

| | A | B | C | D | E |
|----|---------|----------|-----------|---|------------------|
| 1 | ID | courseId | Username | CompletedSections | CompletedDate |
| 2 | 1929071 | 4 | 423889011 | Welcome to the Level 2 Training Area | 24/08/2017 01:31 |
| 3 | 2932854 | 4 | 423889011 | | 20/09/2017 12:11 |
| 4 | 1929536 | 4 | 423889011 | 12. Customer Service and Communication Skills (CSCS) | 06/04/2016 15:20 |
| 5 | 1929537 | 4 | 423889011 | How is Good Customer Service Defined | 06/04/2016 15:20 |
| 6 | 1929550 | 4 | 423889011 | Company Values | 06/04/2016 15:22 |
| 7 | 1929553 | 4 | 423889011 | Delivery of Service | 06/04/2016 15:23 |
| 8 | 1929556 | 4 | 423889011 | Customer Engagement | 06/04/2016 15:23 |
| 9 | 1929566 | 4 | 423889011 | How to Deal with Complaints | 06/04/2016 15:25 |
| 10 | 1929594 | 4 | 423889011 | General Guidelines for Report Writing | 06/04/2016 15:29 |
| 11 | 1929599 | 4 | 423889011 | The Importance of Effective Communication | 06/04/2016 15:30 |
| 12 | 1929606 | 4 | 423889011 | Common Barriers to Communication Skills | 06/04/2016 15:31 |
| 13 | 1929612 | 4 | 423889011 | Radio Communication | 06/04/2016 15:32 |
| 14 | 1929621 | 4 | 423889011 | The Equipment | 06/04/2016 15:34 |
| 15 | 1929624 | 4 | 423889011 | Phonetic Alphabet/ International Call Signs | 06/04/2016 15:35 |
| 16 | 1929637 | 4 | 423889011 | Radio Etiquette & Sending Messages | 06/04/2016 15:36 |
| 17 | 1929639 | 4 | 423889011 | Complete | 06/04/2016 15:37 |
| 18 | 1928884 | 2 | 423889011 | Showsec Corporate Info | 06/04/2016 13:14 |
| 19 | 1928913 | 2 | 423889011 | Company Policies / Staff Welfare | 06/04/2016 13:23 |
| 20 | 1928892 | 2 | 423889011 | Showsec International - Management Structure | 06/04/2016 13:19 |
| 21 | 1928896 | 2 | 423889011 | A Selection of Our Clients | 06/04/2016 13:20 |
| 22 | 1928904 | 2 | 423889011 | Booking In For Work / Your Pay | 06/04/2016 13:21 |
| 23 | 1928891 | 2 | 423889011 | Uniform / Personal Appearance | 06/04/2016 13:17 |
| 24 | 1928932 | 2 | 423889011 | Your Kit | 06/04/2016 13:27 |
| 25 | 1928993 | 2 | 423889011 | On the day of your Shift | 06/04/2016 13:38 |
| 26 | 1928997 | 2 | 423889011 | Supervisor Briefing | 06/04/2016 13:38 |
| 27 | 1929008 | 2 | 423889011 | Common Customer Queries | 06/04/2016 13:40 |
| 28 | 1929018 | 2 | 423889011 | Different Roles at Events and their Purpose | 06/04/2016 13:41 |
| 29 | 1929033 | 2 | 423889011 | Terminology used at a Venue | 06/04/2016 13:44 |
| 30 | 1929042 | 2 | 423889011 | Terminology used for Staff working at Events | 06/04/2016 13:46 |
| 31 | 1929045 | 2 | 423889011 | Terminology used for Additional Areas of a Venue | 06/04/2016 13:46 |
| 32 | 1929046 | 2 | 423889011 | Terminology used for Security Measures | 06/04/2016 13:47 |
