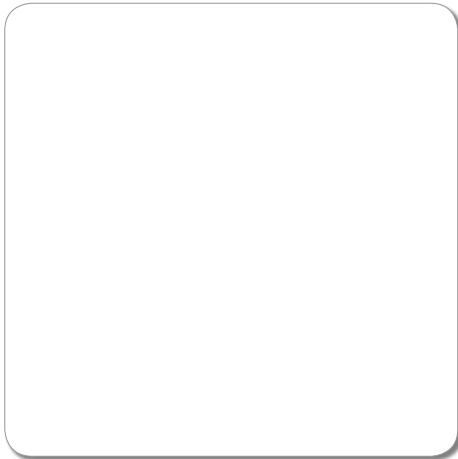
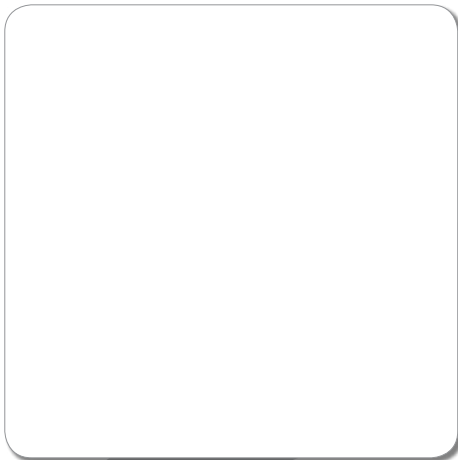
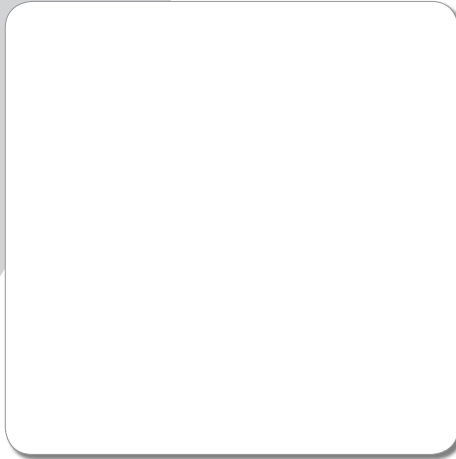
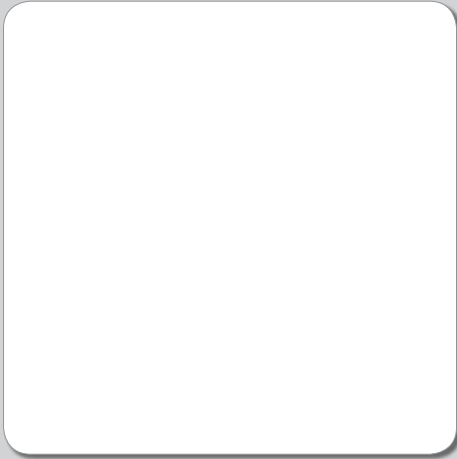
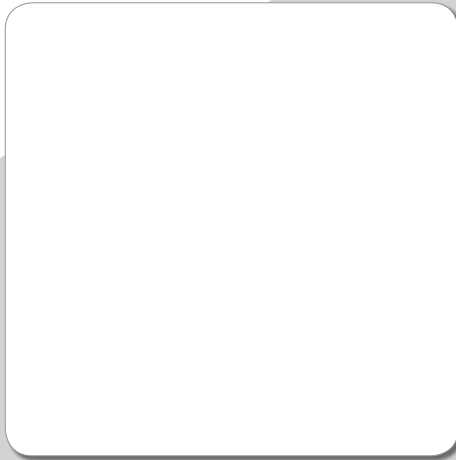


professionally trained by **KNW**



professionally trained by **KNW**



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# introduction

“KNW draws on the vast experience of our training, consultancy and research divisions to provide a comprehensive and seamless service throughout the UK and indeed to many parts of the world.

We extremely proud of the development of a company that provides organisations with consistent high quality of training, and a first class level of service at a competitive price throughout the UK and worldwide.

