

## LEVEL 1 COURSE:

### *An Introduction to Higher Education Safety & Security Operations*

#### **Safety & Security Operational Overview**

- Patrolling
- Formal Writing,
- Radio Use,
- First Aid Overview
- Data Protection
- Speaking with the Press

#### **Customer Service and Conflict Management**

- What is good customer service,
- The value of effective communication,
- Non-Verbal Communication,
- Recognising patterns of behaviour,
- Workplace violence

#### **An introduction to Diversity and Equality**

- Unconscious Bias,
- What is discrimination,
- Protected characteristics,
- Inclusion and creating an inclusive environment

#### **An Introduction to Safety & Security Operations**

- Operations
- Crime Scene Preservation,
- Bomb Threat,
- Dealing with people under the influence of drink and drugs

#### **An Introduction to Law & Legislation**

- Law, Legislation & You
- Civil & Criminal Law
- Hands OFF
- Arrest – Serious Crime
- Arrest – Breach of the Peace
- After Arrest – What Next?
- Use of Force

#### **An Introduction to formal writing**

- Basic factual writing techniques,
- PNB entries,
- Writing and taking witness statements,
- Writing Formal Reports

## LEVEL 2 COURSE:

### *Higher Education Safety & Security Operations*

#### **Intelligent Patrolling (f2f delivery only)**

- Purpose of patrolling
- Targeted and proactive patrolling
- Information v intelligence
- Theories of crime (Routine Activity Theory)
- Capable guardians
- The HOT concept

#### **Initial Investigation (f2f delivery only)**

- Initial actions
- Information collection
- Effective communication
- Offering support
- Recording & reporting information
- Statement taking
- Investigative review

#### **An Introduction to Safeguarding**

- What is safeguarding?
- Security Officers' duty of care
- Abuse and harm
- Physical abuse
- Psychological abuse (including coercive control)
- Self-neglect
- Case studies to apply knowledge

#### **Scene Preservation**

- Basics of scene preservation
- The crime scene
- Volume crime scenes
- Serious crime scenes including deaths
- Cordons
- Keeping a logbook
- Overview of forensic evidence

#### **Understanding Mental Health & Wellbeing**

- Understanding mental health
- Continuum of mental wellbeing and mental illness
- Factors promoting wellbeing
- Factors affecting wellbeing
- The impact of wellbeing
- Stress, anxiety and resilience
- Case studies to help apply knowledge.

## LEVEL 2 COURSE:

### *Higher Education Mental Health First Responder Blended Learning delivery*

#### **Understanding Mental Health & Wellbeing (e-learning)**

- Understanding mental health
- Continuum of mental wellbeing and mental illness
- Factors promoting wellbeing
- Factors affecting wellbeing
- The impact of wellbeing
- Stress, anxiety and resilience Case studies to help
- Apply knowledge

#### **Plus Helping People with Mental Health Difficulties (in person workshop)**

- Signs of mental health distress
- The security officer role
- Effective communication
- Approaching conversations
- Helping people
- Post incident
- Looking after your own mental health and wellbeing
- Case studies to help the learner to apply knowledge
- Investigative review

## LEVEL 3 COURSE:

### *An Introduction to Leadership & Development*

#### **Day 1: Leadership**

- What is Leadership
- Leadership v Management
- Culture & layers of Culture
- Transactional v Transformational Leadership
- Skills for Leadership
- Effective Communication
- Building a High-Performance Team

#### **Day 2: Decision Making**

- Importance of good decision making
- Problem Solving
- Types of decisions
- Leadership & Decision Making
- Collaborative Decision Making
- Decision Making Models
- Recording Decisions
- Barriers to effective decision making



## Nuology – Learn

Delivering Bespoke, engaging and contemporary courses which are inclusive for all. We believe in growing excellence from the ground up helping individuals and organisations deliver a safety & security environment for their communities through accredited and industry relevant Learning and Development.

## E-Learning

Innovative, engaging and interactive courses designed specifically for safety, security and front facing professionals. This method of learning enables flexibility for learners to complete modules and courses at their own pace.

## In Person

Expert-led, scenarios based and fully interactive our in person learning helps students to apply their learning in the context of their workplace.

## Blended

Combining e-learning and in person workshops to enable fully immersive learning in the context of your workplace.

## Service delivery that supports change

Sector leading e-learning, inperson and blended modules and course designed for the contemporary safety, security and front facing professional. Delivered by Subject Matter Experts from the Safety & Security environment.

## Accreditation

All Nuology Modules and Courses are Accredited by Highfield Qualifications, one of the UK's top 5 awarding bodies in the UK. Nuology Learning outcomes are mapped against Ofqual level descriptors.

Learners who complete Nuology training will receive Highfield Accreditation to demonstrate that they have achieved learning at the appropriate level.

All our Modules and Courses are available as **Stand Alone Courses** or Pick n Mix depending on individual skills and needs.

## Boutique & Bespoke

Nuology are excited to offer Boutique and bespoke learning on a one to one basis or small group experience. Immersive learning in person and in house developing and growing expertise in areas such as:



## Why Us

We are passionate about what we do – helping frontline staff to flourish. We understand the strategic importance of safe environments. Unlike traditional learning providers we offer learning and development course which are holistic and agile in approach, reflecting the risk and challenges the modern day front line operational staff face on a daily basis. The results – a measurably better customer experience.

