

# qualification



## Certificate in Managing OH Services

**14 – 16 May 2024**  
**A Virtual Course**

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.

**CPD:** Self-  
certification  
schemes:  
19.5 hours

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 Paul Litchfield,*  
Corporate medical adviser

**Module 2: Managing  
occupational health staff**

*Jo Berriman,*  
Health management consultant

**Module 3: Resourcing and  
budget management**

*John Humphrey,*  
Management consultant

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

*Carolyn Graham,*  
Consultant

**Module 5: Legal framework**

*Prof Diana Kloss,*  
Barrister

**Module 6: Managing  
relationships and  
communication**

*Dr Steve Boorman,*  
Empactis

*“A comprehensive overview of effective OH  
management, delivered by leading industry experts”*

Andrew Wiggans, Bentley Motors Ltd

*“Fantastic course - a MUST for OH Managers”*

Justine Whitmore, head of wellbeing –  
George Eliot Hospital NHS Trust

*“Fantastic...great information to develop my team and  
our business. Passionate and motivated speakers”*

Antonia Hislop, OH nurse manager, OH Occupational  
Health and Wellbeing

*“A comprehensive overview of OH from very  
inspiring speakers... focused for the development of  
our businesses in the future”*

Victoria Tait, Qualitait – J Tait and Sons

## 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 17th 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 previously published in the newsletter of the AOHNP – Association of Occupational Health Nurse Practitioners (now iOH). 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 delivered as a virtual course on Zoom over three full days and comprises six half-day modules. Each day runs from 9.00am – 5.15pm.

If you have any problems with accessing Zoom, we can arrange rental of laptop/iPad for a small additional fee.

## 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 19.5 hours of CPD for self-certification schemes. Undertaking the assignment offers additional opportunities for CPD.

## Day 1: Tuesday 14 May 2024

### Module 1. The role of OH – context, challenges & objectives *Dr Paul Litchfield, corporate medical adviser*

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: Wednesday 15 May 2024

### Module 3. Resourcing and budget management *John Humphrey, management consultant*

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: Thursday 16 May 2024

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

This module enables delegates to understand the statutory and common law 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
- Data protection and the GDPR
- 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

\* This session covers UK law, and in particular, the law of England of Wales

## 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
- Building a team
- Managing underperformance
- Developing excellence and vision

#### 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 and influencing skills

### Carolyn Graham, health management consultant

This module will equip delegates with a range of communication and problem solving skills with numerous applications in the workplace. Delegates will learn how to use persuading and influencing skills to generate buy in. They will learn the 'interest' based approach to problem solving and understand how to apply the different stages of interest based negotiation strategy to generate sustainable and win/win outcomes.

#### The module will cover:

- Influencing others
- Reconciling differences of opinion
- Generating consensus
- Identifying the real problem and delivering sustainable solutions

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

- Sell their services and present their ideas persuasively
- Apply principled negotiation techniques to generate successful and sustainable outcomes

## Module 6. Managing relationships and 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 a management consultant specialising in occupational health and employee wellbeing. John founded BMI Occupational Health and was the founding managing director of Minerva Health Management. He advises many leading organisations in the public and private sectors on workplace health interventions and strategic planning.

### Dr Paul Litchfield CBE

Paul has practised occupational medicine in the UK at senior level for many years and has led international initiatives for the EU, WHO, ILO and the World Economic Forum. He was chair of the What Works Centre for Wellbeing. He is currently independent chief medical adviser to ITV and Compass Group and sits on a number of national bodies framing public policy for health in the workplace.

### 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.

### Carolyn Graham

Carolyn is an experienced mediator, facilitator, trainer and coach who specialises in mediating in employment and workplace disputes. She is a regular conference speaker and has been involved with the Certificate in Managing OH Services course for the past few years.

### Professor Diana Kloss MBE

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 and ACAS arbitrator. Diana is honorary president of the Council for Work and Health and in 2011 became a visiting professor at London South Bank University.

### Dr Steve Boorman CBE

Steve is consultant adviser for employee health at Empactis. He is chair of the Council for Work and Health and FOM Ethics Committee. He is the former chief medical officer at the Royal Mail (21 years), where he managed one of the first outsourced OH functions. In 2009, he led the *NHS Health and Wellbeing Review – the Boorman Review* – and is now on the NHS Improvement HWB Advisory Board.