| 33 | 1929050 | 2 | 423889011 | Breaks, Standing Down & De-Briefing | 06/04/2016 13:48 |
| 34 | 1928901 | 2 | 423889011 | A Selection of Our Festivals and Events | 06/04/2016 13:21 |
| 35 | 1928867 | 2 | 423889011 | Welcome to Showsec | 12/03/2017 19:05 |
| 36 | 1929058 | 2 | 423889011 | Module Complete | 23/05/2016 14:07 |
| 37 | 1929072 | 4 | 423889011 | 07. Ingress and Egress of the Public at Events (IEPE) | 06/04/2016 13:52 |
| 38 | 1929074 | 4 | 423889011 | Definition | 06/04/2016 13:52 |
| 39 | 1929078 | 4 | 423889011 | Ingress - Introduction | 06/04/2016 13:52 |
| 40 | 1929082 | 4 | 423889011 | Ingress - The plan | 06/04/2016 13:53 |
| 41 | 1929084 | 4 | 423889011 | Ingress - Topography | 06/04/2016 13:53 |
| 42 | 1929087 | 4 | 423889011 | Ingress - Entry Conditions | 06/04/2016 13:54 |
| 43 | 1929091 | 4 | 423889011 | Ingress - Tickets | 06/04/2016 13:55 |
| 44 | 1929096 | 4 | 423889011 | Ingress - Tickets (virtual) | 06/04/2016 13:56 |

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| 45 | 1929099 | 4 | 423889011 | Ingress - Timings | 06/04/2016 13:57 |
| 46 | 1929100 | 4 | 423889011 | Ingress - Calculations | 06/04/2016 13:57 |
| 47 | 1929107 | 4 | 423889011 | Ingress - Barriers and Barrier Systems | 06/04/2016 13:59 |
| 48 | 1929110 | 4 | 423889011 | Ingress - Barriers and Barrier Systems (cont) | 06/04/2016 14:00 |
| 49 | 1929113 | 4 | 423889011 | Ingress - Image | 06/04/2016 14:00 |
| 50 | 1929115 | 4 | 423889011 | Ingress - Queues | 06/04/2016 14:01 |
| 51 | 1929118 | 4 | 423889011 | Searching - Enhanced Hand Metal Detector | 06/04/2016 14:01 |
| 52 | 1929120 | 4 | 423889011 | Searching - Metal Detector | 06/04/2016 14:02 |
| 53 | 1929123 | 4 | 423889011 | Ingress - Doors Opening | 06/04/2016 14:02 |
| 54 | 1929128 | 4 | 423889011 | Ingress - Post Ingress | 06/04/2016 14:03 |
| 55 | 1929135 | 4 | 423889011 | Case Study - Comiket 81 (2011) | 06/04/2016 14:05 |
| 56 | 1929138 | 4 | 423889011 | Egress - Pre-Egress | 06/04/2016 14:06 |
| 57 | 1929140 | 4 | 423889011 | Egress - General | 06/04/2016 14:07 |
| 58 | 1929143 | 4 | 423889011 | Egress - Checks | 06/04/2016 14:08 |
| 59 | 1929146 | 4 | 423889011 | Egress - Ibrox - 1971 (Crush During Egress) | 06/04/2016 14:08 |
| 60 | 1929149 | 4 | 423889011 | Complete | 06/04/2016 14:09 |
| 61 | 1929432 | 4 | 423889011 | 09. Emergency Aid at Events (EAE) | 06/04/2016 14:59 |
| 62 | 1929433 | 4 | 423889011 | Aims of Emergency Aid | 06/04/2016 14:59 |
| 63 | 1929435 | 4 | 423889011 | C.P.R. ♂(Cardio-Pulmonary Resuscitation) | 06/04/2016 15:00 |
| 64 | 1929436 | 4 | 423889011 | C.P.R. (Cardio-Pulmonary Resuscitation) (cont) | 06/04/2016 15:00 |
| 65 | 1929449 | 4 | 423889011 | The Recovery Position | 06/04/2016 15:03 |
