

workforce development unit

**Adult & Community
Services,
Workforce
Development Unit**

Information for Private Voluntary and Third Sector Care
Providers in North Yorkshire

**External Learning Directory
2011-2012**

This directory has information on learning interventions and opportunities that can be accessed through the Adult and Community Services Workforce Development Unit. It will help you choose the learning intervention needed to develop the skills and knowledge you need for your role and for your team. Information on each course, including who it is appropriate for, costs and a brief outline can be found in this booklet.

To make it easier to find the right course for you, we have split them into five groups:

- Health and Safety
- Leadership and Management
- Social Care: General
- Social Care: Safeguarding Adults
- Social Care: Mental Health

Advice and guidance on choosing the right training course is available through email on workforcedevelopment@northyorks.gov.uk or alternatively by calling the Workforce Development Team on Telephone: 01609 536399

To download the latest version of the WDU external training calendar please visit the CAWD website www.cawd.org.uk

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Introduction

The training advertised in this booklet is for those working within North Yorkshire in the Private, Voluntary and Third Sector Organisations.

If you work within this sector within the City of York, please contact York City Council for their training dates.

City of York Council Training Unit: 01904 553026

Target Audience

The following training is specifically for small and medium-sized businesses and non-profit organisations.

Examples of Target Audience		
Care Professionals Volunteers Staff who are supporting vulnerable adults with activities of daily living	Ambulance / Transport workers All Care Assistants Voluntary Agency Staff	Managers and Team Leaders Befrienders Cooks & Domestic staff Mental Health Support Workers

How to book classroom training

To request a place on a training course or check dates and locations please log onto the NYCC Learning Zone. If you have not used the new self serve system previously please see our guidance on how to create a Learning Zone Account, please visit www.cawd.org.uk "Training Page".

If you require and further guidance or support, please contact the Workforce Development Unit:

Telephone: 01609 536399

EM: workforcedevelopment@northyorks.gov.uk

Course fees

Cancellation / no show charges

From the 1st April 2011 the Workforce Development Unit will introduce a cancellation charge of £50 per person, per course to all external partners.

This will apply to those delegates that do not turn up on the day and those persons cancelling their place on a course with less than 7 calendar days notice. If a substitute is offered and attends this cancellation charge will not apply.

Health and Safety

Title	CIEH Level 2 Award in Food Safety in Catering - (Certificated) – ACS/HS/010
Overview	This course is designed to give food handlers an appreciation of the fundamentals of good food hygiene practice, in compliance with the Food Safety Regulations 1995 (general food hygiene)
Format	Classroom
Format Description	6 hours classroom tuition and an exam undertaken on the day
Accredited?	Yes
Credit Value	Chartered Institute of Environmental Health - Level 2
Duration	1 Day
Is it right for me?	<u>Examples of Target Audience</u> Anyone working as a chef or cook in establishments where food is prepared, cooked and served.
What will I learn?	By the end of the course participants will be able to <ul style="list-style-type: none"> • Understand the terminology used in food safety • Understand the laws that apply to food businesses and food handlers, and should be able to describe, in general terms the requirements of the current regulations • Understand the concepts of food hazards and how the risk of food poisoning can be contained • Know how to take product and equipment temperatures • Know how a reduction in storage temperature will minimise bacterial multiplication • Understand the importance of high temperatures in the supply of safe food • Understand that food handlers pose a risk to food safety • Understand the importance of utilising appropriate storage conditions for different types of food • Understand the importance of cleaning in food premises • Understand the need for high standards for structure and equipment to promote good hygiene in food premises
What will it cover?	As Above and examination test
Further learning to consider	A requalification is required every 3 years
How to access?	To request a place on a training course or check dates and locations please log onto the NYCC Learning Zone. If you have not used the new self serve system previously please see our guidance on how to create a Learning Zone Account, please visit www.cawd.org.uk "Training Page".

