

MTC

Training courses

ing
community
their lives.
about
support
development

We know we
can't transform
lives on our
own.
So we collaborate
closely with community
organisations and
like-minded groups,
sharing our knowledge
and expertise.

LN

MTC

Welcome to MTC

Transform

2026 - 2027

Find out more at www.mtcgroup.org.uk

About us

MTC has a wealth of experience in the custody and justice sectors working with vulnerable service users to help transform their lives. We are committed to delivering innovative custodial, education and training services to unlock potential in organisations and throughout our communities. Our vision is to be a recognised global leader in social impact because we empower people to make positive life choices.

Through our global experience in justice, education, training and employment services, we deliver innovative skills-based learning that recognises people's lived experiences.

Our training team

Our friendly training team has a wealth of industry experience and qualifications. Our dedicated trainers specialise in a range of topics including conflict management, first aid, health and safety and safeguarding, to ensure we provide a relevant and quality service.

Our specialist trainers have years of experience within the industries we are delivering to. All courses can be adapted to your environment and can be delivered to your employees or service users directly.

Flexible training delivery

We can deliver training at your premises or arrange a suitable venue to meet your requirements. Our flexible approach allows us to provide a comfortable and effective learning environment, with training tailored to your organisation's needs.

Many of our courses are available in both accredited and non-accredited formats. Please contact us to discuss the most suitable option for your organisation.

Our values

We are ambitious, but we are accountable.

We are individuals, but we focus on collaboration.

We stand out, but we remain transparent.

We are passionate, but most of all, we care.



Booking information

Please email training@mtcuk.org.uk for more information including course availability and current prices. Payment can be made by card or invoice and must be received at least 48 hours prior to the designated training date. Terms and conditions are available on request.

Our courses

Accredited courses

Course title	Award	Duration	Page
Emergency First Aid at Work	Highfield Level 3	1 day	4
Health and Safety in the Workplace	Highfield Level 2	1 day	5
Conflict Management	Highfield Level 2	2 days	6
Introduction to First Aid for Mental Health	Highfield Level 2	2 days	7
IOSH Managing Safely	IOSH	3 days	8
Education and Training (AET)	Highfield Level 3	5 days	9

Non-accredited courses

Course title	Duration	Page
Conflict Management	1 day	6
Suicide and Self Harm Awareness	4 hours	10
Equality, Diversity and Inclusion Awareness	4 hours	11
Fire Safety Awareness with Fire Warden Responsibilities	4 hours	12
Mental Health and Wellbeing	1 day	13
Safeguarding Awareness	1 day	14
Conditioning, Complacency and Corruption	1 day	15

Emergency First Aid at Work



 1 day

Highfield Level 3 Award

Who is the course for?

The Health and Safety (First Aid) Regulations 1981 require all employers to make arrangements to ensure their employees receive immediate attention if they are injured or taken ill at work. This includes appointing a suitable number of first aiders and providing appropriate first aid training. Learners successfully completing this course will be entitled to act as a first aider in the workplace. This course complies with the Health & Safety (First-Aid) Regulations 1981 (Appendix 6 content of an Emergency First Aid at Work (EFAW) course).

Course overview

This training covers a range of essential first aid skills that will help first aiders to respond quickly and confidently to injuries and illnesses, as well as recognise when professional medical help is necessary. The qualification gained will give learners the knowledge and skills to be able to prevent, promote and preserve in all first aid situations within the workplace and personal environment. It will increase the learners awareness of when, where and how to use first aid, ensuring it is completed correctly, increasing the casualties' chances of recovery and survival. Learners will also understand their rights and responsibilities in and out of the workplace.

Topics covered

- Roles and responsibilities of a first aider.
- Assessing an incident (primary and secondary survey).
- Dealing with unconscious casualties (including seizure).
- Performing cardiopulmonary resuscitation.
- Safe use of an automated external defibrillator (AED).
- Dealing with a choking casualty.
- Signs and treatment of hypovolaemic shock.
- Minor injuries (including small cuts, grazes and bruises, minor burns and scalds, small splinters).

Assessment and certification

This qualification is assessed by two multiple-choice examinations, which are externally set and marked by Highfield Qualifications. Certificates are valid for three years from the achievement date.

Health and Safety in the Workplace



 1 day

Highfield Level 2 Award

Who is the course for?

