



# ladder training case study

## Training and the world of work

<b>Name:</b>	PAUL WILSON, 39
<b>Occupation:</b>	FUNERAL DIRECTOR
<b>Employer:</b>	TITFORD FUNERAL SERVICES [PART OF DIGNITY FUNERAL SERVICES]
<b>Located:</b>	CLACTON-ON-SEA
<b>Course booked by:</b>	CAROL JONES
<b>Job title:</b>	CENTRAL HEALTH & SAFETY TEAM, DIGNITY
<b>Delivered by:</b>	DAVID SHRIMPTON
<b>Training company:</b>	ABRU, BELPER



### GENERAL PROPERTY MAINTENANCE

AWARDED 'best Dignity candidate' out of a total of 45 Dignity staff who attended and successfully completed the Ladder Association training course at Abru's training centre in 2009, Paul Wilson is the archetypal ladder user.

Paul uses ladders for a variety of internal and external maintenance tasks around the funeral home, which can range from changing a light bulb and hanging pictures, to painting and decorating and clearing gutters.

"Like most people, I took ladders for granted," says Paul. "I got them out, went up them, did the job, got down and put them away without giving it a second thought. And to be honest, when the prospect of a ladder training course was first suggested, I wondered what on earth there was to learn about ladders. But, I decided to approach the course with an open mind and get as much out of it as I could. I'm glad I did, because it proved far more useful than I could ever have imagined."

"Something pretty obvious was first on the list and it was something I hadn't even thought about - if you don't need to work at height, then don't! The Work at Height Regulations apparently make it very clear that no work should be done at height if it's safe and reasonably practicable to do it other than at height."

"Second, I was completely unaware that single tasks that take longer than 30 minutes in one position are no longer considered suitable for ladders. You can perform a series of tasks that take longer, but each separate task should not last longer than 30 minutes."

"Third, I found the section on pre-use checks and the need for regular detailed inspections extremely beneficial. For one thing, it meant my antiquated ladder at home was quickly consigned to the tip! Nor did I realise that there are different ladder standards and classifications."

"Last but not least, the course brought home the need to plan ahead, set up the job properly and how to avoid many of the common pitfalls such as applying excessive side loads and overreaching."

"I now think more about what I'm doing, how I'm doing it and what risks are involved. I certainly feel more capable, and safer as a result, when working on ladders and stepladders."

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**LADDER**  
ASSOCIATION

Ladder Association, PO Box 26970, Glasgow G3 9DS

Tel: 0845 260 1048 • Fax: 0845 260 1049 • Email: [info@ladderassociation.org.uk](mailto:info@ladderassociation.org.uk)