| 66 | 1929458 | 4 | 423889011 | Wounds and Bleeding | 06/04/2016 15:05 |
| 67 | 1929460 | 4 | 423889011 | Control of Major Bleeds | 06/04/2016 15:06 |
| 68 | 1929462 | 4 | 423889011 | Aid a Person Choking | 06/04/2016 15:06 |
| 69 | 1929470 | 4 | 423889011 | Dealing with Epilepsy | 06/04/2016 15:08 |
| 70 | 1929472 | 4 | 423889011 | Diabetes | 06/04/2016 15:09 |
| 71 | 1929475 | 4 | 423889011 | Shocks & Faints | 06/04/2016 15:10 |
| 72 | 1929478 | 4 | 423889011 | Burns | 06/04/2016 15:10 |
| 73 | 1929488 | 4 | 423889011 | Asthma | 06/04/2016 15:11 |
| 74 | 1929493 | 4 | 423889011 | Test Your Knowledge | 06/04/2016 15:12 |
| 75 | 1929169 | 4 | 423889011 | Introduction to Manual Handling | 06/04/2016 14:14 |
| 76 | 1929175 | 4 | 423889011 | Spine | 06/04/2016 14:16 |
| 77 | 1929186 | 4 | 423889011 | Manual Handling and the Law - HASWA | 06/04/2016 14:19 |
| 78 | 1929194 | 4 | 423889011 | Manual Handling and the Law - MHOR | 06/04/2016 14:21 |
| 79 | 1929199 | 4 | 423889011 | Manual Handling Hazards | 06/04/2016 14:24 |
| 80 | 1929204 | 4 | 423889011 | Manual Handling Risks | 06/04/2016 14:25 |
| 81 | 1929218 | 4 | 423889011 | Assessing Manual Handling Activities | 06/04/2016 14:28 |
| 82 | 1929226 | 4 | 423889011 | Manual Handling Risk Reduction | 06/04/2016 14:29 |
| 83 | 1929239 | 4 | 423889011 | Practical Manual Handling Techniques | 06/04/2016 14:31 |
| 84 | 1929257 | 4 | 423889011 | Barrier Design | 06/04/2016 14:34 |
| 85 | 1929262 | 4 | 423889011 | Lifting Barriers | 06/04/2016 14:35 |
| 86 | 1929265 | 4 | 423889011 | Review | 06/04/2016 14:36 |
| 87 | 1929271 | 4 | 423889011 | Complete | 06/04/2016 14:36 |
| 88 | 1929154 | 4 | 423889011 | 11. Manual Handling (MH) | 12/03/2017 19:05 |

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| 89 | 1929714 | 4 | 423889011 | Introduction to Counter Terrorism | 06/04/2016 15:49 |
| 90 | 1929719 | 4 | 423889011 | Operation Fairway Video | 06/04/2016 15:50 |
| 91 | 1929720 | 4 | 423889011 | Law and Liability | 06/04/2016 15:50 |
| 92 | 1929721 | 4 | 423889011 | Effective Planning | 06/04/2016 15:50 |
| 93 | 1929724 | 4 | 423889011 | Searching | 06/04/2016 15:51 |
| 94 | 1929726 | 4 | 423889011 | Evacuation | 06/04/2016 15:52 |
| 95 | 1929727 | 4 | 423889011 | Radiological (CBR) Attacks | 06/04/2016 15:52 |
| 96 | 1929732 | 4 | 423889011 | Tokyo Subway Sarin Incident (1995) | 06/04/2016 15:53 |
| 97 | 1929735 | 4 | 423889011 | Suicide Attacks | 06/04/2016 15:53 |
| 98 | 1929741 | 4 | 423889011 | Case Study - The Tushino Bombings | 06/04/2016 15:54 |
| 99 | 1929745 | 4 | 423889011 | Eyes Wide Open: Acting on Suspicious Behaviour | 06/04/2016 15:54 |
| 100 | 1929763 | 4 | 423889011 | Complete | 06/04/2016 15:57 |