Links to Behaviours	Keeping it Professional Level 1
Links to Skills	Health & Safety Skills Level 1
Links to Professional Standards	Chartered Institute of Environmental Health
Keywords	Food, Award, Catering, Safety
Trainer Profile	Delivered by Client Catering
Testimonials	•

Title	Emergency First Aid for Social Care – ACS/HS/002
Overview	This course is designed to provide knowledge and practical application to enable staff to feel competent and confident to cope with an accident.
Format	Classroom
Format Description	Classroom session only
Accredited?	No
Credit Value	
Duration	4 hrs
Is it right for me?	Examples of Target Audience All newly appointed staff working in Social Care Operations provider functions.
What will I learn?	By the end of the course participants will be able to: <ul style="list-style-type: none"> • Describe the role of the First Aider • Manage the scene of an accident using a five point plan • Manage and unconscious casualty • Perform cardio pulmonary resuscitation to a standard that is safe, prompt and effective • Manage a choking casualty either conscious or unconscious • Treat bleeding and shock • Treat burns and scalds
What will it cover?	As Above
Further learning to consider	None
How to access?	To request a place on a training course or check dates and locations please log onto the NYCC Learning Zone. If you have not used the new self serve system previously please see our guidance on how to create a Learning Zone Account, please visit www.cawd.org.uk "Training Page".
Links to Behaviours	Effective Performance - Level 1
Links to Skills	Health & Safety Skills
Links to Professional Standards	Common Induction Standard - 5
Keywords	Emergency, First, Aid
Trainer Profile	

Testimonials	<ul style="list-style-type: none">• Very enjoyable and informative, I was kept interested at all times 14/07/2010• I gained confidence from this course, an excellent and worthwhile course 05/07/2010• Excellent presentation, trainer made sure all learners had skills & knowledge and made people feel at ease which gave confidence to new employees 30/06/2010
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Title	Food Safety & Nutrition in the Care Sector
Overview	This course is designed to give delegates an awareness of Food Hygiene and relevant legislation along with a basic understanding of what a healthy diet is and ideas how to adapt someone's diet to promote healthy eating.
Format	Classroom
Format Description	Classroom only input
Accredited?	No
Credit Value	
Duration	3 hours
Is it right for me?	<p><u>Examples of Target Audience</u></p> <p>This course is for all staff undertaking the Skills for Care Common Induction Programme and as a 3 yearly refresher. I.E. All staff working in a social care provider settings for example: Residential, Mental Health, Adult Respite, Day Services and Domiciliary services (including START)</p>
What will I learn?	<p>By the end of the course participants will be able to:</p> <ul style="list-style-type: none"> • Understand the importance of food safety, including hygiene, in the preparation and handling of food Have awareness of Food Poisoning Bacteria • Understand the importance of Temperature Control and how to store food correctly • Understand the need for high standards of Personal Hygiene and Cleanliness • Understand the reasons for effective Pest Control and actions to be taken • Awareness of controls and monitoring procedures • Understand the basic principles of Healthy Eating and the importance of good nutrition and hydration in maintaining well-being • Identify why older people and those with dementia are at risk from under-nutrition and be aware of the signs and symptoms of poor nutrition and hydration • Discuss how to adapt someone's diet to meet their nutritional requirements if they have a poor dietary intake and be aware of ways in which to promote adequate nutrition and hydration
What will it cover?	As Above
Further learning to consider	CIEH Level 2 Award in Food Safety in Catering for cooks / chefs and those working in catering establishments

How to access?	To request a place on a training course or check dates and locations please log onto the NYCC Learning Zone. If you have not used the new self serve system previously please see our guidance on how to create a Learning Zone Account, please visit www.cawd.org.uk "Training Page".
Links to Behaviours	Community and Customer Focus Level 1
Links to Skills	Risk Management Skills Level 1
Links to Professional Standards	
Keywords	Nutrition, Food Safety
Trainer Profile	Delivered by Client Catering
Testimonials	<ul style="list-style-type: none"> • Course well presented – thank you (28/09/10) • This course has been very beneficial to my work and refreshed my knowledge (28/09/10) • Good refresher on nutrition and ideas on how to provide an adequate diet to elderly people with dementia (02/03/10)
ACS/WDU Contact Details	Email: workforcedevelopment@northyorks.gov.uk Tel: 01609 536399 Fax: 01609 532025

