



# qualification



## Certificate in Managing OH Services

**26 – 28 February 2018**  
**Central London**

This Certificate programme is designed to equip you with the essential management tools to deliver a successful occupational health service. The programme builds on professional training, and develops the additional skills needed to function effectively in the working environment in the private or public sector.

An important  
qualification from  
**The At Work  
Partnership**



With the support of  
**Brunel University  
London**

**Module 1: – The role of OH –  
context, challenges & objectives**

*Dr Bill Gunnyeon,*  
Independent OH Consultant

**Module 2: Managing  
occupational health staff**

*Jo Berriman,*  
Health Management Consultant

**Module 3: Resourcing and  
budget management**

*John Humphrey,*  
Nice Work Consulting Ltd

**Module 4: Problem solving and  
negotiating skills**

*Tilly Wood,*  
Management Consultant

**Module 5: Legal framework**

*Diana Kloss,* Barrister

**Module 6: Managing  
relationships and  
communication**

*Dr Steve Boorman,*  
Empactis

*“Outstanding! By far the best course, and the most relevant to OH Management I have ever attended”*

Joanne Murphy, Skanska Rashleigh Weatherfoil

*“By far the best professional training course I have attended in 23 years as an OH specialist practitioner.  
It is possible to teach an old dog new tricks and lots of them too – thank you!”*

Graham Hayward, HMS Sultan (MOD)

*“Excellent course”*

Dr Anatoly Chatokhine, BP – Russia & Caspian & N Africa



## What is the Certificate in Managing Occupational Health Services?

This qualification for occupational health professionals is organised by **The At Work Partnership** with the support of **Brunel University London** and is designed to provide OH professionals with management skills and expertise.

The course deals with the financial, political, legal and employment issues that OH professionals need to address in order to ensure that they function successfully and deliver maximum benefit to their employer.

Now in its 12th successful year, the course has become one of the leading short management courses for OH professionals. An independent review of the *Certificate in Managing OH Services* course was published in the newsletter of the AOHNP (UK) – Association of Occupational Health Nurse Practitioners (UK). It summed up the course as **“worth every penny”**.\*

\*Full review available via our website

### How will gaining this qualification benefit you and your organisation?

This Certificate provides you with the essential management tools to deliver a successful OH service – from the effective management of staff and services to managing departmental budgets – with a clear understanding of corporate and financial objectives, the organisation’s legal responsibilities and the needs of different stakeholders.

The course equips you with the skills to create an OH service that meets the needs of your employer and where departmental performance is constantly monitored and improved.

The Certificate enables OH professionals to operate confidently within the workplace, whether public or private sector, and to present the case for OH to different stakeholders. Occupational health professionals attending this course will come away with the knowledge to manage their department with financial acumen, legal awareness and the wider management skills to develop their department’s work.

### Course format and timings

The course is run over three full days and comprises six half-day modules. Day 1 runs from 9.30am – 5.30pm with a drinks reception from 5.30 – 6.30pm. Day 2 runs from 9.00am – 5.30pm and Day 3 runs from 9.00am – 4.30pm.

### Assessment and certification

To qualify for the Certificate in Managing Occupational Health Services, students **must attend the full course**.

During the course, multiple choice questions will be set to help students monitor their own progress.

Following the course, students undertake a 3,000-word written assignment, demonstrating their ability to apply the theory and skills behind one of the modules covered in the course.

The certificate will be awarded to students on the satisfactory completion of the written assignment. Marking will be moderated by **Professor John Harrison**.

### Continuing professional development

This course provides 18½ hours of CPD for self-certification schemes. Undertaking the assignment offers additional opportunities for CPD.

## Day 1: Monday 26 February 2018

### Module 1. The role of OH – context, challenges & objectives *Dr Bill Gunnyeon, Independent OH Consultant*

This module looks at the changing role of OH in organisations today and the impact of the political, social, healthcare and business environment in which it is being delivered. It is designed to enable delegates to: set clear objectives, standards and performance indicators for an OH service; to monitor and audit its effectiveness to ensure it meets the needs of the organisation; and to address challenges which arise in the course of service delivery.

