

Confidence in the Moments that Matter

The Moment Before

Every serious safety incident has a moment before it.

A moment where someone decides:
Is this safe enough?



Table of Contents

01	Introduction	03-08
02	NEBOSH Courses	09-21
03	IOSH Courses	23-28
04	NVQs	30-31
05	ISEP Courses	32-35
06	First Aid Courses	36-38
07	Construction Courses	39-41
08	ISO Courses	42-45
09	RTITB Courses	46-50
10	Next Steps	51

The Uncomfortable Truth

Most organisations believe they are prepared.

They have:



Risk assessments



Policies



Training records

But when something goes wrong...

It's not documentation that gets tested.

It's judgement under scrutiny.

Why Phoenix Exists

We don't just deliver training.

We build the capability to:

- Make the right decisions
- Act with confidence under pressure
- Defend those decisions when they're questioned

How Capability is Built: Choose Your Pathway



Path 1: Build your own capability

Gain recognised qualifications and real-world decision-making confidence.

[Scan our NEBOSH/IOSH/NVQ pages](#)



Path 2: Build your team's capability

Develop structured training across your organisation.

[Check out our in-house courses & bespoke programmes](#)



Path 3: Understand your organisational risk

Know where you are exposed before scrutiny finds it.

[Start with a Risk-Ready Review](#)

Start here: [The Risk-Ready Review](#)

If you were inspected tomorrow...
what would the first five minutes reveal?

- ✓ Identify exposure
- ✓ Understand capability gaps
- ✓ Know what to do next



**Scan to
request your
Risk-Ready Review**



Confidence When it **Matters Most**

Most organisations don't fail because they lack documentation.
They fail because, under scrutiny, they can't demonstrate control.

Where **Phoenix** is Different

We don't produce documents.

We build:

- Defensible competence
- Operational control of risk
- Decisions that stand up under scrutiny

What we **Deliver**

- Risk assessments grounded in real environments
- Competence frameworks that hold up under investigation
- Governance that performs under pressure
- Advisory that supports leadership decision-making

The **Outcome**

An organisation that can:

- ✓ Demonstrate control
- ✓ Justify decisions
- ✓ Withstand scrutiny

Where Most Organisations Start

1. Risk Ready Review
2. Targeted capability building
3. Ongoing advisory

The Risk-Ready Review

Your starting point.

A structured assessment that shows:

- Where you are exposed
- Where capability breaks down
- What needs to change



**Scan to
request your
Risk-Ready Review**

How Safety Capability is Actually Built

Most organisations invest in training. Very few build capability that holds up under scrutiny.



Level 5 - Strategic Assurance

Advisory & Future Capability

Outcome: Confidence at leadership level when decisions are challenged.

Support leadership in high-stakes, high-accountability decisions.

- Retained advisory
- Governance support
- AI & emerging risk capability
- Workforce wellbeing strategy



Level 4 - Organisational Defensibility

Consultancy & Risk Reviews

Outcome: Demonstrable control of risk and defensible decision-making.

Ensure systems, decisions and competence stand up under scrutiny.

- Risk-Ready Review
- Risk assessments
- Competence frameworks
- Governance audits



Level 3 - Operational Capability

Team & Organisational Training

Outcome: Consistent decision-making across the organisation.

Embed capability across managers and teams.

- Workforce training programmes
- In-house/bespoke delivery
- Structured management development



Level 2 - Professional Competence

Recognised Qualifications

Outcome: Competent professionals who can identify and assess risk.

Develop credible, individual capability

- NEBOSH General Certificate
- NEBOSH Specialist Certificates
- ISEP Qualifications



Level 1 - Foundation

Compliance Training

Outcome: Basic understanding of risk and safe behaviours.

Build baseline awareness and meet regulatory expectations.

- IOSH Managing Safely
- IOSH Working Safely
- Short Safety Courses

Most organisations stop at Level 2.

