

A man with a beard, wearing a white hard hat and a yellow safety vest over a light blue shirt, is looking down at a piece of equipment. A woman with blonde hair, also wearing a white hard hat and a yellow safety vest, is looking at the same equipment. They are in an industrial setting with pipes and machinery in the background.

112  
BHV

## Emergency Response Officer

Everyone home safe and sound at the end of the day





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*Every day, we experience how important it is to be able to have a safe home and travel, live and work safely. That means safety and health are a key pillar of our society. Unfortunately, in all industries in the Netherlands, injuries, health risks and work-related illnesses are still the order of the day.*

As an employer and/or client, you are responsible for creating a safe working environment. Your employees need to know what any visible and invisible work risks are, how to work safely, and how to respond adequately in the event of an emergency. And this is where we come in. We believe the health and safety of all of us is priority number one.

Consequently, this is what drives us: helping everyone return home safe and sound at the end of the working day. We combine our many years of experience and knowledge about health and safety at the workplace with our training knowledge. This allows us to create innovative teaching solutions and contribute to a safer and healthier working environment.

112BHV has been training people on workplace safety for over 40 years and we are now the leading safety specialist within the Salta Group. Our excellence is achieved through three main principles:

### **1. Educational innovation**

For us, the goal of learning is to achieve conscious safer behaviour, allowing our participants to contribute to the safety of the organisations in which they work. We take existing knowledge as a starting point by working with the Flipped Classroom concept. Participants first go through the theory independently and then work on it with others during the lesson.

We use adaptive e-learning modules to help participants learn the theory. Since each participant is unique, the study material should be too. By applying the six principles of brain learning, we can adapt the theory to the requirements and learning preferences of each individual participant. In this way, we facilitate the learning process and increase learning efficiency.

Since participants learn with others at and about their own workplace, they learn much more than they would on their own. So we encourage them to contribute practical examples during the sessions. Through discussions, collaboration and mutual explanation, we achieve a demonstrably higher learning success rate. All our trainers facilitate this learning process. This way, participants learn with and from each other, and we end up training professionals who can apply the new knowledge and skills straight away.

### **2. Quality!**

We are committed to offering quality services. Our programmes are written by internal and external content and training professionals and we work together with recognised industry associations and examination agencies. In addition, our training courses are taught by people who have plenty of practical experience.

This combination makes for high-quality, challenging and educationally innovative training courses that we are truly proud of.

### **3. Partner in safety**

As a training agency, we offer you security and flexibility. Security because our training leads to industry-recognised certification, always based on the most up-to-date insights and legislation. And because it is possible to start immediately and learn at any time and in any location, we also offer the best possible flexibility. Moreover, in terms of content and learning methodology, we always adapt to the experience and learning requirements of the target group. In doing so, we focus on preventing and limiting emergencies, so your employees can return home safe and sound at the end of the day.

# Learning vision

*Working safely and getting home safe and sound at the end of the day.*

*This is something you and your colleagues aim for, and undeniably, it is also the objective of the organisation where you work. To 112BHV, the ultimate aim of its training is the realisation of this goal. At work, you are not just responsible for your own safety. Your behaviour also affects the safety of your colleagues and the organisation where you work. This is why our courses focus on the pillars of risk-based learning, the link with the workplace, and effective learning.*

## **Learning about the risks at your workplace**

During our safety training courses, we focus on the risks in your own work environment. This work environment and your work activities determine the risks you face and what you need to know so you can carry out your work safely. We adapt the content of the courses, practical exercises, scenarios and/or cases accordingly. This means that you learn what is relevant to you in practice. You will learn to relate and apply the knowledge and skills you acquire directly to your work. This will immediately improve your own safety and that of your colleagues.

## **Link with real-world situations**

It is essential that you can apply what you learn in practice. For this reason, all our courses are based on the Active Learning Principle. This educational model is based on motivational learning and constantly involves you in the translation of theory into practice in various learning settings. In this way, we connect the subject matter with real-world situations using motivational work formats in online modules, during practical sessions and during on-the-job practice. This allows you to learn continuously, both in the classroom, online and at work. As a result, interaction, inspiration, recognition and enjoyment of learning are guaranteed parts of your learning experience.