Employers are responsible for providing safe and healthy workplace conditions as well as the right systems and methods for safe activities. Nevertheless, employees also have a vital part to play in the equation. They need the right knowledge and the right attitude which demands proper training in the basics of health and safety. This qualification has become the accepted minimum standard of qualifications for all employees to hold.

Course overview

This course gives learners knowledge of the basic health and safety practices essential in the workplace. Learners will gain confidence in identifying hazards, assessing risks and what to do in the event of an incident or accident. It will ensure learners look out, not just for themselves, but for all others in the workplace. Following this training, employees will contribute to their employer's legal compliance for workplace health and safety.

Topics covered

- The responsibilities of employers and employees.
- The benefits of good health and safety.
- Steps to a risk assessment.
- Common causes of accidents.
- How to reduce accidents, near misses and ill-health.
- Typical hazards and controls in the workplace.
- Emergency procedures and the importance of recording accidents, near misses and ill-health occurrences.

Assessment and certification

This qualification is assessed by a 20-question multiple-choice examination, which is externally set and marked by Highfield Qualifications. This qualification is valid for three years from the achievement date. It is recommended that you attend annual refresher training to maintain your skills and knowledge.

Conflict Management



 2 days

Highfield Level 2 Award

Who is the course for?

Employers are responsible for ensuring employees are safe from the risk of violence within the workplace. This course is ideal for employees in customer facing roles that deal with service users or the public and may potentially experience confrontational situations, particularly when handling issues or complaints.

Course overview

This qualification aims to provide learners with the skills to reduce the likelihood of abusive and threatening behaviour occurring within the workplace. In this training, learners will be taught how to reduce the risks of hostility, understand human nature in challenging situations and how to avoid conflict using effective communication techniques.

Topics covered

- How communication can be used to solve problems and reduce the likelihood of conflict.
- The factors that influence human responses in conflict situations.
- How to assess and reduce risks in conflict situations.
- How to communicate effectively and de-escalate conflict in emotive situations.
- The principles of recording an incident involving conflict.
- Good practice to follow after conflict situations.

Assessment and certification

This qualification is assessed by a 30 question multiple-choice examination, which is externally set and marked by Highfield Qualifications. This qualification is valid for three years from the achievement date. Annual refresher training is recommended.

 1 day

Bespoke, non-accredited

Non-accredited course overview

A non-accredited version of this course is available for organisations seeking a bespoke training solution without formal accreditation. This qualification equips learners with the knowledge and skills to recognise, prevent and manage conflict, aggression and threatening behaviour in their specific workplace or environment. Learners will explore manipulation and conditioning, behavioural triggers, observation and risk assessment, and much more. The aim is to help learners recognise risks early, respond appropriately and support safer outcomes in challenging situations.

Introduction to First Aid for Mental Health



 2 days

Highfield Level 2 Award



Who is the course for?

This course is designed for employees who wish to become a first aider for mental health in their workplace. This means they will be able to provide basic mental health support or to be the first response to someone in need.

Course overview

In today's world, understanding mental health first aid is as crucial as physical first aid, and this program equips learners with practical tools to make a positive difference. The Level 2 Award an Introduction to First Aid for Mental Health qualification will increase learner's awareness of common mental health issues, such as anxiety, depression and stress, that can have an impact on our everyday lives. Learners will also gain knowledge on how a mental health first aider can provide immediate "on the spot" care to others, while looking after their own mental wellbeing.

Topics covered

- How to recognise mental ill health in self and others.
- How mental ill health affects the experience of individuals.
- The mental health continuum.
- The principles of first aid for mental health.
- Ways to self-manage own wellbeing.
- The importance of resilience and protection of self.
- How to promote a mental wellness culture in the workplace.
- How to support mental wellbeing in the workplace.

Assessment and certification

This qualification is assessed by two multiple-choice examinations, which are externally set and marked by Highfield Qualifications. This qualification is valid for three years from the achievement date. Annual refresher training is recommended.

IOSH Managing Safely



 3 days with additional self-motivated hours

Who is the course for?

Managing Safely is designed for managers, supervisors, health and safety co-ordinators and anyone who wishes to progress into a health and safety management role.

Course overview

Learners will gain knowledge of how they can influence, control and monitor risk to improve safety and health issues. This training will enable managers and supervisors to support those they are responsible for in complying with their individual health and safety responsibilities. The business will get a globally recognised and respected certificated training qualification for their managers and supervisors.

