

Training Programme

April 2018 - March 2019



BOOKING ARRANGEMENTS AND CANCELLATION POLICY

Booking Arrangements

Places can only be secured by completing the appropriate booking form which is available on request from the Training Department at the ARC (NI) office.

Tel: 028 9038 0960

Email: training.ni@arcuk.org.uk

Place will be allocated on a *first come, first serve basis*, so early booking is advisable

Your Cancellation Charges

If you are unable to attend the course you are booked on, you may substitute, **by prior arrangement and after notifying us**, someone else from your organisation.

If you are unable to attend, and cannot or do not wish to give the place to someone else in your organisation, we **may** accept the fee paid as payment towards a place on the same or another course that takes place within 12 months following the originally booked event.

Such a transfer will be on condition that we are informed in writing of your intentions two weeks prior to the originally booked event. Bookings can only be transferred once.

If you are unable to attend, and not in a position either to transfer your place to another person or to another event, then the following charges will apply:

Cancellation Charges - Training Courses

10 working days before the course:	50%
5 working days before the course:	75%
less than 4 working days before the course:	100%

Please note that full payment is required for non-attendance on a booking that has been transferred.

Free Courses – The charges applied to free courses for cancellation or non-attendance is as follows:

10 working days before the course:	no charge
5 working days before the course:	£15
Non-attendance:	£30

ARC's Cancellation

ARC NI events and courses are periodically updated and while we endeavour to deliver the courses as advertised there may inevitably be occasions where we have to change content without prior notice or, in exceptional circumstances, to cancel an event.

In the case of a course cancellation delegates will either be offered an alternative date, a credit note or a full refund and we will also consider any reasonable request to cover non-refundable travel arrangements if a course is cancelled within 2 working days of the start day.

Venue unless otherwise stated

ARC (NI)
Ash Grove
Wildflower Way
Boucher Road
BELFAST BT12 6TA
Tel: 028 9038 0960

Costs unless otherwise stated

Full Day Course

ARC Member:	£85.00
Non-Member:	£105.00

Half-Day Course

ARC Member:	£45
Non-Member:	£60

ACTIVE SUPPORT WORKSHOP (2-Day) **(Team Leaders, Middle & Senior Managers)**

Thursday 18th & Friday 19th October 2018

This two-day workshop is aimed at managers with teams of support workers, to understand and embed Active Support within their services/organisation. Active Support is a model that challenges staff to enhance their skills to empower people with support needs to take the lead in functional and meaningful activities.

What is Active Support?

Active Support is a person-centred approach that grows the skills of people supported by promoting inclusion; independence and choice in everyday activities; improving staff team confidence and morale; turning person-centred support into person-centred action and supports services to show quality of life outcomes. Active Support fits with Positive Behaviour Support as it forms a major part in primary prevention.

Day 1: Introduction to Active Support

By the end of day 1, participants will:

- understand the history of Active Support
- learn how to provide support that promotes participation and engagement
- explore the opportunities to engage people in meaningful activities at home and in their community
- learn simple ways of monitoring staff support
- understand how to embed active support within your team.

Day 2: Interactive Training Coaching and Practice Leadership (Theory) - Embedding Active Support in the Service)

By the end of the day 2, participants will:

- explore current practice what needs to change
- have identified both formal and informal skills to assist supervision - through practical observation of role play
- identify achievable goals and set monitoring outcomes – review of simple paperwork
- gain the skills to motivate staff teams and promote progression
- understand how to work beyond the paperwork.

Cost ARC Member £165 | Non-Member £235

ASSESSMENT, SUPPORT PLANNING AND RISK

(Frontline staff, middle & senior managers)

Friday 8th June 2018

Thursday 17th January 2019

This course is designed to meet the standards required for assessment, support planning and associated risk in line with the Supporting People Quality Assessment Framework C1.1 Assessment and Support Planning. All course content reflects the standards developed by the Regulations and Quality Improvement Authority (RQIA), with particular focus on standards referring to up to date assessment of need, up to date comprehensive plans and meaningful involvement at reviews. The standards of practice set by NISCC in relation to, 'delivering person centred care' will also be highlighted throughout the course.

By the end of the course learners will:

- understand the importance of a person centred approach to support assessment and support planning
- identify ways to include individuals who are supported to have full and meaningful involvement to enable choice, control and decision making
- have an understanding of risk, risk assessment and risk management appropriate to the individuals supported
- establish good review practice of support planning and risk enablement
- explore competency of staff in understanding and gaining knowledge of assessment and planning for support and risk management.