## 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 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

Brunel University London's College of Health, Medicine and Life Sciences runs the NMC accredited Specialist Community Public Health Nursing (SCPHN) for entry on Part 3 of the NMC register for three pathways namely OH, Health Visiting and School Nursing. Part 3 registration is sought by many OH employers. The College prides itself in delivering high quality professional and public health education in line with the University's mission "to bring benefit to society through excellence in education, research and knowledge transfer". Find out more at:

<https://www.brunel.ac.uk/study/postgraduate/Specialist-Community-Public-Health-Nursing-PGDip-and-MSc>

<https://www.brunel.ac.uk/study/undergraduate/Specialist-Community-Public-Health-Nursing-BSc>

# Booking Form

## Certificate in Managing OH Services 14-16 May 2024. A Virtual Course



A B C D E F G

### Early bird rate:

For bookings paid **before** 15 March 2024

- £1350 + VAT (£1620) per delegate or  
 £1150 + VAT (£1380) per delegate, reduced rate for NHS Health at Work network members

### Main rate:

For bookings paid **after** 15 March 2024

- £1450 + VAT (£1740) per delegate or  
 £1250 + VAT (£1500) per delegate, reduced rate for NHS Health at Work network members

Title	First name	Surname
Position	Organisation	
Address		
Tel		
Email	VAT No. for overseas orders only	

**Printed documentation:** Printed documentation will arrive with paid delegates 3 working days before the event.

What is your preferred address for receipt of this documentation?

- My work/main address above  Alternative address below

Mobile no. (for documentation)	Email: (for zoom links)
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To process your order, we keep your details securely on our database and we NEVER pass on your details to 3rd parties. We'd like to keep you updated about relevant events and information from the At Work Partnership. You can unsubscribe at any time by emailing [info@atworkpartnership.co.uk](mailto:info@atworkpartnership.co.uk). To receive our updates, please tick the boxes below:

- Yes – update via **post, email and phone**.  
 Yes – by **post** (for training info and journal samples – usually 5x per annum).  
 Yes – by **email** (for the free monthly OH email newsletter).  
 Yes – by **phone** (we are very unlikely to call unless it is for a specific reason)  
 No, please do NOT contact me via any method.

**I have read and agree to the cancellation terms:** Authorised signature

.....  
*(This booking is not valid unless signed)*

## Administration

### Venue

The event will be held on Zoom. Details will be sent in your administration details.

### Bookings

Due to high levels of interest in this course, please call us on 0345 017 6986 or 0208 344 2328 to reserve a no-obligation provisional place. We can hold this 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. Zoom links will be sent to paid delegates approximately one week before the event. If you have not received these 3 days before the event, please telephone us on 0208 344 2328, or e-mail [conferences@atworkpartnership.co.uk](mailto:conferences@atworkpartnership.co.uk)

### Cancellation 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 courses can only be arranged up to 28 days prior to the start date of the course booked, subject to a £100 + VAT administration fee.

### Printed documentation

Printed documentation will be posted to arrive with paid delegates 3 working days before the event. Please provide a home address/preferred address above for receipt of this documentation.

### Zoom

If necessary, we can arrange rental of laptop/iPad for a small additional fee.

### Attendance requirements

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

### Special requirements

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

### Payment information

Course price: £1450 + VAT per delegate (or £1250 + VAT for NHS Network members). Bookings made and paid by 15 March 2024 will be charged at the Early Bird Rate of £1350 + VAT per delegate (or £1150 + VAT for NHS Network members). Bookings made before 15 March 2024, but not paid by this date, will be charged at the higher main rate.

**Printed documentation will be sent to you by post and is included in the price.**

**The fee must be paid in advance of the event.** Invoices will be sent when a booking is received, and payment can be made:

- Online at [www.atworkpartnership.co.uk](http://www.atworkpartnership.co.uk)
- By credit card – please contact us to pay via card over the phone
- By cheque – payable to The At Work Partnership Ltd
- By BACS – please contact us for our bank account details

**This programme was correct at time of going to press. In unavoidable circumstances, we reserve the right to change or cancel this event. If we do need to cancel this event, our liability is limited to a refund of fees.**

24/09

## BOOK NOW and return your completed form to:

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**Post:** The At Work Partnership Ltd, Office 3A, Highstone House, 165 High Street, Barnet, EN5 5SU

**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)