Title	Manual Handling Office Training-ACS/HS/004
Overview	A practical step by step guide to good lifting and manual handling techniques
Format	Classroom
Format Description	Classroom session with practical examples
Accredited?	No
Credit Value	
Duration	3 Hours
Is it right for me?	<u>Examples of Target Audience</u> Staff working in an office environment and / or involved in the movement of loads
What will I learn?	By the end of the course participants will be able to: <ul style="list-style-type: none"> • The principles of safer moving and handling • The legislation that exists to protect you at work • The importance of load management and the implications of poor practice • How to identify hazardous moving & handling • Knowledge and rehearsal of basic moving and handling practical skills • Cumulative musculoskeletal damage • Stretching/strengthening exercises.
What will it cover?	As above
Further learning to consider	Preferable to have completed the E-learning Health & Safety module in the Learning Zone prior to attendance.
How to access?	To request a place on a training course or check dates and locations please log onto the NYCC Learning Zone. If you have not used the new self serve system previously please see our guidance on how to create a Learning Zone Account, please visit www.cawd.org.uk "Training Page".
Links to Behaviours	Effective Performance Level 1
Links to Skills	Health & Safety Skills
Links to Professional Standards	
Keywords	Manual, Handling, Office
Trainer Profile	

Testimonials	<ul style="list-style-type: none">• Very good course in all aspects (13/07/10)• Course highlighted areas where I know I needed help and will be very useful (13/07/10)• Makes you think about lifting / moving from a very basic , practical level.
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Title	Moving & Handling of People Practical Skills- ACS/HS/007
Overview	An introduction to manual handling of people
Format	Classroom
Format Description	Classroom session with examples of practical application.
Accredited?	No
Credit Value	
Duration	6 Hours
Is it right for me?	<u>Examples of Target Audience</u> For staff working in the Private, Independent and Voluntary sector with service users who have moving and handling needs
What will I learn?	By the end of the course participants will be able to: <ul style="list-style-type: none"> • The nature of musculoskeletal injury and the mechanisms behind musculoskeletal injury • The legislation and guidance relevant to the moving and handling of people • The basic principles of manual handling in relation to the moving and handling of people • A definition of 'Ergonomics' and its relevance within the workplace • The equipment that exists to reduce the need and risk of manual handling of people • Understanding spinal mechanics in relation to the moving and handling of people • Understanding the place of risk assessment in the manual handling of people • Basic instruction in client handling practical skills within their own organisation with reference to relevant course workbooks • Stretching/strengthening exercises
What will it cover?	As above
Further learning to consider	
How to access?	To request a place on a training course or check dates and locations please log onto the NYCC Learning Zone. If you have not used the new self serve system previously please see our guidance on how to create a Learning Zone Account, please visit www.cawd.org.uk "Training Page".
Links to Behaviours	Effective Performance

Links to Skills	Health & Safety Skills
Links to Professional Standards	
Keywords	Moving, Handling, People, Practical
Trainer Profile	
Testimonials	<ul style="list-style-type: none"> • I will know how to lift people correctly. For my benefit and that of the client (05/10/10) • Thank you for an informative and practical based course (05/10/10)

Title	Safe Handling of Medicines – Domiciliary Care Staff
Overview	This course covers the role of the domiciliary worker in relation to administration, storage, ordering, receipt of medication and relevant record keeping. It also looks at the underpinning legislation requirements, common difficulties with medication (e.g. refusal of medication) and where to seek help from.
Format	Classroom
Format Description	Half day session arranged and delivered by Primary Care Trust Qualified Pharmacist
Accredited?	No NOTE: There is a Medication Competency Assessment tool which is strongly recommended once training has been completed.
Credit Value	N/A
Duration	Half day
Is it right for me?	Examples of Target Audience Delegates must be from a DOMICILIARY setting for example home care workers.
What will I learn?	By the end of the course participants will be able to: <ul style="list-style-type: none"> • Have the knowledge required to safely administer medicines to individuals
What will it cover?	<ul style="list-style-type: none"> • An overview of what medicines do and names of medicines • An overview of associated guidelines • How to administer medicines that a worker is able to administer • How to recognise and respond to side effects • Record keeping requirements • What if scenario's (for example refusal, as required medicines, non prescribed medicines) • Actions to take if a medication error occurs • Where to seek help from
Further learning to consider	Staff ought to be familiar with the NYCC Safe Handling of Medicines Procedure for Domiciliary Care. A handout booklet is provided at the training and is a useful reference guide. Medication Competency Assessment should follow the training.
How to access?	To request a place on a training course or check dates and locations please log onto the NYCC Learning Zone. If you have not used the new self serve system previously please see our guidance on how to create a Learning Zone Account, please visit www.cawd.org.uk "Training Page".

