

WAVE

Welfare and Vulnerability Engagement Retail Course

hot

highfield
online training

Create safer retail environments by learning how to recognise vulnerability and support customers in need. The WAVE Retail course provides learners with an understanding of vulnerability and their responsibilities towards those visiting their premises. It explores what vulnerability is, how to identify it and the interventions that help prevent and reduce harm to vulnerable individuals. The course also includes police-designed First Responder Crime and Vulnerability training with additional guidance and resources available upon completion.

Areas covered

- What is the WAVE programme?
- Key principles
- Defining vulnerability
- Recognising vulnerability
- Interventions
- Reporting, recording and business crime reduction partnership
- Safe haven
- Ask for Angela
- Crime, evidence, reporting and court



Who is it aimed at?

This course is designed for anyone working in a customer-facing role, focusing on identifying vulnerability and making appropriate interventions.



Multi-device compatible

This course is compatible with most popular desktops, tablets and mobile devices.



Key details at a glance



Duration: 25 minutes



Assessment: Multiple-choice questions



Certificated: Yes – Highfield Completion Certificate



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Localisation: UK