COMMUNICATION SKILLS TO HELP YOU SUPPORT PEOPLE WITH PROFOUND AND MULTIPLE LEARNING DISABILITIES (½ Day)

(Frontline staff)

Monday 25th June 2018 | 10am—1pm

This course is aimed at helping staff to support people with profound and multiple learning disabilities to communicate and express their own thoughts and ideas.

The course content reflects NISCC Standards of Conduct for Social Care Workers 1.3 Empowering service users and carers to communicate their views, needs and preferences, taking account of their preferred language and form of communication and RQIA Provider Guidance 2017/18 for Domiciliary Care, Nursing Homes, Adult Placements Agencies and Day Settings; specifically Compassionate Care; Indicator: Service users are listened to, valued and communicated with, in an appropriate manner.

By the end of the course learners will:

- explore the implications of failing to understand communication and how this can result in a complex range of behaviours that challenge
- explore language and communication difficulties: Developmental/Acquired
- be familiar with the range of ways in which people communicate without speech
- have an introduction to Active Support, Intensive Interaction, objects of reference and sensory referencing
- have an introduction to augmentative and alternative communication; including PECS and basic Makaton Signs.

DEMENTIA AWARENESS AND LEARNING DISABILITY

(Frontline staff)

Wednesday 27th June 2018

Tuesday 6th November 2018

This course will cover a range of aspects of dementia and also how it relates to adults with a learning disability.

By the end of the course learners will:

- have developed an understanding of the implications of a diagnosis of dementia for people with a learning disability
- have increased confidence and empathy which will have a direct impact on the delivery of services
- have increased skills to facilitate quality of life outcomes for those they care for
- be able to demonstrate improved communication, ability to engage the person appropriately, environmental management and an understanding of behaviour that is deemed challenging.

DEVELOPING EMOTIONAL RESILIENCE

(Frontline staff, middle and senior managers)

Tuesday 11th September 2018

Monday 18th February 2019

This course is for all those who staff working in social care who wish to develop resilience skills to help them in times of adversity and to thrive when faced with unexpected challenges.

By the end of the course learners will:

- explore what stress, emotional wellbeing and resilience means
- identify their own resilience traits
- develop strategies and techniques for building personal emotional resilience and resiliency
- identify thinking traps and ways of reframing thinking
- understand how to manage unhealthy emotions and how to develop positive emotions
- be developing empathy and flexible thinking
- have an introduction to mindfulness.

EMERGENCY FIRST AID AT WORK

Accredited: Level 2

Monday 10th September 2018



To give delegates the necessary skills and knowledge to be able to assist the qualified first aider in the event of a workplace emergency. In some cases it may be appropriate for this person to provide short-term cover for the qualified first aider if they were absent without prior warning.

By encouraging employees to attend this course; the employer is fulfilling their obligation to ensure adequate welfare and first aid provision in the workplace. Employees can be confident that they will receive the best available emergency first aid response in the event of an accident.

By the end of the course learners will:

- understand the role and responsibilities of a first aider
- be able to assess an incident
- be able to provide first aid to an unresponsive casualty
- be able to provide first aid to a casualty who is choking
- be able to provide first aid to a casualty with external bleeding
- know how to provide first aid to a casualty who is in shock
- know how to provide first aid to a casualty with minor injuries.

Assessment

- 1] Practical observation – delegates will be assessed via ongoing observation throughout the course
- 2] Written/Oral questioning – delegates will complete a theory assessment based on course content. Where required, this can be done verbally with the assessor.

Course Outcome

Candidates will receive a level 3 Highfield accredited Certificate on completion of the course.

Cost ARC Member £95 | Non-Member £115

Wildflower Way, Boucher Road, Belfast BT12 7TA

tel: 028 9038 0960 | email: training.ni@arcuk.org.uk | web: arcuk.org.uk/northernrieland

FIRE SAFETY

Accredited: Level 1

Assessment method: Multiple Choice Questions



Friday 25th May 2018 | 10am—1pm

This qualification is designed to provide the underpinning knowledge for learners to operate safely in the workplace with regards to fire safety.

The course provides employers with a programme which assists them in proving due diligence and demonstrates their legal commitment to staff training as required by the Regulatory Reform (Fire Safety) Order 2005.

The course is aimed at all staff in particular new starters, refresher training, learners seeking employment etc.

By the end of the course learners will:

- understand basic fire safety and what to do in the event of an emergency.
- understand the principles of fire risk control.
- understand the basics of practical fire safety.