| 101 | 1929645 | 4 | 423889011 | 14. Counter Terrorism at Events (CTE) | 24/08/2017 01:24 |
| 102 | 2932836 | 4 | 423889011 | Hostile Reconnaissance | 24/08/2017 01:24 |
| 103 | 1929738 | 4 | 423889011 | Threat Levels | 24/08/2017 01:24 |
| 104 | 1929283 | 4 | 423889011 | Module Overview | 06/04/2016 14:38 |
| 105 | 1929288 | 4 | 423889011 | Health and Safety Law and Legislation | 06/04/2016 14:40 |
| 106 | 1929298 | 4 | 423889011 | Accidents and Ill Health | 06/04/2016 14:41 |
| 107 | 1929305 | 4 | 423889011 | Risk Assessments | 06/04/2016 14:42 |
| 108 | 1929316 | 4 | 423889011 | Pyrotechnics | 06/04/2016 14:44 |
| 109 | 1929326 | 4 | 423889011 | Pyrotechnics (cont) | 06/04/2016 14:46 |
| 110 | 1929333 | 4 | 423889011 | Pyrotechnics (cont.) | 06/04/2016 14:47 |
| 111 | 1929342 | 4 | 423889011 | Hazardous Substances | 06/04/2016 14:48 |
| 112 | 1929353 | 4 | 423889011 | Safety Signs | 06/04/2016 14:49 |
| 113 | 1929356 | 4 | 423889011 | Personal Protective Equipment (P.P.E.) | 06/04/2016 14:49 |
| 114 | 1929362 | 4 | 423889011 | Electricity | 06/04/2016 14:50 |
| 115 | 1929389 | 4 | 423889011 | Vehicles | 06/04/2016 14:53 |
| 116 | 1929420 | 4 | 423889011 | Safety Signs Review | 06/04/2016 14:58 |
| 117 | 1929423 | 4 | 423889011 | Work Related Stress | 06/04/2016 14:58 |
| 118 | 1929431 | 4 | 423889011 | Complete | 06/04/2016 14:59 |
| 119 | 1929274 | 4 | 423889011 | 15. Health and Safety - Level 2 (HS2) | 13/03/2017 12:53 |
| 120 | 2551061 | 4 | 423889011 | 16. Working in the Front of Stage Pit Barrier (FOS) | 13/03/2017 11:17 |
| 121 | 2610849 | 4 | 423889011 | The History of the Front of Stage Barrier (60's) | 13/03/2017 11:17 |
| 122 | 2610850 | 4 | 423889011 | The History of the Front of Stage Barrier (70's) | 13/03/2017 11:18 |
| 123 | 2610851 | 4 | 423889011 | The History of the Front of Stage Barrier (80's) | 13/03/2017 11:18 |
| 124 | 2610852 | 4 | 423889011 | The Development of the Front of Stage Pit Barrier | 13/03/2017 11:19 |
| 125 | 2610854 | 4 | 423889011 | The Development of the Front of Stage Pit Barrier: Case Study | 13/03/2017 11:19 |
| 126 | 2610855 | 4 | 423889011 | The Development of the Front of Stage Pit Barrier (Cont) | 13/03/2017 11:20 |
| 127 | 2610862 | 4 | 423889011 | Audience: Density and pressure | 13/03/2017 11:26 |
| 128 | 2610864 | 4 | 423889011 | Audience: Behaviour | 13/03/2017 11:26 |
| 129 | 2610865 | 4 | 423889011 | Audience: Behaviour - Moshing | 13/03/2017 11:27 |
| 130 | 2610866 | 4 | 423889011 | Audience: Behaviour - Crowd Surfing | 13/03/2017 11:27 |
| 131 | 2610867 | 4 | 423889011 | Audience: Behaviour - Stage Diving | 13/03/2017 11:27 |
| 132 | 2610868 | 4 | 423889011 | Audience: Behaviour - Wall of Death | 13/03/2017 11:28 |