From relatively small beginnings KNW has grown steadily based on our philosophy of high quality service, high quality training and completely up to date information as regards health & safety, legislation and business practices.

We are supported in this by our vast experience, our current team of instructors, advisors and consultants, and through our links with both the HSE and academia.

This makes KNW a unique company both as regards our breadth and depth of service. We offer support to organisations and businesses throughout the UK offering training in most disciplines. In addition we are quite prepared to formulate and obtain accreditation for industry specific or bespoke courses.

To fully understand our quality of service you really need to become one of our customers. Those who have worked with us fully appreciate our unique approach that ensures their business success and security as regards Health & Safety.

Those organisations and businesses who have not yet worked with KNW will soon learn that we provide a service and capability second to none.”

Michael John  
Managing Director

We are accredited by various authorising bodies including:



# about knw

The KNW philosophy has always been to maintain a high quality of products and service at a competitive price, but over the years we have become renowned for other facets of our business. A survey held recently identified the following key components of KNW's service to our customer:-

1. KNW is a **knowledgeable** company. Our immediate team and extended family comprises some of the most experienced people in the world within their set disciplines.

Together we always seek to improve our knowledge and to stay at the 'leading edge', whether that be in health and safety, forestry, arboriculture, or in management where we would expand the latest management theory or advanced business strategy.

2. The customer is of paramount importance and KNW we are **dedicated** to the success of our clients. Our personnel, instructors and associates seek total customer satisfaction and are totally dedicated to achieving this elusive target.
3. KNW is **friendly**. This may seem unimportant, but business is tough and getting tougher, so it nice to hear a friendly and helpful voice. KNW will discuss your needs, help, guide and assist you. KNW regard this friendly approach as a key element of our business success.
4. KNW is **flexible**. In the current business environment all companies have to be flexible. KNW will adjust to provide the very best service tailored to customers needs whenever this is feasible and appropriate.
5. KNW is totally **professional** in the way we carry out all our work. We would never permit a training course to be completed in the wrong conditions or circumstances, or short of time. Nor would we ever permit an individual to be passed who is anything but 100% safe. KNW know that our customers rely on us and always ensure that everything is done correctly, adhering to the best current business practises.

"we always seek to improve our **knowledge** and to stay at the leading edge"



KNW is an Investor in People

INVESTOR IN PEOPLE

contact us on: 01677 424633 or [www.knw.co.uk](http://www.knw.co.uk)

# services we offer

## Training

- The cornerstone of our service is that we offer the same calibre of training from the same high quality instructors at the same price anywhere on the UK mainland (ferries or flights to islands may be extra). In addition we offer the same service throughout the world on a cost efficient basis.
- Our desire is to ensure that our clients have consistency of training, certification and capabilities throughout their organisation.
- We offer training on either your own site or arrange an alternative convenient location.
- As a matter of practice we rarely hold 'open' courses - all our courses are designed and held specifically to suit our clients requirements. This philosophy ensures that we can always provide the highest quality of service to our clients.
- To assist our clients we will advise on training needs and will create 'bespoke' courses for a company, an industry sector, or a particular item of plant or equipment.
- All courses can be certified by fully recognised National Accreditation Bodies.

## Consultancy and Research

- Our long history in these disciplines provides both the background for Management Training and an ongoing service to suit clients needs (see page 23).

We are always **'Your Local Company'**. We will work at a fixed cost with multinationals and nationals and provide training with all the care and attention expected of a local firm, but with the quality, experience and resources of a national organisation. We come to you and we can arrange local sites and venues.



"Whether you are in Inverness, Belfast, Penzance, Cardiff or Canterbury – the price and quality of our training remains the same."

