PROFESSIONAL SERVICES PORTFOLIO

Training. Quality. Compliance.

GREEZA Academy - Professional Training, Consultancy, Quality, Compliance & Assessment Services

GREEZA Academy provides professional training, corporate development, hospitality quality assessments, mystery shopping, management systems consultancy, and compliance support. We help individuals develop practical skills and support organizations in improving service quality, operational performance, safety, sustainability, governance, and ethical business conduct.

Our portfolio serves oil and gas, hotels and hospitality, healthcare and hospitals, marine and offshore operations, food businesses, manufacturing, construction, retail, and corporate organizations.

Flexible delivery

Self-paced online learning, live virtual classes, classroom workshops, on-site corporate training, and blended programmes with mentor guidance, subject to programme and location availability.

25 service areas | Individual and corporate solutions

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01 / SERVICES

Oil & Gas Training

Professional development in safety, environmental management, operational risk, and performance improvement.

- Environmental, Health & Safety management in oil and gas.
- Process Safety Management.
- HAZOP and process hazard analysis fundamentals.
- Industrial hygiene and occupational exposure control.
- Hydrogen sulphide (H_2S) awareness and gas detection.
- Permit-to-work systems, energy isolation, and lockout/tagout.
- Confined space safety and rescue planning.
- Fire prevention and emergency response.
- Oil spill prevention, preparedness, and response.
- Chemical safety, GHS, and safety data sheet management.
- Waste management and hazardous waste handling.
- Environmental impact assessment.
- Air emissions, methane, and flaring management.
- Water stewardship, produced water, and wastewater management.
- Environmental auditing and compliance management.
- Incident investigation and root cause analysis.
- ESG, carbon management, and sustainability.
- ISO 14001 and ISO 45001 implementation principles.
- Contractor safety and operational risk management.
- Project management, leadership, and operational excellence.

02 / SERVICES

Hotels & Hospitality Training

Training for hotel managers, departmental leaders, supervisors, and operational teams.

- Hotel operations and hospitality management.
- Hotel pre-opening planning and operational readiness.
- Front office, reservations, reception, and concierge services.
- Guest relations and luxury service standards.
- Housekeeping operations and room inspections.
- Laundry operations, linen management, and chemical awareness.
- Restaurant, café, banquet, and catering operations.
- Food and beverage service excellence.
- Food safety, HACCP, allergen management, and kitchen hygiene.
- Hotel hygiene management.
- Guest experience and customer journey management.
- Complaint handling and service recovery.
- Hospitality brand standards and quality assurance.
- Revenue management fundamentals and commercial awareness.
- Budgeting, purchasing, inventory management, and cost control.
- Sustainable hospitality and responsible sourcing.
- Food waste measurement and reduction.
- Departmental leadership, coaching, and team development.
- Hospitality sales, digital marketing, and customer service.

03 / SERVICES

Healthcare & Hospital Management Training

Management, quality, safety awareness, and support-service development for hospitals, clinics, and healthcare organizations.

- Hospital administration and strategic planning.
- Healthcare operations and departmental coordination.
- Patient flow, scheduling, and resource planning.
- Healthcare quality management and continuous improvement.
- Patient safety culture and incident reporting.
- Patient experience, communication, and complaint handling.
- Infection prevention and control awareness.
- Hand hygiene, PPE, and environmental cleaning awareness.
- Health and safety management in healthcare.
- Hospital housekeeping, laundry, and catering management.
- Healthcare waste segregation and environmental management.
- Facilities and support-service coordination.
- Procurement, inventory, and supply chain management.
- Budgeting, cost control, and workforce planning.
- Risk management and business continuity.
- Accreditation readiness and evidence management.
- Internal auditing and corrective action planning.
- Lean Six Sigma for healthcare.
- Healthcare data protection and cybersecurity awareness.
- AI and digital transformation awareness, including applications in clinical laboratory management.
- Care Certificate learning and safeguarding awareness.

04 / SERVICES

Marine & Offshore Safety Training

Safety awareness, risk management, and emergency preparedness for maritime and offshore environments.