#### The module will cover:

- The current context of OH delivery
- Different models of service delivery
- The contribution OH can make and objectives for OH services
- The importance of standards, performance and audit in OH
- Ethics and OH delivery
- Balancing professional and commercial priorities

#### At the end of this module, delegates will have the ability to:

- Evaluate the OH requirements of a business and understand the various models of OH service delivery
- Understand the importance of standards, performance and audit in OH
- Manage the potential tension between business-driven demands, professional requirements and ethical considerations

## Day 2: Tuesday 27 February 2018

### Module 3. Resourcing & budget management *John Humphrey, Nice Work Consulting Ltd*

This module is designed to enable delegates to understand the financial pressures within which the OH function operates and to prepare and justify budget proposals. They will be able to present the financial costs and benefits associated with occupational health delivery including, if appropriate, the direct generation of revenue. They will be able to monitor performance against budgets and take action to correct budget anomalies.

#### The module will cover:

- Revenue and capital budgets
- Demonstrating value and cost-benefit
- The profit and loss statement
- Managing financial risk
- Income generation
- Cost-effectiveness of alternative interventions

#### At the end of this module, delegates will have the ability to:

- Construct a profit and loss statement and budget for an OH function
- Demonstrate the impact of employee health on the performance of an organisation and compare the effects of different interventions
- Present the case for an OH service against competing service providers or alternative demands for resource

## Day 3: Wednesday 28 February 2018

### Module 5. Legal framework *Diana Kloss, barrister*

This module enables delegates to understand the statutory and civil framework within which the OH function operates, and the requirements and constraints of their own employment contracts, including the implications for professional confidentiality and maintenance of records. They will be updated on the OH implications of recent case law.

#### The module will cover:

- Control of sickness absence
- Confidentiality
- Duty of care
- Case law update
- Outline of statutory and common law framework

#### At the end of this module, delegates will have the ability to:

- Understand the legal duties of OH practitioners
- Provide general advice to an employer about employment law relating to sickness absence, ill-health dismissal and disability discrimination
- Understand how the courts and tribunals work

## Module 2. Managing occupational health staff

### Jo Berriman, Health Management Consultant

This module will enable delegates to identify the skills necessary for their own organisation's needs and to develop these in line with the requirements of the professional bodies. They will learn about the key techniques for effective staff management, teamwork, and the implications of managing a specialist department and the resulting needs for support, mentoring and professional networking.

#### The module will cover:

- Particular challenges for an OH manager
- Developing and maintaining skills
- Effective communication styles
- Recruitment
- Managing underperformance
- Developing excellence and vision
- Building a team

#### At the end of this module, delegates will have the ability to:

- Understand the particular challenges facing OH managers and implement effective solutions
- Understand the range of competencies needed to deliver an effective OH service
- Manage performance and development of OH staff

## Module 4. Problem solving & negotiating skills

### Tilly Wood, management consultant

This module is designed to equip delegates with two essential management skills which have numerous applications in the workplace. The module will enable delegates to identify barriers to progress and learn how to use effective problem-solving techniques to systematically explore, evaluate and select solutions. Delegates will learn how to use negotiating techniques to deliver the best possible outcomes with 'buy-in' from both sides in the negotiation.

#### The module will cover:

- Understanding the problem
- Techniques to choose the best solution
- Resolving conflicts of interest
- Preparing for negotiations
- Negotiating win-win outcomes

#### At the end of this module, delegates will have the ability to:

- Utilise creative problem-solving techniques
- Employ effective negotiating skills to reach a desired outcome
- Recognise opportunities for managing change

## Module 6. Managing relationships & communication

### Dr Steve Boorman, Empactis

This module will enable delegates to understand the value of planned and structured communications and the need to present the role of OH to relevant stakeholders. They will understand the use and effectiveness of a range of communication techniques, and will consider the implications of organisational structures and reporting lines.