## **10** reasons to choose knw

### **QUALITY**

We work with only the very best trainers in the country

### **RESOURCES**

We have more than one trainer for each discipline

### **Accreditation**

We can accredit your course through an approved National Awarding Body

### **LOCATION**

We will deliver wherever and whenever you require

### **RANGE**

A wide range of courses available

### **Practical**

All our instructors and consultants continually update their learning through Personal Development Programmes and practical experience

### **EXPERIENCE**

We employ only the most experienced personnel who are leading authorities in their subjects

### **ORGANISATION**

Our effective and efficient support team makes all the arrangements for you

### **UP TO DATE**

All our courses are regularly updated to reflect current changes in legislation or practice

### **ADVICE**

We offer a free of charge advice service to assess the best programme to suit your needs

### **Plus...BESPOKE**

KNW write and deliver bespoke courses for clients, many of which gain National Accreditation

# health & safety

As the world becomes more and more litigious, Health & Safety training is no longer simply for the benefit of employees, it is vital for the protection of all Managers' at the almost 'inevitable' court appearances.

Courses cover all relevant legislation, including new EU Directives, and give guidelines on how to develop the necessary administration. Where applicable videos and/or slides are used with a concise, yet informal, method of training, which encourages full participation. On site training is preferred so that actual situations can be used as examples, and video filming can take place if appropriate.

**KNW can offer consultancy in addition to training.**



## Course

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Directing Safely IOSH  
Managing Safely IOSH  
Working Safely IOSH  
Manual Handling Awareness  
Safe Lifting Techniques (with problem solving)  
Practical Manual Handling for Managers and Supervisors  
First Aid at Work  
Emergency First Aid  
First Aid  
Practical Fire Safety  
Water Safety  
CDM Regulations  
VDU Awareness  
Health and Safety Environmental Awareness (Fencing)  
Site Safety Awareness  
COSHH Awareness  
LOLER and RIDDOR Regulations  
Practical Risk Assessment  
Health & Safety Audits  
Basic Food Hygiene  
Food Industry Certificate for Chefs  
Intermediate/Advanced Food Hygiene Certificate  
HACCAP  
PUWER Regulations

“vital for the protection of all **Managers** at the almost **inevitable** court appearances”