That's why, when something goes wrong, capability breaks down under pressure. Phoenix doesn't just deliver training. We build capability at every level, so that decisions stand up in the moments that matter.

Flexible Learning. **Real-World Impact.**

We deliver training designed for how people actually work.



Classroom: Focused, structured, high-engagement learning



Virtual: Live, expert-led learning without travel



E-learning: Flexible, self-paced development



In-house: Tailored to your risks, your people, your environment

Outcome:

Capability that translates into confident, defensible decisions



NEBOSH COURSES

Build the professional judgement behind
every safety decision.



NEBOSH National General Certificate

Build the competence behind every safety decision.

Who it's for

Professionals responsible for managing workplace risk.

What it builds

- ✓ Practical risk identification
- ✓ Confident decision-making
- ✓ Defensible actions under scrutiny

Why it matters

Most incidents don't expose missing paperwork. They expose weak judgement. This qualification strengthens your credibility when your decisions are questioned.

That's why **87%** of UK employers look for **NEBOSH-qualified candidates** when recruiting for safety roles

What you gain

- The UK's most recognised H&S qualification
- Real-world capability
- Confidence under pressure

Learning options



Classroom



Virtual



E-learning



In-house



Investment

From **£550 + VAT**

phoenixhsc.co.uk

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NEBOSH National Diploma

Build the competence to lead high-stakes safety decisions.

Who it's for

Senior safety professionals responsible for organisational risk and strategy.

What it builds

- ✓ Strategic risk interpretation
- ✓ High-stakes decision-making
- ✓ Defensible leadership under scrutiny

Why it matters

When serious incidents occur, it's not systems that are questioned, it's the judgement behind them. This qualification develops the capability to make and defend decisions at the highest level of accountability.

What you gain

- Degree-level, globally recognised qualification
- Authority to lead safety strategy
- Confidence under intense scrutiny

Learning options



Classroom



Virtual



E-learning



Investment

From **£550 + VAT**

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NEBOSH Environmental Management Certificate

Build the competence behind every environmental decision.

Who it's for

Professionals responsible for environmental risk and sustainability.

What it builds

- ✓ Environmental risk awareness
- ✓ Commercially sound decision-making
- ✓ Defensible environmental judgement

Why it matters

Environmental decisions are increasingly challenged by regulators, investors, and the public. This qualification ensures your actions stand up under scrutiny — not just on paper, but in practice.

What you gain

- Recognised environmental qualification
- Confidence to act under pressure
- Credibility in environmental decision-making

Learning options



Classroom



Virtual



E-learning



In-house



Investment

From **£415 + VAT**

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NEBOSH Construction Certificate

Build the competence behind every construction decision.

Who it's for

Professionals managing risk in construction environments.

What it builds

- ✓ Site-based risk judgement
- ✓ Rapid decision-making in changing conditions
- ✓ Defensible actions under scrutiny

Why it matters

Construction environments change fast, and every decision can be examined after an incident. This qualification ensures your judgement holds up when it matters most.

What you gain

- Widely recognised construction safety qualification
- Practical, site-ready capability
- Confidence in high-pressure environments

Learning options



Classroom



Virtual



E-learning



In-house



Investment

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NEBOSH Certificate in Fire Safety

Build the competence behind every fire safety decision.

Who it's for

Professionals responsible for fire risk and workplace safety.

What it builds

- ✓ Fire risk identification
- ✓ Confident emergency decision-making
- ✓ Defensible fire safety actions

Why it matters

Fire incidents escalate quickly, and decisions made in moments are heavily scrutinised. This qualification prepares you to act decisively and justify your actions.

What you gain

- Recognised fire safety qualification
- Confidence in critical situations
- Strong, defensible decision-making

Learning options



Classroom



Virtual



E-learning



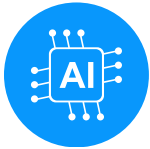
In-house



Investment

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AI in Occupational Safety & Health (NEBOSH Verified)

Build the competence behind every data-driven safety decision.

Who it's for

Leaders and professionals integrating AI into safety strategy.

