

## HIRE DESK CONTROLLER NEW ENTRANT TRAINING PROGRAMME BREAKDOWN OF LEARNING MODULES

	Day 1	Day 2	Day 3	Day 4	Day 5
<b>MODULE 1 – 5 Days Off-site Training (First Block)</b>	Introduction to Hire and Rental Operations, The Qualification and ERR	Health and Safety in Equipment Hire	Hand Arm Vibration (HAVs) Workshop	Manual Handling and Hire of Abrasive Wheels	Gas Safety Awareness (Half-day) and First Week Wrap Up
<b>MODULE 2 – 4 Days Off-site Training Tool Hire Product Training for Safe Use and Demonstration (Second Block)</b>	Hammers, Breakers and Drills	Angle Grinders and Chop Saws	Core Cutters and Gas Nailers	Saws, Planers, Sanders, Cutters, Trimmers, Mowers, Washers	
<b>MODULE 3 – 5 Days Off-site Training (Third Block)</b>	Preparing For Your Customers	Give a Great First Impression	MEWP and Mobile Tower Awareness	Electrical Testing of Plant and Machinery for the Hire Sector	Hire Procedures Practical Applications and Know Your Customer, Show Your Customer
<b>MODULE 4 – 5 Days Off-site Training Tool Hire Product Training for Safe Use and Demonstration (Fourth Block)</b>	Prime Movers and Concrete Equipment	Hire of Small Plant	Cleaning and Decorating	Hire of Ladders and Low Level Staging	Generators and lighting towers
<b>MODULE 5 – 5 Days Off-site Training Customer Care and Soft Skills (Fifth Block)</b>	Logistics	Extra Mile	Environmental Issues	Emergency First Aid	Review and Conclusions