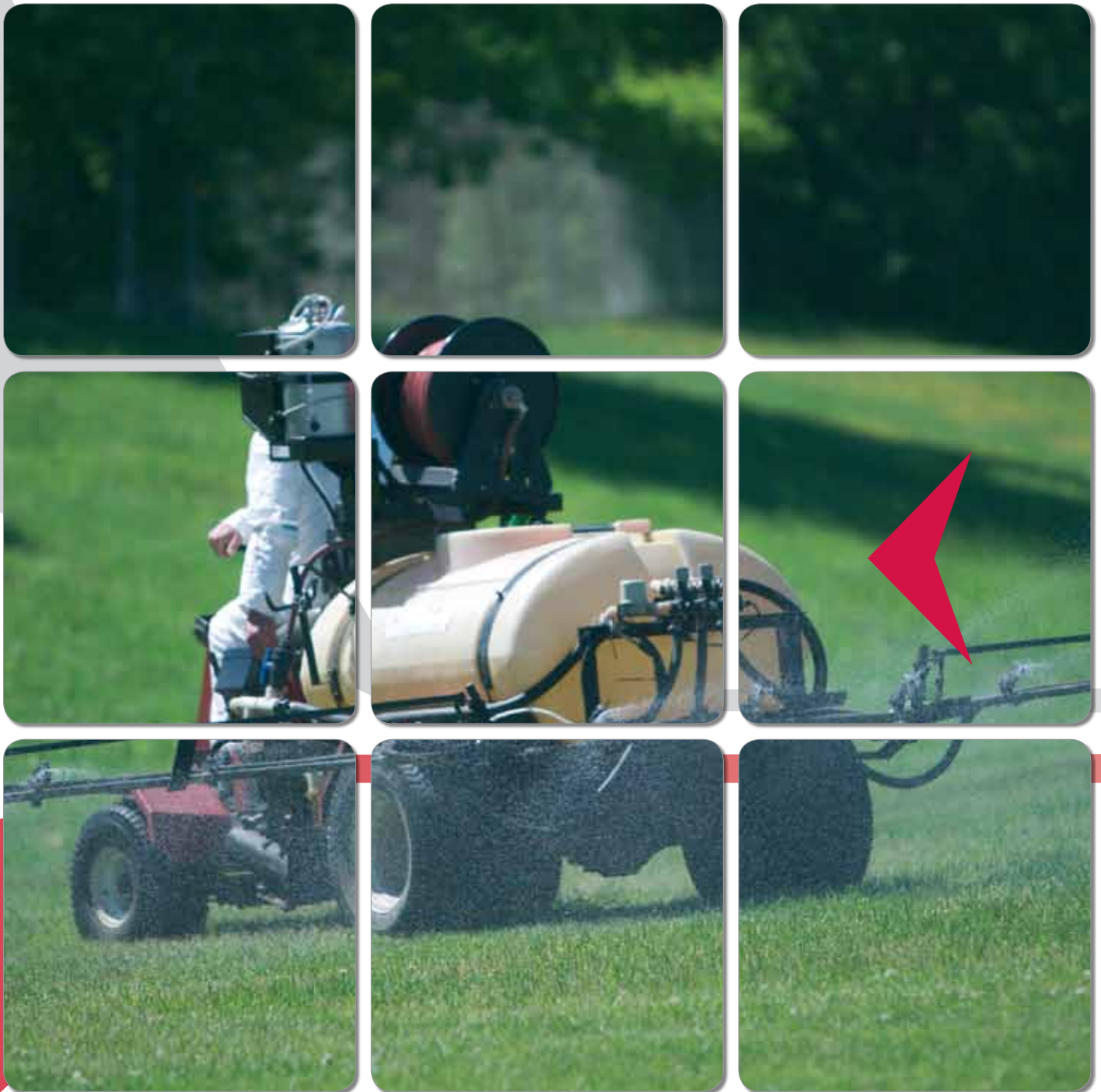
The length of course and number of delegates depends on level of experience/HSE/Approving Body/type of course selected. KNW offers a full and comprehensive range of courses and accreditation. This is just a sample of the training available.

# environment & conservation

Environmental considerations have become as important as Health & Safety legislation.

Courses which both improve the environment and achieve conservation – as well as ensuring that legislation guidelines are not breached – are ideal for farmers, all estate managers and land owners.

KNW courses cover a wide range of disciplines from environmental management to the preservation of countryside skills.



## Course

---

CIEH Environmental Awareness Certificate  
CIEH Environmental Management Certificate  
Safe Use of Pesticides  
Field Crop Sprayer - Hydraulic Nozzle  
Field Crop Sprayer - Rotary Atomiser  
Hand-held Applicators  
Air-assisted Bush/Tree Spraying  
Vermin Control (rabbits, rats, mice and moles)  
Historic Landscapes  
Conservation of Traditional Rural Buildings/Farms  
Designing, Planting and Managing a New Woodland  
Headlands and Field Margins  
Strained Wire Fencing  
Practical Drystone Walling  
Practical Hedgelaying/Hedgerow Planting and Management  
Managing Public Access  
Grassland/Moorland/Pool/Pond Management  
Watercourse Management  
Preparing for IPPC Regulations (Poultry Industry)

“improve the environment and achieve conservation”



The length of course and number of delegates depends on level of experience/HSE/Approving Body/type of course selected. KNW offers a full and comprehensive range of courses and accreditation. This is just a sample of the training available.

# plant & machinery

KNW has developed a reputation as a leading provider of training for plant, machinery and construction equipment. We have also devised numerous courses for the use of power and hand tools in addition to some highly specialist plant.

Adequate training in safe use of all plant & machinery is a legal requirement as specified by the Health & Safety at Work Act and the Provision and Use of Work Equipment Regulations 1998 (PUWER).

With the CPCS scheme largely superceding CITB accreditation, KNW offers a choice of CPCS or Lantra certification.