#### The module will cover:

- Involvement of stakeholders
- Planning communications
- Reporting lines
- Promoting the service
- Organisational politics

#### At the end of this module, delegates will have the ability to:

- Understand communication channels and identify the best means of promoting OH services
- Manage relationships and handle dissatisfied customers and stakeholders
- Understand the value of language and style in communication with stakeholders from boardroom to shop floor

## About our expert tutors

### John Humphrey – course chair and tutor

John is managing director of Nice Work Consulting Ltd, a company specialising in psychological interventions in the workplace. John founded BMI Occupational Health and was the founding managing director of Minerva Health Management.

### Dr Bill Gunnyeon

Bill has spent his career in occupational health. After 17 years in outsourced OH provision, he spent 9 years as chief medical adviser at the Department for Work and Pensions, developing and implementing the government's health and work policy. A past-president of the Faculty of Occupational Medicine, Bill is currently chair of the Institution of Occupational Safety and Health, a lay member of the General Osteopathic Council and a governor of Glasgow Caledonian University.

### Dr Steve Boorman

Steve is director of employee health at Empactis. Previously, he was chief medical officer for Optima Health, chief medical adviser for Capita and medical director for Abermed, following a 20 year career with Royal Mail, where he managed an outsourced OH function. In 2009 he led the NHS Health and Wellbeing Review – the *Boorman Review*. Steve received a CBE in 2013 for services to occupational health.

### Tilly Wood

Tilly is a management consultant specialising in strategic development, team building and change management. Prior to setting up her own consulting business, she was business development director of Deloitte Consulting. Business development assignments include case management and occupational therapy.

### Jo Berriman

Jo is an OH practitioner and coaching psychologist. Jo has worked as a health management consultant for a large professional services company in the UK since 2010, and was previously head of OH at Sainsbury's Supermarkets Ltd. She is an advisor to the new UK Faculty of Occupational Health Nursing.

### Professor Diana Kloss

Diana is a barrister, former employment judge and honorary senior lecturer in OH Law at the University of Manchester. She is an honorary fellow of the Faculty of Occupational Medicine, an ACAS arbitrator, and in 2009, was awarded an MBE. Diana is chair of the Council for Work and Health and is a visiting professor at London South Bank University.

## Who is the course designed for?

The course is designed for occupational physicians, occupational health nurses, case managers, health & safety professionals, human resources managers and other professionals involved in the delivery and management of occupational health services.

The course attracts an international audience with delegates attending from a wide variety of countries both in Europe and as far afield as Egypt, India, Africa and New Zealand.

## About the At Work Partnership

The **At Work Partnership** specialises in providing expert information to occupational health professionals. It runs high quality, good value conferences bringing together some of the top speakers in their fields, carries out in-depth research studies, and publishes the journal *Occupational Health [at Work]*, which provides accurately written legal, practical and management OH information.

## About Brunel University London, Department of Clinical Sciences

The Department of Clinical Sciences has three academic divisions of physiotherapy; occupational therapy and community nursing; and social work and public health. It offers an exciting range of courses at undergraduate and postgraduate levels, as well as a very highly respected research programme. For more information, please visit [www.brunel.ac.uk/chls/clinical-sciences](http://www.brunel.ac.uk/chls/clinical-sciences)

# Booking Form

## Certificate in Managing OH Services 26 – 28 February 2018, London



A B C D E F G

Please book places for \_\_\_\_\_ delegate(s), at the rate of:

**Early bird rate:** for bookings paid **before** 5 January 2018

- £1299 + VAT (£1558.80) per delegate or  
 £1099 + VAT (£1318.80) per delegate, reduced rate  
for NHS Health at Work network members

### First delegate

Title \_\_\_\_\_  
First name \_\_\_\_\_  
Surname \_\_\_\_\_  
e-mail address \_\_\_\_\_  
Position \_\_\_\_\_

