. It covers the documentation required, relevant regulations and the general processes involved in an International Move.

Course Content:

- The basics of shipping by air, sea, and shipping cars.
- Freight rates, airline chargeable weights, container sizes, documentation, choice of agent.
- Insurance for overseas moves.
- Imports – handling agent-booked imports and own-booked imports/3rd country moves, the moving process:
- Enquiry taking, survey, planning, costing/quoting, booking, arranging freight, invoicing, dealing with agents, insurance claims.

Duration: Two days:

Price (Per Person)

BAR Member: This course is Sponsored by the Overseas Group – 1 sponsored place per overseas group member. Any additional places are priced at £495.00 + VAT

BAR Non-Member: £604.00 + VAT

Venue	Training Date
BAR, Watford	Autumn 2017 – date to be confirmed

ILM Level 3 - Team Leader Development Programme

Course Description:

The course is suitable for any team leader, supervisor, aspiring team leader, or existing front-line manager who would like to learn about best practice management/leadership techniques. Delegates will have the opportunity to develop management, planning, communication and motivational skills and knowledge.

The programme consists of an Interactive workshop involving short inputs, group discussions, individual work, diagnostics and experiential exercises. Delegates will be encouraged to develop an action plan for their own and team's development. Also included is direct assignment support and assistance in preparation for the assignments. Additional support is also available on-line through the West Herts College virtual learning environment which delegates will have access to as well as having student membership to the ILM resources for 6 months.

Course objectives

- To understand the principles and practice of leadership and their application.
- To explore and develop an understanding of the role of First Line Manager within a removals environment
- To understand the role that team leaders play in supporting their organisations vision, values and goals
- To understand their own and others learning styles and the effect on leading their teams.
- To understand and develop planning, prioritising and organising skills
- To be able to manage their own and others time effectively
- To understand the communication processes and to be able to communicate more effectively
- To understand how teams are built and developed
- To understand how to develop better team working
- To understand how motivation affects team and individual performance
- To be able to overcome barriers to motivation
- To understand and use problem solving techniques and to develop own decision making skills
- To understand how to deal with challenging customers
- To understand how to recruit team members effectively
- To understand the principles of giving effective feedback and how to manage team and individual performance.

Tutor: Bev Gilder of West Herts College. Bev is an experienced Trainer who has worked within the logistics sector as well as having a background in developing Team leaders within the removals industry and across wide range organisations.

Duration: Five days:

Price (Per Person)

BAR Member: £795.00 + VAT

BAR Non-Member: £845.00 + VAT

Price includes Certification, ILM registration and access to online resources

Venue	Training Date
BAR, Watford	Autumn 2017 – date to be confirmed

IOSH Managing Safely

Description:

Managing Safely is designed for managers and supervisors in any sector, and any organisation worldwide. They won't suddenly become safety experts – but they'll get up-to-speed on the practical actions they need to take, and gain the knowledge and tools to tackle the safety and health issues they're responsible for.

Course Content:

- Assessing risks
- Controlling risks
- Understanding responsibilities
- Understanding hazards
- Investigating incidents
- Measuring performance

The trainer David Sanderson, has a wealth of experience in both health and safety training and the removals industry as a whole. David previously worked within the removals sector for 18 years as a national trainer for a large home removal and relocation company. David's knowledge of the removals industry and health and safety experience, allows the IOSH Managing Safely course to be easily tailored to the removals sector'

Duration: Four days

Price (Per Person)

Bar Member: £545.00 + VAT

BAR Non-Member: £595.00 + VAT

Venue	Training Date
BAR, Watford	2-5 October

If you have specific requirements, dates or locations that are not shown above, please contact us to discuss at: BAR Training Services Tel: 01923 699 484 or email: training@bar.co.uk