



# Ouch Learning and Development Company Profile

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## Overview of Ouch Learning and Development

### What we do

Ouch provide interactive, engaging and cost effective health, safety and business training all across the UK. We believe that a safe and healthy working environment provides a secure base for all members of an organisation to fulfil their business functions in a professional manner.

For over 25 years Ouch have been delivering a wide range of bespoke and nationally recognised training as both in-house and open courses. Our clients come from a broad spectrum of industries, some are household names, and others include local authorities, sole traders, and everyone in between.

**“Making a difference through learning and development that inspires”**

### Location

We currently deliver open courses from venues in Dorset and Stockport but also facilitate training at our clients' venues across the UK and beyond. Our delivery methods have evolved to meet the needs of our clients, and we now offer a variety of delivery options, including blended learning, live online and face to face training.

### Admin and additional support

With over 25 years of experience, we understand that finding the right training and coordinating delivery and certification can be a challenge for some. But you can rest assured that the Ouch team are here to help. We believe our friendly and professional client support team are second to none and have a proven track record of supporting clients through the booking, delivery, and postdelivery phases of training. Imagine how wonderful it would be to have a training provider that responds to your enquiries in a prompt and professional manner. We can help you decide what training is right for your team and make the booking process streamlined and hassle free.

**Open courses available**

**In-house / onsite training available**



Ouch Learning and Development is a CITB Approved Training Organisation.

Funding available through the CITB network or CITB grants for construction companies\*.

*\*eligibility criteria applies. Please ask us for more details*

# Training products

At Ouch we believe the effectiveness of training is all about the relationship between the trainers and the learners. Our trainers all have a practical understanding of the subjects they teach and work with learners to consider the application and context of the knowledge and skills covered in the sessions.

All our training is what we call 'behaviour aware'. This requires our delegates to think about the factors that may influence the practical application of the knowledge and skills provided by the training.

## Health and Safety

Health and safety training refers to programs designed to equip individuals with the knowledge, skills, and awareness necessary to promote and maintain safe and healthy environments in various settings, such as workplaces, schools, or community spaces.

## Mental Health

Mental Health First Aid (MHFA) has been designed to provide an appropriate level of skills and information to allow individuals to carry out their role in the implementation of a mental health at work plan.

## Fire Safety

Fire safety training is a program designed to educate individuals on the prevention of fires, the proper use of firefighting equipment, and evacuation procedures in the event of a fire.

## First Aid

First aid training requires a unique combination of qualifications, practical experience and excellent communication skills. Ouch are accredited to deliver first aid training to nationally approved standards by the First Aid Industry Body (FAIB) and Highfield.

## Manual Handling

Our Manual handling courses provide the vital knowledge that will help reduce the risks of injury in the workplace. Effective training in manual handling can lead to less absenteeism, which can have an economic benefit and most importantly reduce individual suffering.

## Asbestos

Asbestos training is legally required for anyone who may be exposed to asbestos containing materials (ACMs) during their work and those that supervise their activities.

## Business Training

Business training can benefit individuals at all levels within an organisation, from entry-level employees to senior executives.

## Driver CPC training

Driver CPC is a mandatory qualification for professional drivers in the UK. It aims to enhance drivers' skills and knowledge, covering topics such as road safety, health and safety, and environmental considerations.

## Additional benefits

- ✓ Qualification & digital certificates
- ✓ Course manual & materials
- ✓ Excellent customer service - happy to help with any enquiry, and offer expert advice
- ✓ Automatic email reminders for certificate expiries
- ✓ Access to FREE resources on the Ouch website including Appointed Persons posters for your workplace
- ✓ Access to our customer portal to view your bookings, download previous certificates and generate training reports of your employees

## Client Testimonials

“As the Head of HR at Dorset Wildlife Trust, with a key responsibility for staff learning & development, my ‘go to’ training organisation every time is Ouch L & D. I have complete faith in every session that is delivered by the team, safe in the knowledge that it is led by a trainer with firsthand experience in the subject, who brings reality and understanding to the session and will use exceptional training methods to ensure my staff get the very highest quality of training there is.”

Steve Davis, Head of HR, H&S and Resources, Dorset Wildlife Trust

“As the HR Manager of Marden Edwards Limited, I have been using Ouch Learning and Development for around 15 months and wish I had found them sooner! The whole team is very professional and helpful, and nothing is ever too much trouble. It is always difficult to take our employees off production so I often have to ask for the same information on training courses, e.g. quotations and available dates, several times before I can make a firm booking. The Ouch team are always happy to provide updated information without complaint – it’s just me that feels bad about having to ask the same questions again”

Jo Phillips, HR Manager, Marden Edwards Ltd

“A professional, friendly, and incredibly knowledgeable training & development company. As the Health & Safety Manager for Tower Supplies, where a significant part of my role is to ensure health & safety development for all our employees, I would recommend Ouch to any organisation looking to improve and enhance their employee’s knowledge and have peace of mind, knowing their team will receive exceptional, high-quality training. The Ouch team are professional, on the ball with a fantastic response time to every enquiry and are flexible in their approach, to suit their customer needs. Great team!”

Michelle Kleinhans, QSHE Manager, Tower Supplies



# Courses offered by Ouch

**First Aid**  
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**Fire Safety**  
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**Asbestos Safety**  
[View More](#)

**Driver CPC**  
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**Health & Safety**  
[View More](#)

**Manual Handling**  
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**Business Training**  
[View More](#)

**Mental Health**  
[View More](#)

## Contact Us

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