Cost ARC Member £60 | Non-Member £75

FOOD HYGIENE

Accredited: Level 2

Wednesday 19th September 2018



This course is aimed at those employed in a food handling capacity, with responsibility for preparing and cooking food or serving food to consumers.

By the end of the course learners will:

- have an introduction to food safety
- understand the legal requirements in relation to food preparation, storage and serving food for consumption
- understand the legal requirements for food handlers

- be able to Identify typical food safety hazards, (physical hazards, chemical hazards and biological hazards)
- understand the correct methods of recording and taking temperatures of food and storage facilities

Cost ARC Member £95 | Non-Member £115

HOW TO COMMUNICATE SAD, DIFFICULT OR BREAK BAD NEWS, INCLUDING BEREAVEMENT (½ Day)

(Frontline staff)

Wednesday 7th November 2018 | 10am—1pm

Thursday 14th February 2019 | 10am—1pm

The aim of the course is to increase the knowledge, confidence and skill of staff and carers who are involved in communicating sad, bad or difficult news to a person with learning disabilities.

This can be any type of news, including illness, death, bereavement, changes in living situations, or anything else the person with learning disabilities may experience as “bad news” but the primary focus will be on death related bad-news.

The course content reflects NISCC Induction Standard 4 ‘Communicate Effectively’

By the end of the course learners will:

- explore how people with learning disabilities understand and communicate about illness
- explore the experiences and preferences of people with learning disabilities, families and professionals around breaking bad news
- identify the factors that affect breaking bad news to people with learning disabilities
- have an opportunity to listen to people with learning disabilities sharing their experiences of bad news
- have an opportunity to work on a specific breaking-bad-news scenario and also bring their own bad-news scenario for discussion and learning.

HUMAN RIGHTS & RESTRICTIVE PRACTICE

(Middle & senior managers)

Thursday 25th October 2018

Thursday 28th March 2019

This course is aimed at middle and senior managers to explore the key issues from a human rights perspective and will highlight some of the key concepts, practice standards and present research relating to use of restrictive practices.

By the end of the course learners will:

- explore the Mental Capacity Act (Northern Ireland) 2016, specifically C4: additional safeguards: Deprivation of Liberty (DOLs)
- understand what is meant by restrictive practice
- understand the provisions of the human rights legislation and its impact on restrictive practice
- understand the context of restrictive practice in different service types ie supported living, residential care etc
- be able to articulate the reasons for eliminating/minimising restrictive practice
- practice manage the tensions between restrictive practice and risk management through case study
- practice and share ideas for alternative strategies to restrictive practice.

LEGAL PRACTICAL ASPECTS OF CAPACITY & CONSENT IN PRACTICE (½ Day)

(Frontline staff, middle & senior managers)

Tuesday 23rd October 2018 | 10am—1pm

Tuesday 26th March 2019 | 10am –1pm

Knowledge of the law on consent is an essential tool for every practitioner working in in any health or social care setting. Respect for a client’s rights to make their own decision is an essential aspect of practice. Clients have the right to make their own decisions, even if they are unwise decisions, if they have sufficient decision making capacity to do so. Where a client does not have decision making capacity for a specific decision, the practitioner should then assess the alternatives provided by current NI Legislation and Common Law, and in consultation with named others, to proceed in the client’s best interests.

This course addresses both the current statutory and common law in relation to consent in N. Ireland as well as professional standards including Department for Health NI and RQIA requirements. Contemporary research, guidance and references will be utilised throughout the course.

By the end of the course the learners will:

- define their personal legal and professional accountability, in relation to consent in health & social care
- list the essential elements of a valid / legal consent or refusal for care
- describe the processes involved in obtaining a legal and valid consent including appropriate documentation & record keeping
- define “decision-making capacity” in relation to health & social care
- discuss the procedures involved where a client does not have sufficient decision-making capacity to make their own decision
- discuss the involvement of family and carers in consent processes
- discuss relevant legislation, common law and professional standards
- discuss the Department for Health NI and RQIA Requirements in relation to Capacity and Consent.

LEGAL AND PRACTICAL ASPECTS OF STATEMENT & REPORT WRITING IN PRACTICE (½ Day)

(Frontline Staff, Middle & Senior Managers)

Tuesday 4th December 2018 | 10am –1pm

Practitioners working within any health and social care settings, can be required to write statements and reports in relation to adverse incidents or accidents or in reply to complaints. Knowledge of good practice in relation to completion of these key legal documents is very important for every grade of staff.