- Marine safety awareness.
- Personal survival techniques and sea survival awareness.
- Personal safety and social responsibilities at sea.
- Shipboard risk assessment and hazard identification.
- Enclosed space entry and rescue planning.
- Marine permit-to-work systems and energy isolation.
- Safe mooring, anchoring, and towing principles.
- Marine lifting, rigging, and slinging safety.
- Working at height and over-side work safety.
- Lifeboat, rescue boat, and survival equipment awareness.
- Man overboard prevention and recovery planning.
- Shipboard medical emergencies and first aid awareness.
- Dangerous goods handling and IMDG Code awareness.
- Tanker safety and cargo handling fundamentals.
- Marine gas detection and hazardous atmosphere awareness.
- Offshore personnel transfer and gangway safety.
- Bridge resource management and navigational safety awareness.
- Engine room safety and machinery hazard control.
- Marine incident investigation and root cause analysis.
- Marine safety management systems and ISM Code awareness.
- MARPOL, marine pollution prevention, and marine waste management.

05 / SERVICES

Fire Safety, Firefighting & Emergency Preparedness

Programmes covering fire prevention, emergency planning, and firefighting principles across workplace, industrial, and marine settings.

- Industrial firefighting and emergency response.
- Marine fire prevention and firefighting fundamentals.
- Advanced marine firefighting and shipboard incident management topics.
- Offshore platform fire safety and emergency response.
- Oil and gas fire prevention.
- Petroleum storage tank fires and foam application principles.
- Fire warden and fire marshal training.
- Workplace fire safety awareness.
- Portable fire extinguisher selection and safe use.
- Fire hose reels, hydrants, and hose handling.
- Breathing apparatus and firefighter safety topics.
- Structural firefighting and search-and-rescue principles.
- Aircraft rescue and airport firefighting fundamentals.
- Hazardous materials and chemical incident awareness.
- Electrical, battery, and electric vehicle fire safety.
- Commercial kitchen fire prevention and suppression.
- High-rise fire safety and evacuation management.
- Wildland and vegetation firefighting fundamentals.
- Fire alarm, detection, and suppression systems.
- Fire risk assessment, emergency planning, and evacuation drills.

06 / SERVICES

Food Safety, HACCP & Allergen Training

Learning pathways for food handlers, supervisors, managers, caterers, and food manufacturing teams.

- Food Safety Levels 1, 2, and 3.
- Food handler, supervisor, and food safety manager programmes.
- Food safety in manufacturing.
- HACCP awareness, implementation, and management.
- HACCP Level 3 learning materials for catering and manufacturing.
- Allergen awareness and allergen management.
- Allergy safety in schools.
- Cleaning, sanitation, and personal hygiene.
- Cross-contamination prevention.
- Temperature control, food storage, and safe handling.
- Food safety culture and supplier controls.
- Digital HACCP records and monitoring awareness.
- Introductory food hygiene.
- Calorie labelling awareness.
- ServSafe® and NRFSP examination preparation and related support, where available.

07 / SERVICES

Occupational Health, Safety & First Aid Training

Workplace safety and emergency awareness programmes for employees, supervisors, and managers.

- Health and Safety Levels 1, 2, and 3.
- Industrial hygiene and workplace safety.
- Hazard identification and risk assessment.
- Construction health and safety.
- Asbestos awareness.
- Manual handling.
- Working at height awareness.
- Confined spaces awareness.
- Lone working and home working awareness.
- Display screen equipment.
- Hazardous substance and chemical safety.
- First aid awareness.
- Emergency First Aid at Work learning.
- First Aid at Work learning.
- Paediatric first aid learning.
- Anaphylaxis and autoinjector awareness.
- Continuing professional development for first aid assessors and internal quality assurance personnel.
- Hazardous waste operations refresher learning, subject to programme requirements.

08 / SERVICES

Quality, ISO & Operational Excellence Training

Training to strengthen management systems, improve processes, and develop organizational performance.

- ISO 9001 - Quality Management.
- ISO 14001 - Environmental Management.
- ISO 22000 - Food Safety Management.
- ISO 45001 - Occupational Health and Safety Management.
- ISO 50001 - Energy Management.
- Integrated management systems.
- Management system awareness and implementation.
- Internal auditor training.
- Lead auditor programmes, where available through the specified provider.
- Lean Six Sigma White, Yellow, Green, Black, and Master Black Belt programmes.
- Lean management, Kaizen, and 5S.
- Process mapping and workflow improvement.
- Root cause analysis and corrective action management.
- SOP development and document control.
- KPIs, performance measurement, and management reviews.
- Structured problem-solving and continuous improvement.