## Course

180 Excavator on Land/Barge/Pontoon (+ or - 5 tonnes)  
360 Excavator on Land/Barge/Pontoon (+ or - 5 tonnes)  
360 Mini Excavator  
Wheeled/Tracked Loading Shovel  
Skid Steer Loader/shovels  
Rear/Forward Tipping Dumpers (tracked or wheeled)  
Dump Truck (articulated/rigid chassis up to and over 15 tonnes)  
Ride-on roller  
Plant Operator- Vibrating Roller  
Rough Terrain Masted Lift Truck (pallet and bulk)  
Forklift Industrial Counterbalanced/Telescopic (lift truck) (+ or - 5 tonnes)  
Forklift Rough Terrain Telescopic (lift truck) (pallet & bulk) (+ or - 9 metres)  
Forklift Sideloader/Reach Truck/Forklift Sideloader  
MEWP Scissor/Boom – Vehicle Mounted (self propelled)  
Scaffold Inspection  
Scaffold Erection  
Welding – Arc/Metal Inert Gas/Gas Cutting  
Compressor/Hammer Breaker  
Circular Saw Bench/Wall & Banded Saw  
Power/Pressure Washer  
Ladder Safety  
Safe Use of Small Hand/Power Tools  
Vibrating Plate/Poker  
HIAB on a Boat  
Swing Lift Lifting Appliance  
Weed Boat  
Crawler Crane  
Float Boat Mounted Crane  
Gantry and Pendant Cranes  
Small Hydraulic Boat Mounted Couch Crane  
Wheeled Mobile Yard Crane  
Sea/Pier Crane  
Slinger/signaler/Banksman  
Confined Spaces  
Cable Detection (CAT & Genny)  
Road and Street Works  
Vehicle Load Safety  
Abrasive Wheels - Bench Mounted/HH Electrical & HH Engine Driven/Hand Held  
Engine Driven Lorry Loader/HIAB/Hook/Clamshell Bucket/Hydraulic Clamp

The length of course and number of delegates depends on level of experience/HSE/Approving Body/type of course selected.  
KNW offers a full and comprehensive range of courses and accreditation. This is just a sample of the training available.



“Adequate training in safe use of all plant & machinery is a legal requirement”



# forestry & arboriculture

KNW are renowned as a national training provider, in the Safe Use of Chainsaws, Brushcutters, Strimmers and other forestry related disciplines.

Accidents are on the increase and regulations have become more stringent. Employees operating chainsaws and related equipment must be trained thoroughly in their safe usage, and hold the recognised certification.

KNW will satisfy all requirements, and offer suitable training sites throughout the UK.



## Course

Chainsaws – Basic Felling Techniques, Maintenance and Cross-Cutting (CS30)  
Felling of Small Trees (CS31)  
Felling of Medium Trees (CS32)  
Felling of Windblown Trees (CS34)  
Use of Chainsaw from a MEWP (CS47)  
Tractor Arm Mounted Flail Hedge and Verge Cutter\*  
Root Cutting Saws

### All Other Chainsaw Courses Available

Woodchippers  
Stump Grinders  
Small Engine Maintenance  
Planting Forest Trees  
Tree Identification  
Basic Fire Fighting (Forestry)  
Dealing with Individual and Multiple Windblown Trees (CS34 and 35)  
Tractors for directional Felling and/or Takedown  
Bats and Arboriculture – a guide for practitioners  
Basic Tree Climbing, Aerial Rescue and Using Chainsaw from a Rope and Harness (CS38 and 39)  
Powered Pole Pruners (CS48)  
Arboricultural Pruning Operations (CS40)  
Arboricultural Dismantling Operations (CS41)  
Utility Arboriculture Ground/Platform/Aerial Based Operatives  
Thorough Examination of Arboricultural Equipment (NPTC)  
Basic Tree Survey and Inspection  
Risk Assessment for Managers/Operators/Commercial Arboriculture  
Fall Arrest Harness Inspection  
Pole Saws

The length of course and number of delegates depends on level of experience/HSE/Approving Body/type of course selected. KNW offers a full and comprehensive range of courses and accreditation. This is just a sample of the training available.