## **Learning with and from each other**

In addition to applying the Active Learning Principle, we want to ensure that you learn with and from the other participants. Dale's Pyramid of Learning (Dale, 1954) shows that we remember new theory and skills best when we discuss them with others, actively practice them in real-life situations and explain or demonstrate them to others.

That is why, in our training courses, we connect experienced participants with participants with less or no experience. In this way, as a less experienced participant, you can learn a lot from discussing subjects with an experienced participant and carrying out practical assignments together. As a less experienced participant, the practical knowledge of the experienced participant provides you with a clear picture of the real-life situation, which makes you better able to apply what you have learned in practice.

As an experienced participant, you can update your knowledge and skills and learn to assess and tackle new risks, for example in the case of hybrid working. You can also apply the knowledge you have acquired in practice. In addition, as an experienced participant, you will learn from discussions with and the experiences of other participants. For example, through the questions and fresh eyes of less

experienced classmates, which can provide you with new insights into how to simplify, improve or take a different approach to processes or working practices to increase safety.

### **Effective learning**

In addition to making a solid connection between learning and practice, we believe it is important that you are motivated and challenged during learning, and learn as efficiently and effectively as possible. That is why our training courses are as blended and adaptive as possible. This means that we often transfer theoretical knowledge via e-learning, and practice with skills and the application of the theory in real-world situations during practical sessions.

Through the use of adaptive e-learning, you can go through the theory at your own pace, only learning the theory that is relevant to your job, or just learning the theory of the learning objectives that you have not yet mastered. This way, you will not be bogged down with unnecessary information and stay motivated by the relevance of the information.

Scientific research has shown that the use of the different senses increases learning efficiency. The senses store information at different locations in the brain. Learning while using multiple senses therefore means that your brain stores what you have learned in multiple locations. This means it creates more connections, which increases learning efficiency (Ruyters & Simons, 2012). That is why 112BHV has chosen to use various teaching materials and apply the Brain-based Learning model to all.

### **Remembering more easily**

Brain-based Learning is a method that aligns learning with the natural functioning of the brain. According to the Brain-based Learning principle, learning is all about creating new, strong and extensive connections between brain cells. To achieve this, the method uses six brain principles (emotion, creation, sensory richness, focus, repetition and building). By applying these six brain principles to our teaching materials and methods, we help you to better remember the knowledge and skills you have acquired, and learn efficiently and effectively.





# Emergency Response Officer

*Every employer is obliged to be prepared for accidents, fires and evacuations. Therefore, it is mandatory to organise First Aid. During our emergency response officer training course, you will learn how to act during emergencies at the workplace. With the 112BHV emergency response officer training course you are working towards receiving or renewing your emergency response officer certificate. There is no distinction between the basic and the renewal course.*



### Target audience

Our training course is suitable for anyone who is looking for a basic or refresher emergency response officer (bedrijfshulpverlener) training course.

### Purpose

During the emergency response training course, you or the employee will be taught how to act in case of accidents, fires and evacuations. You/they will learn to correctly handle emergencies at your workplace.

### Approach

**Customised E-learning: Only learn what you need to know**

At 112BHV, we work with adaptive e-learning modules. Adaptive e-learning modules have much to offer from an educational standpoint. An experienced student can quickly go through the e-learning module, a more academically-inclined student can gain further insight if they so wish, and any student who is less academically inclined or is going through the theory for the first time will have all the time and space to practice at their own pace.

### Benefits of adaptive e-learning:

- Efficient learning through customised e-learning modules
- Studying where and when it suits you
- Online testing and exams.
- You are optimally prepared for practice
- Handy as a reference work and always up to date

### Compact practical training course

Every student prepares for the practical part via the e-learning module, so the basic level of knowledge is the same for every student. This allows basic and refresher students to do practical training together. During practical training, students practice in small subgroups of 3-4 people and learn from each other. Practical training takes 4 hours.

### Advantages of our practical training:

Focus on practicing skills

Small groups

Very efficient and only half a day

Always nearby at one of our 20 locations in the Netherlands

### Certificate

During practical emergency response training, the student is assessed on the practical skills performed. If the student is found competent by the trainer and has passed the e-learning module, they will receive the digital 112BHV certificate.