Links to Skills	Medication National Occupational Standards HSC3047 Skills for Care Medication Skill Set
Links to Professional Standards	As above
Keywords	
Trainer Profile	The trainers are all qualified Pharmacists, employed by NHS North Yorkshire and York (PCT)
Testimonials	•

Title	Challenging Behaviour – Conflict Management – ACS/SC/002
Overview	Non physical strategies for preventing and managing challenging behaviour
Format	Classroom
Format Description	Classroom session with booklets. Forms part of a 4 day programme attended as individual days. Not all staff will require the whole programme please refer to target audiences for each module.
Accredited?	No
Credit Value	
Duration	1 Day
Is it right for me?	<u>Examples of Target Audience</u> Staff who work in an environment where they may be at risk of experiencing challenging behaviour
What will I learn?	By the end of the course participants will be able to: <ul style="list-style-type: none"> • Work within policies and guidelines • Identify and develop methods of positively supporting service users with challenging behaviour • Define challenging behaviour and identify the causes and triggers to challenging behaviour • Manage challenging behaviours using a person centred approach • Identify strategies for defusing incidents and to support safe practice before, during and after an incident • To understand how people can be affected during and after an incident and to monitor your own response • To deal with the post incident issues
What will it cover?	As above
Further learning to consider	One of four sessions that builds on the lead up to physical intervention for appropriate identified personnel. Where further levels may be required attendance at this module is mandatory prior to attendance of others.
How to access?	To request a place on a training course or check dates and locations please log onto the NYCC Learning Zone. If you have not used the new self serve system previously please see our guidance on how to create a Learning Zone Account, please visit www.cawd.org.uk "Training Page".

Links to Behaviours	Keeping it Professional Level 2 and Community & Customer Focus Level 1
Links to Skills	Health & Safety Skills and Managing Challenging Behaviour
Links to Professional Standards	
Keywords	Challenging, Behaviour, Conflict
Trainer Profile	
Testimonials	•

Title	Challenging Behaviour – Disengagement – ACS/SC/003
Overview	Responding positively to low risk physically challenging behaviour
Format	Classroom
Format Description	Classroom session with booklets. Forms part of a 4 day programme attended as individual days. Not all staff will require the whole programme please refer to target audience for each module.
Accredited?	No
Credit Value	
Duration	1 Day
Is it right for me?	<u>Examples of Target Audience</u> Staff who may be at risk of experiencing low risk physically challenging behaviour. Level 1 Conflict Management must be attended prior to this course
What will I learn?	By the end of the course participants will be able to: <ul style="list-style-type: none"> • Work within policies and guidelines • Identify and develop methods of positively supporting service users with physically challenging behaviour • Respond in a positive way to physically challenging behaviour
What will it cover?	As above
Further learning to consider	One of four sessions that builds on the lead up to physical intervention for appropriate identified personnel. Where further levels may be required attendance at this module is mandatory prior to attendance of others.
How to access?	To request a place on a training course or check dates and locations please log onto the NYCC Learning Zone. If you have not used the new self serve system previously please see our guidance on how to create a Learning Zone Account please visit www.cawd.org.uk "Training Page".
Links to Behaviours	Keeping it Professional Level 2 and Community & Customer Focus Level 1
Links to Skills	Health & Safety Skills and Managing Challenging Behaviour
Links to Professional Standards	
Keywords	Challenging, Behaviour, Physically
Trainer Profile	
Testimonials	•