“renowned as a national training provider for forestry related disciplines”



# driving skills

Whether on a motorway or ploughing a field, any driver is at risk of accident. Some driving skills require official licences, whilst others need appropriate certification. Whatever the requirement – high quality training is vital.

KNW are proud to have the very best instructors and sites to undertake the full range of comprehensive training on all types of terrain and vehicles.

KNW provide specific courses ranging from 'Blue Light' for emergency services to tractor driving, 4X4, ATV's, and HGV/LGV that lead to either a DVLA licence or accredited body certification.

KNW have devised Management of Occupational Road Risk and Defensive Driving courses for all our clients



## Course

Sit-In/Astride All Terrain Vehicles - including Loads and Trailed Equipment  
4x4 Professional Off-Road Driving  
4 x 4 Recreational Off-Road Driving  
Basic/Off-Road Trailer Handling  
On-Road Trailer Handling  
H.G.V. and L.G.V.  
Trailer Towing  
Tractor Driving/on Slopes/13-16 yr olds/Front End Loader  
Farm Vehicles on the Road  
Tractor Maintenance  
Tractor Attachments (all)  
Defensive Driving  
Management of Occupational Road Risk  
EFAD

“Some skills require official licences, whilst others need appropriate certification”



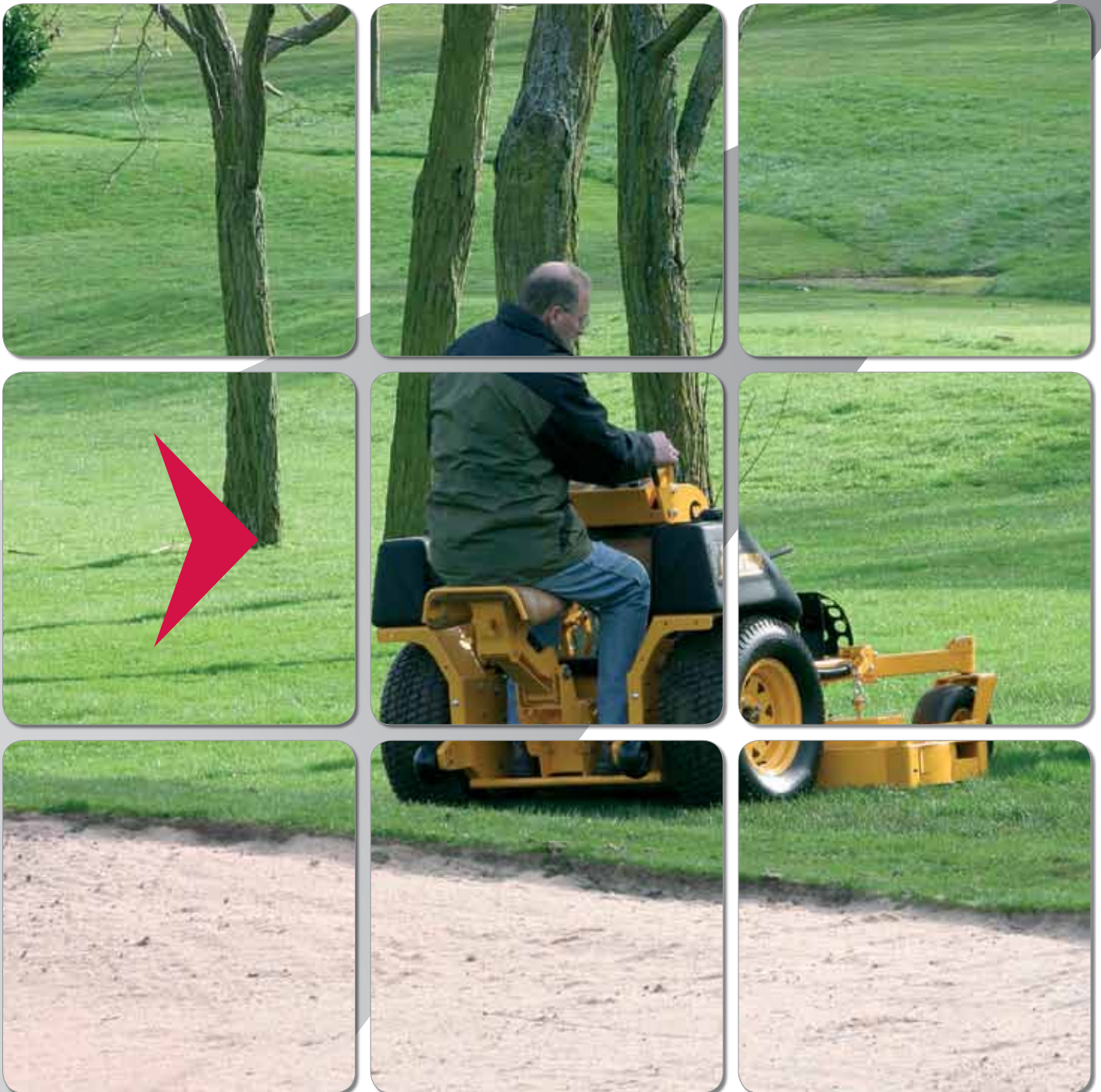
The length of course and number of delegates depends on level of experience/HSE/Approving Body/type of course selected. KNW offers a full and comprehensive range of courses and accreditation. This is just a sample of the training available.