This course addresses both the current best practice guidance in relation to statement and report writing in N. Ireland as well as professional standards, including Department for Health NI and RQIA requirements. Contemporary research, guidance and references will be utilised throughout the course.

By the end of the course the learners will:

- define their personal legal and professional accountability, in relation to the writing of statements and reports in practice
- outline the essential elements of an effective statement or report
- describe the processes involved in obtaining information which will be utilised in the formation of statements and reports.
- discuss the appropriate design and chronological order which should be followed in relation to completion of a statement or report
- discuss challenges or difficulties which could be experienced in the completion of statements and reports
- discuss relevant professional standards and legislation
- discuss regional guidance on completion of statements and reports.

LEGAL AND PRACTICAL ASPECTS OF HANDLING COMPLAINTS AND AVOIDING LITIGATION, IN PRACTICE (½ Day)

(Frontline Staff, Middle & Senior Managers)

Monday 14th May 2018 | 10am –1pm

Tuesday 20th November 2018 | 10am –1pm

One of the most frequent challenges in any health and social care setting is when a complaint is received about that service. Complaints should be treated with a positive approach and after careful investigation, any learning should be shared with everyone in that service, as appropriate.

Complaints handling is everyone`s business in an organisation. When complaints are handled thoroughly and carefully in a professional, transparent and timely manner, litigation is often avoided.

This course addresses both the current law and good practice in relation to complaints handling in N. Ireland as well as professional standards including Department for Health NI and RQIA requirements. Contemporary research, guidance and references will be utilised throughout the course.

By the end of the course the learners will:

- define their personal legal and professional accountability, in relation to complaints handling, in the health & social care setting
- describe good practice and communication skills required in the management of a complaint
- describe the processes involved in investigating a complaint, including appropriate documentation
- discuss the challenges and difficulties which could be experienced in the management of a complaint
- discuss relevant regional guidance, professional standards and legislation in relation to the handling and management of complaints
- discuss the Role of the Northern Ireland Public Services Ombudsman in relation to complaints handling
- discuss appropriate Department for Health NI and RQIA Requirements in relation to complaints handling.

LINE MANAGERS ROLE IN MANAGING STAFF STRESS

Tuesday 8th May 2018

Tuesday 13th November 2018

Tuesday 12th March 2019

The aim of the course is to ensure that all managers have the knowledge, confidence and skills to manage staff who are experiencing stress and ensure that workplaces create a culture where the causes of stress are identified and addressed using the Health and Safety Executive NI's Six Stress Management Standards.

By the end of the course learners will:

- understand how to define stress and emotional wellbeing
- outline the business case for addressing work-related stress
- recognise the legal requirements for managers in regards to work-related stress
- recognise stress in staff and self
- manage staff who may be experiencing work related stress or are absent from work due to work related stress
- apply the management standards for work-related stress in the context of managing staff
- identify strategies for improving emotional wellbeing and managing stress.

MANAGING OR WORKING WITH DIFFICULT COLLEAGUES

(Frontline staff, middle and senior managers)

Wednesday 20th June 2018

Monday 17th September 2018

Monday 11th March 2019

The aim of this training is to provide individuals with the skills and strategies to enable them to address difficult behaviour in the workplace and have courageous conversations. The course provides participants with the opportunity to work on their own work situation where they want to handle a behaviour more effectively, enabling them to leave the training equipped with some effective, practiced strategies for achieving a more successful outcome and/or equipped to have that courageous conversation. The course reflects NISCC Induction Standards specifically the role of the worker and communicating effectively.

By the end of the course learners will:

- consider the causes of difficult behaviour
- recognise how you perceive difficult people
- learn what it is that 'triggers' me
- recognise different behaviour types
- identify the best strategies and techniques for addressing a current difficult behaviour
- identify and manage own emotions in difficult situations
- develop listening skills to support working with difficult people
- develop assertiveness techniques to deal with difficult behaviours
- recognise how our relationship with conflict impacts on us and others in the workplace
- have that courageous conversation with their colleague/team member.

MANUAL HANDLING

Accredited: Level 2

Monday 11th June 2018 | 10am-1.30pm



The aim of this course is to improve the manual handling techniques of operatives and to raise awareness of health and safety in the workplace when involved in manual handling activities. The programme content includes the following.

By the end of the course learners will:

- understand Health and safety at Work Order NI 1978
- understand Manual handling operations regulations
- understand the provision and use of work equipment regulations
- understand personal protective equipment regulations
- understand the management of health and safety at work regulations .