With the 112BHV Emergency Response Officer certificate you will be able to register as 'Burgerhulpverlener' on the 'HartslagNu' app in the Netherlands.

### Curriculum

The course includes the following subjects:

- Dealing with life-threatening situations:
  - *Performing basic life-saving actions and/or using an AED*
  - *Unresponsiveness*
  - *Choking*
  - *Bleeds*
  - *Chest pain*
  - *Stroke*
  - *Epileptic seizures*
  - *Brain injury*
- Performing first aid in case of:
  - *Wounds and burns*
  - *Eye injuries*
  - *Sprains*
  - *Bone fractures, dislocations and spinal injuries*
- Extinguishing an incipient fire and choosing the appropriate extinguishing agent.
- Evacuating a building according to the general evacuation procedure.

# Incompany

*How do you ensure that your employees remain aware of the safety risks at their workplace and that their knowledge of the safety measures and protocols is and stays up-to-date? 112BHV can help you and take the process out of your hands with an in-company programme.*

## Pros

Focus on the working practices of the organisation. Your employees will learn all about what is relevant to the situation and the risks in your company, without irrelevant material. They will work on cases and assignments that apply to their own work.

You decide when the training takes place. We take care of the right coordination between classroom lessons and e-learning. You choose the location for the lessons, which can be at one of our training locations throughout the Netherlands or at your own site.

Our teachers and trainers are active within the industry. They have extensive work experience and know exactly what the current issues are. They can draw on a wealth of practical experience and thus support the theory with their own experiences.

## Participant administration

Organising training courses can be a real headache: from sending out course invitations to recording when certificates expire and keeping up with changes. 112BHV will gladly take this paperwork out of your hands. It is also

possible to discuss linking our e-learning courses with your own administration through an LTI or API link.

## Reporting tool

Contacts from the companies we work with will have access to our handy reporting tool. You can view the training progress of the employees in the 112BHV Academy at any time.

This system allows you to view:

- Which parts of the course your employees have completed.
- Attendance at practical sessions.
- Validity of certificates.

You can easily export the details of the participants to Excel for your own administration.

We operate in many industries, including education, hospitality, energy, waste management, government, oil and gas extraction, oil refinery, manufacturing, healthcare, food, and paper/cardboard. Would you like to find out what we can do for you? Then please do not hesitate to contact us: [sales@112bhv.nl](mailto:sales@112bhv.nl), +31 (0)35 - 76 05 112.



# Responding as an emergency response officer is not as easy as you may think.

*Emergency response instructor Henk de Bruin fully agrees with the motto that we must ensure that everyone returns home safe and sound at the end of the working day.*

## **Responding as an emergency response officer is not as easy as you may think.**

Emergency Response instructor Henk de Bruin worked in logistics at a large multinational, but his love for emergency response work was instilled in him at an early age. 'Everyone in my family is an aid worker in one way or another,' Henk explains. He obtained his Emergency Response (BHV) diploma, but it turned out working in logistics proved difficult to combine with emergency response work. 'At a huge multinational like this, logistics keep going 24 hours a day, making it difficult to schedule company Emergency Response courses.'

But he enjoyed passing on knowledge and teaching. 'I was already involved in training people. And when I had to look at other career opportunities because of a takeover, I did several tests. These also revealed that I really love teaching people. Then I obtained my first aid diploma and a number of instructor diplomas. Through the Red Cross in Wageningen, I have worked as an aid worker at liberation parties, and also gained plenty of experience with events,' says Henk.

## **The importance of passing on knowledge**

In addition to Emergency Response training, Henk also gives Head of Emergency Response training and Prevention Officer training. His main motivation for standing in front of the classroom is a keenness to pass on knowledge. 'I love sharing my knowledge and experience with others. In the case of Emergency Response officers, for example, they need to know what they should do when something untoward happens. Responding to something like that is not as easy as you may think, and I want people to feel confident to do something when necessary.'

'I fully agree with the motto that we must ensure that everyone returns home safe and sound at the end of the working day. And that is something you work on together. While doing so, I also ensure all my teaching responds to the current situation and events.'



### Contact

Ask your question or follow us on social media



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