# ground care

Ground Care courses have been designed to provide full accreditation for all those involved in estate, parkland and general site maintenance and management.

Our courses focus on the safety awareness and risk assessment elements of using the equipment, together with extensive practical training.

Our highly skilled Ground Care instructors are available throughout the UK.



## Course

Ride on Mowers – Cylinder  
Ride on Mowers - Rotary and Flail  
Pedestrian Mowers - Cylinder  
Pedestrian Mowers - Rotary and Flail  
Pedestrian Operated Reciprocating Mowers  
Mower Maintenance and Operation  
Cylinder Sharpening  
Flail Attachment on Tractor  
Hand Held Petrol Leaf Blower  
Long Reach Hedge cutter  
Woodchippers  
Stump Grinders  
Bush Cutters/Trimmers  
Hedge Trimmers

“safety  
awareness and  
risk assessment  
elements of using  
the equipment”



The length of course and number of delegates depends on level of experience/HSE/Approving Body/type of course selected. KNW offers a full and comprehensive range of courses and accreditation. This is just a sample of the training available.

# management & motivation

KNW is an active world-wide consulting company with strong academic links. We pride ourselves on combining up to date theory with current and future practices in all management disciplines.

We always produce practical programmes based on current case studies.

Whilst KNW offers a range of standard courses the vast majority are industry specific and case study based.

Our motivation programme seeks to assist our clients to gain the best performance from their key assets – “their own staff”. The courses are not designed to encourage delegates to “run through brick walls” – they assist them in finding the “open door in the wall.”



## Course

---

### Management

Advanced Business Strategies  
The Art of Diversification/Farm Diversification  
Business Planning  
Marketing and Finance  
Basic Accounts and VAT  
Effective Marketing  
Customer Care  
Empowerment  
Supervisory Management  
Project Management  
Managing Change  
Basic Presentation Skills  
Train the Trainer  
Dealing with Confrontation/Aggressive Phonecalls  
Effective Communication  
Effective Selling/Selling for Success  
Telesales/Supervisor  
The Basics of Starting your own Business

### Motivation

Work/Life Balance  
Be the Real You  
Stimulating Motivation  
Teamleader/Effective Leadership  
Creating a Team Working Environment  
Fighting Back  
Assertiveness

The length of course and number of delegates depends on level of experience/HSE/Approving Body/type of course selected. KNW offers a full and comprehensive range of courses and accreditation. This is just a sample of the training available.

“gain the best performance from their key assets – their own staff”



# franchising

KNW provides Training, Consultancy and Research, at the highest level on a national and international basis.