Title	Challenging Behaviour – Breakaway Skills – ACS/SC/001
Overview	Physical intervention and safe holding skills
Format	Classroom
Format Description	Classroom session with booklets. Forms part of a 4 day programme attended as individual days. Not all staff will require the whole programme please refer to target audience for each module.
Accredited?	No
Credit Value	
Duration	1 Day
Is it right for me?	<u>Examples of Target Audience</u> Staff who work in an environment where they may need to use physical intervention and safe holding. Level 1 Conflict Management, Level 2 Disengagement and Level 3 Physical Intervention must be attended prior to this course.
What will I learn?	By the end of the course participants will be able to: <ul style="list-style-type: none"> • Work within policies and guidelines • Identify and develop methods of positively supporting service users with physically challenging behaviour • Respond in a positive way to physically challenging behaviour • Physically intervene in a situation whereby failure to do so would result in injury or harm to those involved
What will it cover?	As above
Further learning to consider	One of four sessions that builds on the lead up to physical intervention for appropriate identified personnel. Where further levels may be required attendance at this module is mandatory prior to attendance of others.
How to access?	To request a place on a training course or check dates and locations please log onto the NYCC Learning Zone. If you have not used the new self serve system previously please see our guidance on how to create a Learning Zone Account, please visit www.cawd.org.uk "Training Page".
Links to Behaviours	Keeping it Professional Level 2 and Community & Customer Focus Level 1
Links to Skills	Health & Safety Skills and Managing Challenging Behaviour
Links to Professional Standards	
Keywords	Challenging, Behaviour, Breakaway
Trainer Profile	
Testimonials	•

Title	Challenging Behaviour – Physical Intervention – ACS/SC/004
Overview	Responding positively to higher risk physically challenging behaviour
Format	Classroom
Format Description	Classroom session with booklets. Forms part of a 4 day programme attended as individual days. Not all staff will require the whole programme please refer to target audience for each module.
Accredited?	No
Credit Value	
Duration	1 Day
Is it right for me?	<u>Examples of Target Audience</u> Staff who may be at risk of experiencing higher risk physically challenging behaviour. Level 1 Conflict Management and Level 2 Disengagement must be attended prior to this course
What will I learn?	By the end of the course participants will be able to: <ul style="list-style-type: none"> • Work within policies and guidelines • Identify and develop methods of positively supporting service users with physically challenging behaviour • Respond in a positive way to physically challenging behaviour
What will it cover?	As above
Further learning to consider	One of four sessions that builds on the lead up to physical intervention for appropriate identified personnel. Where further levels may be required attendance at this module is mandatory prior to attendance of others.
How to access?	To request a place on a training course or check dates and locations please log onto the NYCC Learning Zone. If you have not used the new self serve system previously please see our guidance on how to create a Learning Zone Account, please visit www.cawd.org.uk “Training Page”.
Links to Behaviours	Keeping it Professional Level 2 and Community & Customer Focus Level 1
Links to Skills	Health & Safety Skills and Managing Challenging Behaviour
Links to Professional Standards	
Keywords	Challenging, Behaviour, Physical

Trainer Profile	
Testimonials	<ul style="list-style-type: none">• Jo kept interest up throughout, great speaker (18/03/10)• Was a little apprehensive but had a very good educational few days.

Title	Challenging Behaviour – Refresher – ACS/SC/005
Overview	To enable staff to reassess their risk assessments for managing challenging behaviour, up-date their knowledge on the theoretical strategies, legal and local policies used to prevent and manage challenging behaviour.
Format	Classroom
Format Description	Classroom session with booklets.
Accredited?	No
Credit Value	
Duration	1 Day
Is it right for me?	<u>Examples of Target Audience</u> Staff who may be experiencing high risk or needing to use physical intervention. Level 3 Physical Intervention and Level 4 Breakaway Skills must be attended prior to this course.
What will I learn?	By the end of the course participants will be able to: <ul style="list-style-type: none"> • Work within policies and guidelines • Identify and develop methods of positively supporting service users with physically challenging behaviour • Respond in a positive way to physically challenging behaviour • Physically intervene in a situation whereby failure to do so would result in injury or harm to those involved
What will it cover?	As above
Further learning to consider	All 4 modules in the programme are mandatory prior to attendance on this course. A refresher is required bi-annually for those identified staff, managers may choose an annual refresher for some staff.
How to access?	To request a place on a training course or check dates and locations please log onto the NYCC Learning Zone. If you have not used the new self serve system previously please see our guidance on how to create a Learning Zone Account, please visit www.cawd.org.uk “Training Page”.
Links to Behaviours	Keeping it Professional Level 2 and Community & Customer Focus Level 1
Links to Skills	Health & Safety Skills and Managing Challenging Behaviour
Links to Professional Standards	