What it builds

- ✓ Predictive risk awareness
- ✓ Data-driven decision-making
- ✓ Responsible AI application

Why it matters

Failing to use available data is increasingly a point of scrutiny. This course ensures your decisions are informed, proactive, and defensible in a rapidly evolving landscape.

What you gain

- **NEBOSH-verified** AI qualification
- Future-ready safety capability
- Commercially informed decision-making

Learning options



E-learning

Investment

From **£395 + VAT**



[Explore this course](#)

Other NEBOSH Courses

Build the competence behind every safety decision.

Not every role requires a full qualification.

But every role requires good judgement.

These courses build targeted capability across:

- Frontline teams
- Managers
- Specialists
- Leaders



NEBOSH Award in Environmental Awareness at Work

Build the competence behind every day environmental decisions.

Who it's for

Employees contributing to environmental performance.

What it builds

- ✓ Environmental awareness
- ✓ Practical risk identification
- ✓ Confident, responsible action

What you gain

- Practical environmental awareness
- Confidence in day-to-day decisions
- Reduced operational risk



[Explore this course](#)



NEBOSH Health and Safety at Work Award

Build the competence behind everyday safety decisions.

Who it's for

Frontline employees and operational teams.

What it builds

- ✓ Hazard awareness
- ✓ Practical decision-making
- ✓ Immediate risk control

What you gain

- Practical workplace safety skills
- Increased awareness and confidence
- Stronger day-to-day decision-making



[Explore this course](#)



NEBOSH HSE Award in Managing Risks and Risk Assessment at Work

Build the competence behind credible risk assessments.

Who it's for

Professionals responsible for assessing and managing risk.

What it builds

- ✓ Risk evaluation capability
- ✓ Proportionate control selection
- ✓ Defensible decision-making

What you gain

- Practical risk assessment skills
- Confidence in decision-making
- Stronger defensibility under scrutiny



[Explore this course](#)



NEBOSH HSE Certificate in Leadership Excellence

Build the competence behind safety leadership decisions.

Who it's for

Leaders influencing organisational safety culture.

What it builds

- ✓ Leadership judgement
- ✓ Strategic decision-making
- ✓ Accountability and influence

What you gain

- Stronger leadership capability
- Confidence in high-level decisions
- Improved organisational credibility



[Explore this course](#)



NEBOSH HSE **Certificate in Process** **Safety Management**

Build the competence behind high-hazard safety decisions.

Who it's for

Professionals working in high-risk or technical environments.

What it builds

- ✓ Process safety awareness
- ✓ Technical risk understanding
- ✓ Defensible high-impact decisions

What you gain

- Advanced risk awareness
- Confidence in complex environments
- Strong technical credibility



[Scan to learn more](#)



NEBOSH HSE **Certificate in** **Manual Handling** **Risk Assessment**

Build the competence behind manual handling decisions.

Who it's for

Professionals assessing manual handling risks.

What it builds

- ✓ Risk factor identification
- ✓ Practical assessment capability
- ✓ Defensible control decisions

What you gain

- Practical assessment skills
- Confidence in decision-making
- Reduced injury risk



[Explore this course](#)



NEBOSH HSE **Introduction to** **Incident Investigation**

Build the competence behind investigation decisions.

Who it's for

Professionals responsible for investigating incidents.

What it builds

- ✓ Root cause analysis
- ✓ Evidence-based decision-making
- ✓ Defensible conclusions

What you gain

- Strong investigative capability
- Confidence in reporting
- Credible, defensible conclusions



[Explore this course](#)



NEBOSH **International** **Diploma**

Build the competence behind global safety leadership.

Who it's for

Senior professionals operating in international environments.

What it builds

- ✓ Strategic global risk management
- ✓ Leadership decision-making
- ✓ Defensible international practice

What you gain

- Globally recognised qualification
- Strategic leadership capability
- Confidence under international scrutiny



[Explore this course](#)



NEBOSH Working with Wellbeing

Build the competence behind wellbeing decisions.