09 / SERVICES

Sustainability, ESG & Environmental Training

Programmes supporting environmental responsibility, sustainable operations, and workforce development.

- Sustainability fundamentals and management.
- ESG awareness and implementation principles.
- Environmental health and environmental management.
- Net zero awareness and transition planning.
- Sustainability skills for employees and managers.
- Carbon management and emissions awareness.
- Waste reduction, recycling, and circular economy principles.
- Water stewardship and resource efficiency.
- Sustainable procurement and responsible sourcing.
- Sustainable hospitality.
- Food waste prevention and reduction.
- CSR and employee volunteering.
- Sustainability communication and reporting fundamentals.
- Sustainable innovation and AI strategy.
- ISEP programmes, including courses carrying legacy IEMA titles where applicable.

10 / SERVICES

Leadership, Management & People Development

Practical development for emerging leaders, supervisors, managers, and executives.

- Leadership and supervisory skills.
- Professional management and executive presence.
- Strategic thinking and decision-making.
- Change management.
- Coaching and mentoring.
- Train-the-trainer and presentation skills.
- Team building and collaborative working.
- Communication and effective workplace writing.
- Emotional and cultural intelligence.
- Conflict management and negotiation.
- Critical thinking and problem-solving.
- Time management and productivity.
- Self-awareness and personal development.
- Customer service and service excellence.
- Employee engagement and performance management.

11 / SERVICES

Project Management & Business Training

Professional learning for project delivery, business growth, and commercial performance.

- PMP examination preparation.
- Project management fundamentals.
- Agile and Scrum.
- Entrepreneurship and business development.
- Financial literacy and financial planning.
- Budgeting and cost control.
- Procurement and supply chain management.
- Marketing fundamentals and marketing management.
- Digital marketing, social media, and e-commerce.
- SEO and online visibility.
- Personal branding and LinkedIn development.
- Sales and commercial skills.
- Business innovation and design thinking.

12 / SERVICES

AI, Digital Skills & Cybersecurity Training

Training to build digital confidence, improve productivity, and strengthen information security awareness.

- Artificial intelligence fundamentals.
- AI in the workplace.
- AI innovation and business automation.
- ChatGPT and other generative AI tools.
- Responsible AI and data protection awareness.
- EU AI Act awareness.
- Microsoft Office and ICDL preparation.
- WordPress website skills.
- Blockchain fundamentals.
- Cybersecurity awareness.
- Information and data security.
- Phishing and social engineering awareness.
- Password management.
- GDPR awareness.
- Digital productivity and workflow automation.

13 / SERVICES

Safeguarding, Inclusion, Wellbeing & Business Compliance

Programmes supporting respectful workplaces, public welfare, employee wellbeing, and ethical business practices.

- Safeguarding children.
- Welfare and Vulnerability Engagement - WAVE.
- WAVE for retail and first responders.
- Spiking prevention awareness.
- Modern slavery awareness.
- Equality and diversity.
- Disability and neurodiversity awareness.
- Sexual harassment awareness for employees and managers.
- Menopause awareness in the workplace.
- Mental health and wellbeing.
- Mental health awareness for managers.
- Stress management.
- Fraud awareness and prevention.
- Bribery Act 2010 awareness.
- Prevention of money laundering.
- Responsible alcohol sales.
- Scottish Training for Alcohol Retailers and Servers - STARS.
- Personal licence holder learning, including Scottish programmes.

14 / SERVICES

Warehousing, Retail & Event Safety Training

Training for storage operations, retail teams, event stewards, and public-facing personnel.

- Warehousing and storage awareness.
- Safe handling and workplace housekeeping.
- Retail customer service and responsible sales.
- Retail welfare and vulnerability awareness.
- Stewarding at spectator events.
- Spectator safety.
- Public-facing communication and conflict management.

15 / SERVICES

Professional Training & Certification Pathways

GREEZA Academy offers learning, examination preparation, and learner support relating to the following pathways, subject to programme availability and authorized delivery arrangements.

- Highfield: Online workplace learning covering food safety, HACCP, health and safety, first aid learning, safeguarding, hospitality, business skills, and compliance.
- ServSafe®: Food safety training, examination preparation, and examination or proctoring arrangements where authorized and available.
- NRFSP - National Registry of Food Safety Professionals: Food safety manager examination preparation and examination or proctoring support where authorized and available.
- ISEP - Institute of Sustainability and Environmental Professionals: Sustainability, environmental management, net zero, and workforce development programmes according to the selected course arrangements.
- CSSC - The Council for Six Sigma Certification: Lean Six Sigma training and certification preparation across applicable belt levels, with the certificate issuer specified for each programme.
- IASSC - International Association for Six Sigma Certification: Lean Six Sigma Yellow, Green, and Black Belt examination preparation. External examinations are separate unless expressly included.