**Main rate:** for bookings paid **after** 5 January 2018

- £1399 + VAT (£1678.80) per delegate or  
 £1199 + VAT (£1438.80) per delegate, reduced rate  
for NHS Health at Work network members

### Second delegate

Title \_\_\_\_\_  
First name \_\_\_\_\_  
Surname \_\_\_\_\_  
e-mail address \_\_\_\_\_  
Position \_\_\_\_\_

### Organisation details

Organisation \_\_\_\_\_  
Address \_\_\_\_\_  
Postcode \_\_\_\_\_  
Tel \_\_\_\_\_ Fax \_\_\_\_\_

### Cancellation and transfer policy

For cancellations received in writing 28 days or more before the course commences, we will provide a refund, less a 10% cancellation fee. If the cancellation is received less than 28 days before the course start date, no refund will be made. At any time before the course commences, we will accept an alternative delegate from your organisation. Refunds are not available to delegates who fail to attend after confirming a booking. Transfers to future Certificate in Managing Occupational Health Services courses can be arranged up to 28 days prior to the start date of the course booked, subject to a £75 + VAT administration fee. It will not be possible to accommodate transfer requests received less than 28 days before the start date of the course.

**I have read and agree to the cancellation terms:** Authorised signature \_\_\_\_\_  
(This booking is not valid unless signed)

### Administration

**Venue**  
The Montague on the Gardens, 15 Montague Street, Bloomsbury,  
London, WC1B 5BJ Tel: 0207 637 1001.  
The fee includes lunch, documentation and refreshments.

**Attendance requirements**  
Delegates must attend the full course in order to undertake the assignment and gain the Certificate.

**Booking procedure**  
Due to high levels of interest in this course, we recommend the following procedure for bookings:

1. Please call us on 0345 017 6986 or 0208 344 2328 to reserve a no-obligation provisional place.
2. If places are available, we will hold a provisional place for you for a maximum of 30 days.

**Course administration details**  
Please contact us if you do not receive written confirmation of your booking within two weeks of making the reservation. Details of the venue, a map and any final information will be sent to paid delegates approximately four weeks before the course. If you have not received these two weeks before the event, please telephone 0345 017 6986, or e-mail: [conferences@atworkpartnership.co.uk](mailto:conferences@atworkpartnership.co.uk)

**Payment information**  
Course price: £1399 + VAT per delegate (or £1199 + VAT for delegates from the NHS). Bookings made and paid by 5 January 2018 will be charged at the Early Bird Rate of £1299 + VAT per delegate (or £1099 + VAT for delegates from the NHS). Bookings made before 5/1/18, but not paid by this date, will be charged at the higher main rate.

**Payment can be made:**

- By cheque – payable to The At Work Partnership Ltd
- By BACS – Please contact us for our bank details
- By credit card – Expiry date \_\_\_\_ / \_\_\_\_ 3 digit security no. \_\_\_\_\_  
Card No. \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

*N.B. Please do not email a PDF of this form with your credit card details.*

**Special requirements**  
If you have any special needs, please let us know in advance and we will be delighted to try and help.

**Hotel accommodation**  
Hotel accommodation at preferential rates can be arranged through Venuehunt. Tel: 01722 500675. Online: [www.venuehunt.co.uk](http://www.venuehunt.co.uk)

In order to process this booking, your details will be held on our system. We would like to keep you informed of future relevant events and information from **The At Work Partnership** by post, phone or e-mail. Please contact us if you do not want to be kept up to date with this information.

**This programme was correct at time of going to press. In unavoidable circumstances, we reserve the right to change or cancel this event.**

18/01

**BOOK NOW** and return your completed form to:

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**Post:** The Registration Secretary, The At Work Partnership Ltd, 3 Woodfield Way, Bounds Green, London N11 2NP  
**Telephone:** 0345 017 6986 or 0208 344 2328 **e-mail:** [conferences@atworkpartnership.co.uk](mailto:conferences@atworkpartnership.co.uk)

Book online at [www.atworkpartnership.co.uk](http://www.atworkpartnership.co.uk)