Cost ARC Member £60 | Non-Member £75

MEETING THE NEEDS OF CARERS

(Frontline staff & middle managers)

Thursday 7th February 2019

This one-day workshop for social care workers will explore the pivotal role carers have in providing support and care to family members and how social care staff can meet the needs of carers with this vital responsibility.

By the end of the course the learners will:

- understand how to effectively communicate with carers
- understand why there is a need to work in partnership with carers
- identify the role, needs and rights of a carer
- explore helpful and appropriate support, advice and information to carers
- discuss the need for appropriate respite
- look at opportunities for developing carer's 'wellness' sessions.

MENTAL HEALTH AND LEARNING DISABILITIES

(Frontline staff and middle managers)

Friday 29th June 2018

Thursday 6th December 2019

The aim of this course is to raise awareness of staff who may experience supporting people with learning disabilities who experience mental health issues. The course will raise an awareness of mental illness, its effects on people with learning disabilities and provides a basic introduction to assessment and interventions.

This course specifically relates to NICE guidelines on Mental Health problems in people with learning disabilities.

By the end of this course learners will:

- explore what we mean by 'mental health' and 'mental illness'
- recognise signs and symptoms of main mental health diagnosis.
- explore autism, dementia and mental health
- understand that people with learning disabilities are at increased risk of mental health problems
- understand that mental health problems may develop and present in different ways from people without learning disabilities, and the usual signs or symptoms may not be observable or reported
- understand that people with learning disabilities can develop mental health problems for the same reasons as people without learning disabilities
- explore the reasons why mental health problems are commonly overlooked in people with learning disabilities
- have an introduction to assessment and interventions.

MENTAL HEALTH AND THE WORKPLACE

(Managers and HR professionals)

Tuesday 16th October 2018

Tuesday 19th March 2019

For all those who that have a responsibility for, or interest in ensuring that workplaces have a culture that is mentally healthy and that staff are appropriately supported and managed when experiencing a mental health problem. The course reflects NISSC induction Standards specifically 'Equality, Person Centred approaches and Health and Safety'

By the end of the course learners will:

- understand the business case for managing mental health in the workplace
- understand what we mean by mental health conditions
- understand the signs and symptoms of mental health problems
- understand the role of the line manager
- understand legislative responsibilities in relation to mental health
- develop a mentally healthy workplace culture
- explore examples of best practice when managing mental health in the workplace.

MOVING & HANDLING (PATIENTS)

**Friday 23rd November 2019 | 10am—
1pm**



This course is designed for all staff working in a health care environment that involves moving people. Through the course delegates will learn standard moving and handling principles, as well as moving and handling patients. This will ensure that participants are fully skilled in techniques for moving people in the environment in which they work. The aim of this course is to increase trainee knowledge of the legal framework, background theory and practical skills involved in client moving and handling.

By the end of the course the learners will:

- understand the main legislative framework relating to moving and handling
- identify the main anatomical features of the spine and discuss the biomechanics and predisposing factors in spinal injury
- describe how to carry out a risk assessment
- demonstrate knowledge of correct posture
- list common examples of condemned moving and handling techniques
- describe the common practical techniques for sitting, standing and in the bed procedures using direct contact, the client hoist and slide sheet.

NATIONAL AWARD IN THE PRINCIPLES OF FIRE SAFETY AND THE ROLE OF THE FIRE MARSHAL

Accredited: Level 2

Assessment method: Multiple Choice Questions

Wednesday 14th November 2018

This qualification is designed to provide the underpinning knowledge for learners to operate safely in the workplace with regards to fire safety.

The course provides employers with a programme which assists them in proving due diligence and demonstrates their legal commitment to staff training as required by the Regulatory Reform (Fire Safety) Order 2005.



The course is aimed at staff that have been recently appointed or intend to be appointed as a fire marshal/warden in the workplace.

By the end of the course learners will:

- understand basic fire safety and what to do in the event of an emergency
- understand the principles of fire risk control
- understand the basics of practical fire safety
- understand the principles of fire safety legislation under the Regulatory Reform (Fire Safety) Order 2005
- develop knowledge and understanding of how fire spreads and the behaviour of humans in the event of a fire
- develop knowledge and understanding of the role of the fire marshal.

Cost ARC Member £95 | Non-Member £115

PALLIATIVE & END OF LIFE CARE

(frontline staff, middle & senior managers)

Thursday 13th September 2018

Tuesday 12th March 2019

The aim of this course is to develop staff and managers knowledge of the meaning of palliative care and the implications for them and their staff working with people who have palliative and end of life care needs.