Note - this course involves the learner completing a risk assessment project in their own work environment.

Topics covered

- Identification and assessment of risks at work.
- How to reduce risks and introduce risk control.
- Legislation and the responsibilities of a manager or supervisor.
- Recognising common hazards (mechanical, physical, chemical, biological, environmental and organisational).
- Investigating and reporting incidents.
- Measuring performance.

Assessment and certification

The award is assessed through a multi-format assessment paper and a risk assessment project. Successful delegates are awarded an IOSH Managing Safely certificate, which does not technically expire, although refreshing knowledge is recommended at least three yearly. A one-day Managing Safely refresher course is available to delegates who have already completed the full Managing Safely course - details available on request.

Award in Education and Training (AET)



 5 days

Highfield Level 3 Award

Who is the course for?

This course is designed for individuals who would like to work or currently work within further education colleges, independent training providers, company training teams or local authorities. The qualification is supported by the Education and Training Foundation and can either support a training role in the workplace or prepare learners to progress to a qualification in the same subject area but at a higher level.

Course overview

On completion of the course, learners will be able to deliver training on subjects within their own specialism with an understanding of differentiation in learning styles and training resources. Learners will gain the knowledge of their roles and responsibilities as a trainer or educator, as well as understanding the various assessment and reflective methods.

Topics covered

- The roles and responsibilities in education and training.
- Ways to maintain a safe and supportive learning environment.
- The relationships between trainers and other professionals in education and training.
- Inclusive teaching and learning approaches in education and training.
- Ways to create an inclusive teaching and learning environment.

Assessment and certification

Each of the units have internally set and marked assessments that must be completed to pass the course. Learners must also be involved in at least one hour of microteaching through delivering and peer observation.

This Level 3 course has no expiry but further CPD is advised. Progression routes following this qualification may include a Level 4 Certificate in Education and Training, or Level 3 Certificate in Assessing Vocational Achievement.

Suicide and Self Harm Awareness



 4 hours

Who is the course for?

Suicide is the leading cause of death in England in adults below the age of 50, and past research shows that some occupations are at particularly high risk. For example, males working in the lowest-skilled occupations had a 44% higher risk of suicide than the male national average (ONS, 2017). This course will help anyone who may have been affected by suicide or self harm, or who works in an organisation that could be at a higher risk.

Course overview

In this course, learners will develop an awareness of the factors that contribute to suicide and self harm and learn how to provide effective support to those in crisis. Learners will gain valuable skills and insights to intervene early and potentially save lives.

Topics covered

- The reasons that people self harm.
- The risk factors and warning signs of suicide and self harm.
- Myths surrounding suicide and self harm.
- Links between self harm, suicide and mental health.
- How to report concerns.
- Available treatments and support.

Assessment and certification

This course is assessed by completing a summative question paper. Annual refresher training is recommended to maintain skills and knowledge.

Equality, Diversity and Inclusion Awareness



 4 hours

Who is the course for?

This course is designed for organisations who are looking to foster an equal, diverse and inclusive culture in the workplace.

Course overview

This course will build awareness of different types of discrimination, victimisation and other unacceptable behaviours at work. Learners will gain an understanding of protected characteristics, key legislation and how to report any wrongdoing. Learners will be asked to reflect on their own values and beliefs to discover possible unconscious biases and how these can affect the workplace and wider community.

Topics covered

- The definitions of equality, diversity and inclusion and the differences between them.
- Direct and indirect discrimination.
- The Equality Act, protected characteristics and reasonable adjustments.
- Key legislation.
- Cultural awareness.
- Discover unconscious biases.
- How to challenge and report inappropriate behaviours.

Assessment and certification

This course is assessed by completing a summative question paper. Annual refresher training is recommended to maintain skills and knowledge.

Fire Safety Awareness with Fire Warden Responsibilities



 4 hours

Who is the course for?

In any work environment such as office buildings, manufacturing, or hospitality, understanding fire safety protocols is essential for everyone's well-being. As part of an initial induction into an organisation, new employees must receive training and information relating to fire safety and fire risks. Every company must have designated people available at all times, who are responsible for evacuation in the event of a fire emergency, such as fire wardens. This course can also serve as a knowledge refresher for those in charge of fire risk assessments or overseeing evacuation procedures.