Who it's for

Managers responsible for workforce wellbeing.

What it builds

- ✓ Psychosocial risk awareness
- ✓ Balanced decision-making
- ✓ Defensible wellbeing strategies

What you gain

- Practical wellbeing capability
- Confidence in managing people risk
- Stronger organisational resilience



[Explore this course](#)

If you were inspected tomorrow...

- Would your risk assessments hold up?
- Could you prove competence?
- Would leadership decisions stand scrutiny?

Most organisations don't know.



**Scan for a
Risk-Ready Review**



IOSH COURSES

Strengthen the decisions made every day,
where risk is real.



IOSH Managing Safely

Build the competence behind everyday operational decisions.

Who it's for

Supervisors and managers responsible for day-to-day safety.

What it builds

- ✓ Hazard recognition
- ✓ Practical decision-making
- ✓ Defensible frontline actions

Why it matters

Most incidents happen at operational level, where decisions are made quickly and often without oversight. This course ensures those decisions stand up when questioned.

What you gain

- Recognised **IOSH** qualification
- Practical, workplace-ready skills
- Confidence in everyday decision-making

Learning options



Classroom



Virtual



E-learning



In-house



Investment

From **£210 + VAT**

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IOSH Leading Safely

Build the competence behind strategic safety decisions.

Who it's for

Senior leaders and executives accountable for organisational risk.

What it builds

- ✓ Strategic risk awareness
- ✓ Leadership decision-making
- ✓ Defensible governance

Why it matters

After a serious incident, leadership decisions are examined first. This course ensures you can justify strategic choices under scrutiny.

What you gain

- Executive-level safety insight
- Confidence in board-level decisions
- Strong governance credibility

Learning options



Virtual



In-house



Investment

From **£205 + VAT**

[Explore this course](#)

Other IOSH Courses

Build the competence behind everyday safety decisions.

Not every decision is made by specialists.

Most are made by:

- Frontline teams
- Supervisors
- Managers

These courses build the capability to act confidently in the moments where risk is real and time is limited.



IOSH Working Safely

Build the competence behind frontline safety decisions.

Who it's for

Employees across all roles and environments.

What it builds

- ✓ Hazard awareness
- ✓ Safe behaviours
- ✓ Confident everyday decisions

What you gain

- Practical workplace safety awareness
- Increased confidence to act
- Reduced incident risk



[Explore this course](#)



IOSH Managing Occupational Health and Wellbeing

Build the competence behind wellbeing decisions.

Who it's for

Managers responsible for employee health and wellbeing.

What it builds

- ✓ Wellbeing risk awareness
- ✓ Balanced decision-making
- ✓ Defensible management actions

What you gain

- Practical wellbeing management capability
- Confidence in decision-making
- Stronger team performance and resilience



[Explore this course](#)



IOSH Safety for Executives and Directors

Build the competence behind board-level safety decisions.

Who it's for

Senior leaders and directors accountable for organisational risk.

What it builds

- ✓ Strategic safety leadership
- ✓ Governance decision-making
- ✓ Defensible accountability

What you gain

- Executive-level safety insight
- Confidence in high-stakes decisions
- Stronger governance credibility



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Award-shortlisted training provider

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NVQS

Prove your competence in the real-world,
not the classroom.



NVQ Level 6 Diploma in Occupational Health & Safety Practice

Build the competence behind organisational safety decisions.

Who it's for

Experienced professionals operating in real-world safety roles.

What it builds

- ✓ Workplace-based competence
- ✓ Strategic risk influence
- ✓ Defensible professional judgement

Why it matters

At this level, your decisions become evidence. This qualification proves your capability in real environments, not simulated ones.

What you gain

- Degree-level, work-based qualification
- Demonstrable real-world competence
- Professional credibility under scrutiny

Learning options



Work-based assessment

Investment

From **£1450 + VAT**



[Explore this course](#)



ISEP/SUSTAINABILITY

Make environmental decisions that stand up
to increasing scrutiny.