By the end of the course learners will:

- develop their awareness of staff needs when caring for people with palliative care needs
- develop their understanding of the meaning of palliative and end of life care
- gain an understanding of professional boundaries when caring for people with palliative
- and end of life care issues
- enhance their knowledge of loss, grief and bereavement
- develop their recognition of the specific palliative care needs of people with cognitive impairment or learning disabilities.

PERSON CENTRED PRACTICES

(Frontline staff, middle & senior managers)

Monday 24th September 2018

Person centred planning is a way of expressing a set of inclusive values through a unique range of tools and techniques. This one day course enables participants to identify and begin to address the changes that are needed to ensure that person-centred practices are embedded in day to day practice and that people using services have choice and control over how they are supported.

All course content will reflect the NISCC standards of practice which outline the knowledge and skills required for competent practice with particular reference to 'Delivering Person-Centred Care and Support which is safe and effective' and the standards set by RQIA in relation to comprehensive care planning.

By the end of the course learners will:

- understand the principles of Person Centred Planning
- explore their knowledge, skills and understanding of person-centred tools and practices
- explore how you and your team use person-centred tools to support individuals to have choice and control in their lives
- look at national good practice examples of Person Centred Practice
- develop key starting points for introducing Person Centred Planning.

POSITIVE RISK TAKING

(Frontline staff & middle managers)

Friday 1st June 2018

This training will explore what is meant by positive risk taking, exploring how positive risk taking can encourage, enable and empower individuals with disabilities to live their lives as they choose. This Positive Risk Taking training will take you through the knowledge learning outcomes that will cover the following 'Risk' related units on the Qualification Credit Framework (QCF):

LD 205 Principles of positive risk taking for individuals with disabilities

LD 305 Understanding positive risk taking for individuals with disabilities

In line with NISCC standards of practice this course will consider the implications of respecting the rights of service users to take risks while seeking to ensure that their behaviour does not harm themselves or other people. The course will also reflect the standards outlines by RQIA in regard to risk enablement and safeguarding.

By the end of the course the learners will:

- understand that individuals with disabilities have the same right as everyone else to take risks
- understand the importance of a positive, person centred approach to risk assessment
- understand the legal and policy framework underpinning an individual with disabilities right to make decisions and take risks
- understand the importance of considering with an individual with disabilities the risk associated with the choices they make
- understand the importance of a partnership approach to risk taking.

PROMOTING POSITIVE BEHAVIOUR/ EXPLORING BEHAVIOURS THAT CHALLENGE

(Frontline staff)

Wednesday 26th September 2018

Wednesday 6th March 2019

The aim of this course is to equip frontline staff with the knowledge they need to promote positive behaviour, thus allowing them to offer support to the adults they work with, to help to develop skills to improve their quality of life, develop positive relationships, have choices and participate in their community.

This course reflects the standards of practice set by NISCC in relation to 'Respecting the rights of service users while seeking to ensure that their behaviour does not harm themselves or other people'.

By the end of the course learners will:

- explore the development of shared values, which promote the attitude, skill and knowledge needed to implement positive behaviour management
- explore the complex range of causes of behaviour that challenges and how environmental factors and interactions may contribute to someone becoming distressed
- explore the skills, qualities and approaches needed to support vulnerable adults in managing their behaviour.

RECRUITMENT & SELECTION

(Middle & Senior Managers)

Tuesday 25th September 2018

Tuesday 26th February 2019

This course is designed to meet the standards required for recruiting and selecting staff into your organisation in line with best practice and RQIA outcome Is Care Safe?, specifically Indicator S1 *'There are, at all times, suitably qualified, competent and experienced persons working in the service in such numbers as are appropriate for the health and welfare of staff'*.

By the end of the course learners will:

- have identified the key aspects of a model recruitment policy and how to apply it in practice
- possess the ability to design recruitment processes which will provide the best appointee for the job in an equitable and non-discriminatory manner
- be able to design the key elements of the recruitment process – Job Descriptions, Person Specifications, Interview Questions
- have developed skills in analysing recruitment material and make decisions based on evidence of competence.

SAFEGUARDING ADULTS AT RISK OF HARM & CHILD PROTECTION

(Frontline staff)

This course aligns with the NIASP Level 2 Training and Development Framework

Wednesday 3rd October 2018

Friday 22nd March 2019

This course aims to equip staff with the understanding of what safeguarding is, and increase their knowledge of roles and responsibilities in the protection of adults at risk of harm and children.