The applicable training provider, awarding organization, examination arrangements, and certificate issuer are identified in the individual course description or proposal.

16 / SERVICES

Customized Corporate Training & Learning Support

Tailored learning solutions aligned with organizational priorities, employee roles, and operational requirements.

- Training needs assessments.
- Competency gap reviews.
- Annual training plans.
- Customized industry and departmental programmes.
- Individual and group enrolment.
- Corporate workshops and management development.
- Mentor-supported learning pathways.
- Pre- and post-training assessments.
- Practical improvement projects.
- Training evaluation and performance reporting.
- Completion certificates and digital badges where included.
- Highfield online course enrolment and learner support, subject to agreed reseller arrangements.

17 / SERVICES

Hotel & Hospitality Mystery Shopping

Independent guest experience assessments to identify service gaps and improvement opportunities.

- Anonymous hotel and resort assessments.
- Restaurant, café, and dining experience reviews.
- Reservations and pre-arrival enquiry assessments.
- Reception, check-in, and departure reviews.
- Guest room and housekeeping assessments.
- Concierge, guest relations, and service recovery reviews.
- Spa, recreation, and leisure service assessments.
- Brand standards and service consistency evaluations.
- Guest journey scorecards.
- Management reports and prioritized recommendations.
- Follow-up assessments and staff coaching.

18 / SERVICES

Hospitality Quality & Pre-Opening Consultancy

Support for hotel openings, service consistency, and departmental performance.

- Hotel operational readiness assessments.
- Departmental pre-opening checklists.
- Brand standards gap assessments.
- SOPs and operating manuals.
- Service quality audits.
- Guest feedback and complaint analysis.
- Housekeeping, laundry, and food and beverage operational reviews.
- Food safety and sustainability readiness.
- Departmental KPIs and quality dashboards.
- Improvement planning and implementation follow-up.

19 / SERVICES

Quality Management & Operational Improvement Solutions

Practical systems and improvement support to strengthen consistency, efficiency, and accountability.

- Quality management system development.
- Policies, procedures, and quality manuals.
- Process mapping and document control.
- Internal audit programmes.
- Supplier audits and performance assessments.
- Root cause analysis and corrective action planning.
- Lean Six Sigma improvement projects.
- Workflow efficiency and waste reduction.
- Performance scorecards and management reporting.
- Management review preparation.
- Continuous improvement coaching.

20 / SERVICES

ISO, Compliance & Certification Readiness Support

Consultancy and assessment services to help organizations implement management systems and prepare for independent certification.

- Gap assessments against selected standards.
- ISO management system implementation support.
- Integrated management system development.
- Internal and supplier audits.
- Compliance obligation registers and evidence organization.
- Certification body coordination.
- Initial certification audit preparation.
- Surveillance and recertification readiness.
- Audit finding closure and effectiveness reviews.
- Employee awareness and auditor development.

Independent certification audits and certification decisions are undertaken by the selected certification body. GREEZA Academy provides consultancy, training, internal auditing, and readiness support.

21 / SERVICES

Food Safety & Sustainability Consultancy

Operational support for safer food practices, environmental performance, and responsible resource management.

- HACCP plan development and implementation support.
- Food safety management system documentation.
- Kitchen, catering, and food production hygiene assessments.
- Allergen management reviews.
- Supplier food safety assessments.
- Cleaning, sanitation, and monitoring procedures.
- Digital HACCP implementation guidance.
- Sustainability gap assessments and action plans.
- Food waste, water, and energy improvement programmes.
- Waste segregation and recycling systems.
- Environmental certification readiness.
- CSR planning and employee engagement.

22 / SERVICES

Compliance, Ethics & Anti-Corruption Training

Professional development to help employees, managers, and business leaders recognize misconduct, strengthen accountability, and promote ethical business practices.