ISEP Foundation Certificate in Environmental Management

Build the competence behind environmental decisions.

Who it's for

Professionals managing environmental impact.

What it builds

- ✓ Environmental awareness
- ✓ Practical decision-making
- ✓ Defensible sustainability actions

Why it matters

Environmental performance is judged on action, not intention. This course ensures your decisions stand up under scrutiny.

What you gain

- Recognised sustainability qualification
- Practical environmental capability
- Confidence in decision-making



[Explore this course](#)



ISEP Sustainability Skills for Managers

Build the competence behind sustainability leadership.

Who it's for

Managers balancing operational and environmental priorities.

What it builds

- ✓ Risk-based sustainability decisions
- ✓ Leadership judgement
- ✓ Defensible sustainability actions

Why it matters

Sustainability decisions are increasingly scrutinised by stakeholders. This course builds the confidence to act and justify those decisions.

What you gain

- Stronger leadership capability
- Practical sustainability skills
- Credibility under scrutiny



[Explore this course](#)



ISEP Sustainability Skills for the Workforce

Build the competence behind everyday environmental decisions.

Who it's for

Employees contributing to sustainability in daily operations.

What it builds

- ✓ Environmental awareness
- ✓ Practical action
- ✓ Confident decision-making

Why it matters

Frontline decisions often determine environmental outcomes. This course ensures those decisions are informed and defensible.

What you gain

- Practical sustainability skills
- Increased awareness
- Confidence to act



[Explore this course](#)



FIRST AID

Act with confidence in the moments where
outcomes are decided in minutes.



First Aid at Work

Build the competence behind critical emergency decisions.

Who it's for

Workplace first aiders responsible for emergency response.

What it builds

- ✓ Rapid decision-making
- ✓ Emergency response capability
- ✓ Defensible actions under pressure

Why it matters

In emergencies, decisions are judged in minutes. This course ensures your actions stand up when outcomes are questioned.

What you gain

- Recognised first aid qualification
- Confidence in high-pressure situations
- Practical, life-saving capability



[Explore this course](#)



Emergency First Aid

Build the competence behind immediate response decisions.

Who it's for

Employees acting as first responders.

What it builds

- ✓ Immediate risk recognition
- ✓ Basic intervention skills
- ✓ Confident action

Why it matters

The first response often determines the outcome. This course ensures people act — not hesitate.

What you gain

- Essential emergency skills
- Confidence in critical moments
- Faster response capability



[Explore this course](#)



CONSTRUCTION

Make high-risk decisions with confidence
in fast-moving environments.



SMSTS (Site Management Safety Training Scheme)

Build the competence behind site leadership decisions.

Who it's for

Construction site managers.

What it builds

- ✓ Site risk management
- ✓ Leadership decision-making
- ✓ Defensible actions

Why it matters

Site decisions carry legal and commercial consequences. This course ensures managers can justify their actions under scrutiny.

What you gain

- Recognised site management qualification
- Strong leadership capability
- Confidence in high-risk environments



[Explore this course](#)



SSSTS (Site Supervisor Safety Training Scheme)

Build the competence behind frontline site decisions.

Who it's for

Construction supervisors.

What it builds

- ✓ Hazard identification
- ✓ Immediate decision-making
- ✓ Defensible supervision

Why it matters

Supervisors make hundreds of decisions daily. This course ensures those decisions stand up under scrutiny.

What you gain

- Practical site supervision skills
- Confidence to act
- Strong operational judgement



[Explore this course](#)



ISO

Go beyond passing audits—build credibility
in what sits behind them.

ISO

Build the competence behind every audit decision.

Audits don't test documentation.

They test:

- Judgement
- Evidence
- Credibility

These courses build auditors who don't just follow process, they interrogate it, challenge it, and defend their conclusions under scrutiny.



ISO 45001 Lead Auditor Training

Build the competence behind high-stakes audit decisions.