The course content reflects NISCC Standards of Conduct 3: Promote the autonomy of service users while safeguarding them as far as possible from danger or harm, specifically 3.2, 3.3 & 3.4 and RQIA Provider Guidance 2017/18 for Domiciliary Care, Nursing Homes, Adult Placement Agencies and Day Care Settings; specifically, 'Is Care Safe'. Indicator: The service promotes and makes proper provision for the welfare, care and protection of service users. The course will also reflect the standards outline by RQIA in regard to risk enablement and safeguarding.

By the end of the course learners will:

- explore the legal context in safeguarding adults at risk of harm and in need of protection
- explore the legal context in safeguarding children
- look at attitudes to disability
- understand how to create a safe and inclusive environment
- understand codes of behaviour for staff and volunteers
- explore characteristics of different types of abuse
- explore signs and symptoms of abuse
- understand the procedures for reporting concerns
- understand the procedures for whistleblowing.

SELF DIRECTED SUPPORT AWARENESS

(Middle managers & senior managers)

Monday 4th June 2018

Self Directed Support is being implemented regionally within Northern Ireland as a route to personalisation enabling an individual to have choice and control over their care and support. The principles, of Self Directed Support work closely with the values underpinning the standards set by RQIA and the values that strengthen the standards of conduct and practice outlines by NISCC. This one day course will provide an awareness of Self Directed Support.

By the end of the course the learners will:

- understand the 7 stages of Self Directed Support
- understand how an Individual Budget can be used
- explore what is involved for the individual
- have discussed local and national developments of Self Directed Support.

SUPERVISION SUPPORT AND INCREASING OVERALL PERFORMANCE THROUGH APPRAISALS

(Middle & senior managers)

Wednesday 10th October 2018

Wednesday 27th March 2019

This course is aimed at managers and will consider the performance review cycle, including the skills required to plan and carry out meaningful supervision, drive performance and undertake annual reviews/appraisals.

By the end of the course learners will:

- reflect on what is a good manager/leader
- understand the concept of the performance management cycle
- understand the purpose of performance management and strategies behind appraisals
- gain knowledge of the performance management forms and tools
- ensure a clear understanding of roles and responsibilities in the Performance Management process
- understand the importance of aligning the performance of individuals with the aims and objectives of the organisation understand the benefits of frequent supervision and annual reviews
- gain an understanding of the merit/awards process.

SUPPORTING MEDICATION IN SOCIAL CARE SETTINGS

(Frontline staff, middle & senior managers)

Tuesday 29th May 2018

Wednesday 27th February 2019

Supporting Medication in Social Care settings addresses practical support for use of medication that reflects social care principles and values including the need for accurate recording and reporting. The course covers broad types, classifications and forms of medication, as well as safe handling and storage. This training meets the knowledge learning outcomes of the QCF unit 'HSC 3047 Support use of medication in Social Care'.

This course will be delivered in line with RQIA standards, specifically the standard relating to the management of medicines which states that 'The management of medicines is in accordance with legislative requirements, professional standards and Department for Health NI guidance'.

By the end of the course the learners will:

- understand the legislative framework for the use of medication in social care settings
- understand roles and responsibilities in the use of medication in social care settings
- explore the common types of medication and their use
- understand the techniques for administering medication
- understand the process for receiving, storing and disposing of medication supplies safely
- understand how to promote the rights of the individual and support use of medication
- understand how to record and report on the use of medication.

TRAIN THE TRAINER: SUPPORTING MEDICATION IN SOCIAL CARE SETTINGS (2- Day)

(Frontline staff, middle & senior managers)

Wednesday 30th & Thursday 31st May 2018

Thursday 20th & Friday 21st September 2018

Wednesday 20th & Thursday 21st March 2019

Supporting Medication in Social Care settings supports participants to recognise and follow the correct ways of supporting the use of medication. All the training material used meets the Knowledge learning outcomes of the QCF unit 'HSC 3047 Support use of medication in Social Care'. Each participant completing the two day course will have refreshed their own knowledge and understanding of the training pack learning outcomes and have a comprehensive training pack to deliver in house training.

This course will be delivered in line with RQIA standards, specifically the standard relating to the management of medicines which states that 'The management of medicines is in accordance with legislative requirements, professional standards and DHSSPS guidance'.