- Corporate compliance fundamentals.
- Business ethics and professional integrity.
- Anti-bribery and anti-corruption awareness.
- Recognizing bribery, kickbacks, and improper payments.
- Gifts, hospitality, entertainment, and sponsorship controls.
- Conflicts of interest identification, disclosure, and management.
- Ethical leadership and organizational culture.
- Codes of conduct and employee responsibilities.
- Whistleblowing, speaking up, and non-retaliation.
- Fraud awareness, prevention, and reporting.
- Procurement fraud, bid rigging, and collusion awareness.
- Financial misconduct and expense claim fraud awareness.
- Anti-money laundering and counter-terrorist financing awareness.
- Know Your Customer and customer due diligence fundamentals.
- Third-party, supplier, agent, and intermediary risk awareness.
- Sanctions and trade compliance awareness.
- Competition law and fair dealing awareness.
- Confidentiality, data protection, and responsible information handling.
- Accurate recordkeeping and documentation integrity.
- Compliance incident reporting and escalation.
- Internal investigation principles and evidence handling awareness.
- Disciplinary consistency and management accountability.
- Human rights, modern slavery, and ethical supply chains.
- Anti-corruption risks in recruitment, donations, and community partnerships.
- Sector-specific compliance scenarios for hospitality, healthcare, oil and gas, and procurement teams.

23 / SERVICES

Governance, Risk & Compliance Management

Training and implementation support to help organizations establish clear responsibilities, manage risks, and monitor compliance performance.

- Governance, Risk & Compliance fundamentals.
- Corporate governance and management oversight.
- Enterprise and operational risk assessment.
- Compliance risk assessments and risk registers.
- Identification and tracking of applicable compliance obligations.
- Compliance policies, procedures, and operating controls.
- Roles, responsibilities, and approval authorities.
- Segregation of duties and internal control principles.
- Policy communication and employee acknowledgement processes.
- Compliance training plans and awareness campaigns.
- Risk-based third-party due diligence frameworks.
- Supplier codes of conduct and ethical purchasing controls.
- Compliance monitoring plans and management reporting.
- Key risk indicators and compliance performance measures.
- Compliance document control and evidence management.
- Incident escalation, remediation, and corrective action tracking.
- Business continuity and crisis governance.
- Integration of compliance with quality, safety, environmental, and ESG systems.

24 / SERVICES

Anti-Bribery & Compliance Management Systems Support

Consultancy, training, and internal assessment support for organizations developing structured anti-bribery and compliance programmes.

- Anti-bribery programme gap assessments.
- Compliance management system gap assessments.
- ISO 37001 anti-bribery management system awareness and implementation support.
- ISO 37301 compliance management system awareness and implementation support.
- Anti-bribery policies and codes of conduct.
- Bribery and corruption risk assessment workshops.
- Gifts, hospitality, donations, and sponsorship registers.
- Conflict of interest declaration processes.
- Third-party screening and due diligence procedures.
- Financial and non-financial control documentation.
- Speak-up and whistleblowing procedure development.
- Compliance investigation and escalation protocols.
- Employee and management training.
- Internal audit planning and assessments.
- Management review preparation.
- Corrective action planning and effectiveness reviews.
- Independent certification readiness and certification body coordination.

25 / SERVICES

Compliance Reviews & Ethical Business Assessments

Practical reviews of organizational controls, documentation, and working practices against agreed criteria.

- Corporate policy and procedure compliance reviews.
- Anti-bribery and anti-corruption control assessments.
- Procurement and supplier integrity reviews.
- Gifts, hospitality, and conflict of interest register reviews.
- Third-party due diligence process assessments.
- Fraud risk and internal control gap assessments.
- Code of conduct implementation reviews.
- Whistleblowing and incident reporting process assessments.
- Training completion and employee awareness reviews.
- Compliance documentation and audit evidence checks.
- Findings reports and prioritized improvement plans.
- Corrective action follow-up and management reporting.

Programme & Certification Information

Programme availability, certificate issuer, external recognition, assessment requirements, and location-specific conditions are confirmed in each course description or proposal.

Practical competency training requires suitable facilities, equipment, qualified instructors, and assessment. Healthcare management learning does not confer clinical authorization, and marine awareness courses do not imply STCW or maritime authority approval.

Compliance programmes and assessments are tailored to the organization, industry, and applicable jurisdiction. Legal interpretations and regulated specialist services require appropriately qualified advisers. Independent certification decisions remain with the selected certification body.

Contact GREEZA Academy

Discuss your training, quality, compliance, consultancy, or assessment requirements and request a tailored proposal.

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