Course overview

Following this course, learners will be able to demonstrate a proactive approach to mitigating potential risks, fostering a culture of preparedness, and ultimately safeguarding the lives of colleagues and others in the workplace. This course covers how fire occurs, how to tackle it and the legislation behind fire safety. This course also covers the role of a fire warden, enabling employees to confidently take charge and guide others to safety in the case of a fire.

Topics covered

- The nature and needs of fire.
- Fire prevention and reducing the risk and escalation of fire.
- Employer and employee responsibilities in relation to fire safety legislation.
- The role and responsibilities of the fire warden including evacuation procedures.
- Emergency procedures including personal emergency evacuation plans (PEEP).
- Types of fire fighting equipment and their uses for different fires.
- How to use a fire extinguisher.

Assessment and certification

This qualification is assessed by a 20 question multiple-choice test paper. Annual refresher training is recommended to maintain skills and knowledge.

Mental Health and Wellbeing



 1 day

Who is the course for?

This course is designed for those who would like to gain a broad awareness of the mental health conditions prevalent in today's workplaces and throughout society. Knowledge and skills gained on this course will help individuals to understand and support other's mental health and manage their own wellbeing.

Course overview

This course will provide an overview of the common mental health conditions such as anxiety, depression and eating disorders. Learners will gain knowledge about causes, symptoms, medications and treatments. They will be able to understand the legislation relating to mental health, and gain familiarity with various therapies available to support individuals as well as managing their own mental health effectively.

Topics covered

- The risk and protective factors within mental health.
- How chemicals in the brain effective mental health.
- Common mental health conditions.
- What support is available and where to find it.
- Breathing techniques.
- The appropriate use of empathy and sympathy.
- Legislation that relates to mental health.
- How to support your own wellbeing.

Assessment and certification

This course is assessed by completing a summative question paper. Annual refresher training is recommended to maintain skills and knowledge.

Safeguarding Awareness



 1 day

Who is the course for?

It is an adult's right to live free from neglect and abuse. People and organisations should work together to minimise the risks and promote an adult's safety and wellbeing. This course is designed for anyone that may work with vulnerable adults or may be considering a career with adults at risk.

Course overview

In this course, learners will build awareness of safeguarding laws and principles and develop a knowledge of how to recognise signs of abuse and neglect. They will gain an understanding of how to support individuals and report concerns.

Topics covered

- The reasons we need safeguarding.
- The four main areas of abuse: physical abuse, psychological / emotional abuse, sexual abuse and neglect.
- Recognising signs of abuse and cries for help.
- Maslow's hierarchy of needs.
- Key legislations in safeguarding.
- How to report safeguarding concerns.

Assessment and certification

This course is assessed by completing a summative question paper. Annual refresher training is recommended to maintain skills and knowledge.

Conditioning, complacency and corruption



 1 day

Who is the course for?

Professionals across a wide range of sectors may encounter situations where boundaries, trust and decision-making can be tested. This course is designed for anyone working in environments where there is a potential risk of conditioning, manipulation, inappropriate relationships or corrupt practice. It is particularly relevant to roles involving positions of trust, vulnerable individuals, complex behaviours or regular interaction with service users, patients, residents, clients or other members of the public.

Course overview

This course develops learners' understanding of how corruption can occur, the methods used by individuals to manipulate staff, and the importance of maintaining professional boundaries. Learners will gain the knowledge and confidence to identify warning signs, manage challenging situations, protect themselves and others, and report concerns in line with organisational policies and legal requirements.

Topics covered

- Professional standards, ethics and integrity.
- Understanding conditioning, grooming and manipulation techniques.
- Recognising the warning signs of complacency and corruption.
- Maintaining professional boundaries and managing inappropriate relationships.
- Personal vulnerabilities and reducing the risk of exploitation.
- Responding to and reporting concerns.
- Lessons learned from real-life incidents and case studies.

Assessment and certification

This is a non-accredited course with no formal examination. Learner participation and engagement are encouraged throughout, with competence assessed continuously by our experienced trainers through observation, discussion and practical application of the course content. A certificate of attendance is provided on successful completion.

The logo consists of the letters "MTC" in a bold, blue, sans-serif font, centered within a white square. The square is positioned in the center of the slide against a blue background with diagonal stripes.

MTC

“Never stop learning, because life never stops teaching”