Our philosophy is to provide consistent standards in accordance with our brand, service and price.

KNW offers the Franchise sector a unique service that clearly matches our philosophy with a highly tailored range of services.

In addition KNW has been involved with development of the Franchise Case Doctorate Programme at Lancaster University working on the training needs of franchise businesses.

## Consulting/Mentoring/Training

- Business Planning
- Operations Manual
- Health & Safety Manual
- Training Manual
- Brand Manual
- Independent Due Diligence of Franchising Transfer
- How Do I Franchise?
- Selecting Franchises
- Protecting the Brand
- Managing Franchises
- Motivation
- Project Management

## Training

### Management/Health & Safety

- Finance for Non-Financial People
- Effective Marketing
- Train the Trainer/Presentation Skills
- Effective Selling/Selling for Success
- Customer Care
- Emergency First Aid
- Fire Safety Awareness
- Manual Handling
- Risk Assessment
- Defensive Driving
- Supervisory Management/ Empowerment

### Food

- Practical Risk Assessment
- Health & Safety Audits
- Food Hygiene
- Food Industry Certificate for Chefs
- Intermediate/Advanced Food Hygiene Certificate
- Hazard Analysis

### Ground Care

- Ride on Mowers – Cylinder
- Ride on Mowers - Rotary and Flail
- Pedestrian Mowers - Cylinder
- Pedestrian Mowers - Rotary and Flail
- Pedestrian Operated Reciprocating Mowers
- Mower Maintenance and Operation
- Cylinder Sharpening
- Flail Attachment on Tractor
- Hand Held Petrol Leaf Blower
- Long Reach Hedge Cutter
- Woodchippers
- Stump Grinders
- Brushcutters/Trimmers
- Hedgetrimmers

**Plus any other bespoke course tailored to your industry or individual requirements**

# consultancy & research

KNW are experienced in consultancy, market research and analysis due to years of experience. Our range of work has taken us from **Taxi Demand Surveys** to assessing the **Asian Steel Market**. KNW will design and tailor consultancy specifically to suit the needs of your business, and carry out relevant and effective research.

**KNW** can undertake a complete analysis of your business, your market potential, and recommend strategic options. We can define your future strategy, in agreement with you, and create an effective implementation plan.

In summary, the areas of our expertise are as follows:-

## Projects

- Consultancy
- Marketing Strategy
- Business Planning
- Strategic Planning
- Management of Change
- Acquisition Strategy
- Project Management.
- Research
- Consumer Research
- Customer Audits
- Performance Audits
- Best Value Surveys
- Market Research
- Demand Surveys

“Carry out relevant and effective research”



# our customers

KNW has wide experience of working with a number of industry sectors, delivering accredited programmes or bespoke training, which can also be accredited if required.

Industry sectors include:-

Construction  
Environmental/Countryside Agencies  
Estate Management  
Farming  
Fire Brigades and Other Emergency Services  
Food Production/Distribution and Catering Industry  
Forestry  
Franchise – All Types  
Golf/Race Courses/Sports Stadium  
Health Authorities  
Local Authorities/Government Bodies  
Marine and Coastguard  
Mining and Quarrying  
Offshore/Onshore and Oil & Gas Industries  
Paper and Textiles  
Rail Companies  
Transport Companies  
Utilities  
Waste/Scrap Management  
Waterways

Sub-contractors to all the above industries

Or indeed any industry sector that demands the highest level of standard in plant, equipment, driving, management, health & safety or motivational skills.

# industry specific courses

Each industry, each unique piece of equipment may require specific courses to meet the needs of the organisation.

KNW will discuss with their client and formulate the course, or will work with a manufacturer to develop a suitable programme.

All these courses will receive National Accreditation or a Certificate of Attendance as appropriate.

To decide, KNW has written and devised over 50 special courses, which vary from Industry Specific, Customer Care – to Safe Use of Chainsaws On and Over Water.



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## Kielder Newport West

Archway House  
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