By the end of the course the learners will:

- understand the legislative framework for the use of medication in social care settings
- understand the roles and responsibilities in the use of medication in social care settings
- understand the common types of medication and their use
- discuss techniques for administering medication
- understand the process for receiving, storing and disposing of medication supplies safely
- understand how to promote the rights of the individual and support use of medication
- understand how to record and report on the use of medication.

Cost ARC Member £245 | Non-Member £375

TRAIN THE TRAINER: SUPPORTING MEDICATION IN SOCIAL CARE SETTINGS REFRESHER (One-Day)

(Front line staff, middle & senior managers)

Thursday 14th June 2018

Monday 3rd December 2018

On-going education, training and development of staff, who will be responsible for safe practice in handling, administering and managing medication is a critical area of work in social care settings. This refresher training provides an opportunity to update knowledge, skills and understanding of policy, legislation and good practice to ensure practical support to staff with a responsibility for supporting medication in line with social care principles and values.

This course will be delivered in line with RQIA standards, specifically the standard relating to the management of medicines which states that 'The management of medicines is in accordance with legislative requirements, professional standards and DHSSPS guidance'.

By the end of the course learners will:

- have updated knowledge on current legislation framework for the use of medication in social care settings
- explore case studies to reflect on codes of practice in relations to the use of medication in social care settings
- have an opportunity for shared learning on effective training practice
- have an opportunity to design a refresher half day session for the work place.

Cost ARC Member £110 | Non-Member £180

THE 3 Rs - ROLES, RESPONSIBILITIES AND REQUIREMENTS OF REGISTERED MANAGERS

(Middle and senior managers)

Friday 26th October 2018

Wednesday 27th March 2019

This course is targeted at current and aspiring Registered Managers, owners and other relevant senior staff.

By the end of the course learners will:

- explore skills and knowledge requirements
- explore roles and responsibilities in governance
- explore person-centered focus for services
- explore the involvement of people supported in planning for the service they want and need
- explore monitoring services
- explore roles and responsibilities in safeguarding
- understand requirements of regulation and best practices.

UNDERSTANDING SELF-HARM AND SUPPORTING PEOPLE WITH LEARNING DISABILITIES WHO ARE AT RISK

(Front line staff)

Wednesday 21st November 2018

The course is aimed at all staff working with people who do, or may, self-harm.

By the end of the course learners will:

- understand what is self-harm
- understand types of self-harm/self injury
- explore reasons for self-harm
- explore responses to self-harm
- explore communication with people who self-harm
- explore identification and prevention
- explore self-management.

Note: The course is highly interactive and asks that learners bring their own professional experiences to the day and learners are encouraged to prepare some work in advance of the course, conducting a short service audit and analysing how they currently engage with service users who self-harm.

UNDERSTANDING THE CONTEXT OF SUPPORTING INDIVIDUALS WITH A LEARNING DISABILITY

(Frontline staff)

Wednesday 17th October 2018

This course is specifically aimed at newly appointed or relatively inexperienced staff, working in the learning disability sector. It aims to give participants a basic understanding of learning disability and how it impacts on people's lives. The course will address standards of practice set by NISCC specifically, 'Understanding the Principles of Care, including human rights and equality'.

By the end of the course learners will:

- understand the legislation and policies that support human rights and inclusion of individuals with learning disabilities
- understand the nature and characteristics of learning disability
- understand the historical context of learning disability
- understand the basic principles and practice of advocacy, empowerment and active participation in relation to supporting individuals with learning disability and their families
- understand how views and attitudes impact on the lives of individuals with a learning disability and their family carers
- understand how to promote communication with individuals and learning disabilities.

WHISTLEBLOWING: HOW TO CREATE A POSITIVE CULTURE

(Middle & senior managers)

Wednesday 24th October 2018

Friday 29th March 2019

Raising concerns at work will improve practice and ensure that people who use services can rely on good practice and protection from harm. This one day programme is designed to support managers, deputies, team leaders and others in similar positions, within health and social care, to build confidence, trust and skills in ensuring that 'whistleblowing' can protect service users, staff and organisations.

By the end of the course learners will:

- understand the key principles of RQIA's Review of Whistleblowing Arrangements (Sept 2016)
- understand the barriers to whistleblowing
- learn about effective and practical steps to improving whistleblowing practice
- share good practice through case studies
- prepare for regulatory oversight of organisational practice.

Notes

Free Courses

Charges will be applied to free courses when places are cancelled or for non-attendance.

Charges are as follows:

10 working days before the course: No Charge

5 working days before the course: £15

Non-attendance: £30