Who it's for

Professionals leading audits with responsibility for certification outcomes.

What it builds

- ✓ Audit leadership capability
- ✓ Evidence-based judgement
- ✓ Defensible audit conclusions

Why it matters

Lead auditors influence certification, legal exposure, and organisational credibility. Their decisions are often challenged and must stand up to scrutiny.

What you gain

- Authority to lead complex audits
- Confidence in high-stakes decision-making
- Credible, defensible audit outcomes



[Explore this course](#)



ISO 45001 Internal Auditor Training

Build the competence behind credible internal audits.

Who it's for

Professionals responsible for internal audit and assurance.

What it builds

- ✓ Gap identification capability
- ✓ Real-world control testing
- ✓ Defensible audit findings

Why it matters

Internal audits often fail because they confirm compliance instead of exposing risk. This course ensures your audits stand up when externally challenged.

What you gain

- Stronger audit capability
- Confidence in identifying real issues
- More credible, actionable outcomes



[Explore this course](#)



RTITB FORKLIFT TRAINING

Build the awareness and control behind high-consequence operational decisions.



RTITB Forklift Training

Build the competence behind every materials-handling decision.

Forklift incidents don't expose missing licences.

They expose:

- Judgement
- Control
- Decision-making under pressure

These courses develop operators who don't just operate machinery, they operate safely, decisively, and defensibly.



RTITB Counterbalance Lift Truck Training

Build the competence behind everyday forklift decisions.

Who it's for

Operators using counterbalance trucks in warehouse environments.

What it builds

- ✓ Load control and stability
- ✓ Spatial awareness
- ✓ Defensible operational decisions

Why it matters

Counterbalance trucks are central to most incidents. This course ensures operators can control risk and justify their actions when it matters.

What you gain

- Confident, controlled operation
- Reduced incident risk
- Strong, defensible decision-making



[Explore this course](#)



RTITB Pivot Steer Lift Truck Training

Build the competence behind precision handling decisions.

Who it's for

Operators working in confined or high-density environments.

What it builds

- ✓ Precision manoeuvring
- ✓ Articulated risk awareness
- ✓ Confident decision-making in tight spaces

Why it matters

In confined environments, small mistakes have serious consequences. This course ensures operators act with control and confidence.

What you gain

- High-precision operating capability
- Confidence in complex environments
- Reduced operational risk



[Explore this course](#)



RTITB Reach Lift Truck Training

Build the competence behind high-risk lifting decisions.

Who it's for

Operators working at height or in high-risk lifting environments.

What it builds

- ✓ Stability and load control
- ✓ Hazard awareness at height
- ✓ Defensible high-risk decisions

Why it matters

Reach trucks amplify risk through height and visibility challenges. This course ensures operators maintain control and make decisions that stand up under scrutiny.

What you gain

- Safer high-level operations
- Increased confidence under pressure
- Strong operational judgement



[Explore this course](#)

The Moment Before Matters

If scrutiny arrived tomorrow, would you be confident in your decisions.
Every decision you make today becomes evidence tomorrow.

What happens next?

Build your own capability: Scan course QR codes

Build your team: Explore in-house training

Understand your risk: Request a Risk-Ready Review

Don't wait until scrutiny arrives to find out you weren't in control.

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LinkedIn: Phoenix Health & Safety



What Our **Clients** Say When It Matters Most



"Following Phoenix's IOSH training, our RIDDOR incidents reduced by 18% over 12 months and our internal audit compliance score increased from 82% to 95%. The training translated directly into measurable performance improvement."

Head of Programme Delivery, UK Logistics Organisation



"We've worked with a number of safety providers over the years, but Phoenix is the first that genuinely changed how we think about risk. Most organisations, including us, believe they're in control because the documentation is in place.

Phoenix challenged that immediately. They didn't start with policies or templates, they started with where we were actually exposed.

Since working with Phoenix, our teams make better decisions, and we can evidence how we are in control of risk."

Operations Director, UK Facilities Management Organisation