Keywords	Challenging, Behaviour, Refresher
Trainer Profile	
Testimonials	<ul style="list-style-type: none"> • Karl made the course interesting and informative (21/05/10) • This course helped me refresh the knowledge I had learnt on the previous course (25/06/10) • Excellent teacher, very informative and pleasant (23/07/10)

Leadership and Management

Title	Appraisal Skills for Managers– ACS/LM/006
Overview	This course is designed to give, managers and supervisors who deliver performance appraisals, the skills and knowledge so they are confident in being able to appraise their staff effectively as part of the organisation's performance management process.
Format	Classroom
Format Description	A classroom session with requirement to pre read the NYCC Appraisal Policy / Practice and the Behaviour Skills Framework
Accredited?	No
Credit Value	
Duration	1 Day
Is it right for me?	<u>Examples of Target Audience</u> Managers and supervisors who are responsible for carrying out performance appraisals with their staff and have not previously had training in the skills required to undertake an effective appraisal
What will I learn?	By the end of the course participants will be able to: <ul style="list-style-type: none"> • Identify and have practiced the key skills required to successfully carry out an appraisal interview including questioning, listening, summarising and giving constructive feedback • Prepare and structure the appraisal interview • Set SMART objectives which support the achievement of the team / service objectives • Understand how to link objectives for individual personal development to service plans and how to evaluate effectiveness of learning • Feel more confident in dealing with difficult conversations that may arise during an appraisal discussion • Evaluate the impact of learning and development activities identified on the Personal Development Action Plan
What will it cover?	As Above, including NYCC process and policy.
Further learning to consider	Additional information will be available via Guidelines for Managers on the Intranet. Further general information on Appraisal can be found on the Ashridge website via the Learning Zone

How to access?	To request a place on a training course or check dates and locations please log onto the NYCC Learning Zone. If you have not used the new self serve system previously please see our guidance on how to create a Learning Zone Account, please visit www.cawd.org.uk "Training Page".
Links to Behaviours	Effective Performance - Level 3, Keeping it Professional - Level 3, Know and Develop Self and Others – Level 3, Inspiring Others Level 3.
Links to Skills	Active Listening Skills, Coaching & Mentoring Skills,
Links to Professional Standards	No
Keywords	Appraisal, Managers
Trainer Profile	Delivered by LDU & ACS Trainers
Testimonials	<ul style="list-style-type: none"> • Thoroughly enjoyed today- excellent tutor - 22/03/10 • I Thoroughly enjoyed the course and will certainly be able to implement some of the training – 18/02/10 • A well run training session, will also help with PCT appraisal – 22/03/10

Title	Effective Supervision – ACS/LM/002
Overview	This course is designed to allow delegates the opportunity to reflect on their own supervision methods and how to integrate best practice to become more effective. It covers the complete supervision process.
Format	Classroom
Format Description	Classroom with the addition of Implementing your own development plan
Accredited?	No
Credit Value	
Duration	1 day
Is it right for me?	<u>Examples of Target Audience</u> Newly appointed managers and supervisors, or those who would like to have a refresher on supervision
What will I learn?	By the end of the course participants will be able to: <ul style="list-style-type: none"> • Understand the value and benefits of supervision from the supervisor/supervisee and organisation viewpoint • Understand and be able to apply policy and procedure on supervision • Critically review the responsibilities within the three main functions of supervision, i.e. management/evaluation and development • Have reflected on their own practice and identifies strengths and weaknesses • Have explored examples of good practice from the group and drafted a development plan to meet their learning needs
What will it cover?	As Above. In addition as pre study – delegates must be familiar with the ACS staff supervision policy and procedure
Further learning to consider	Managing Performance Issues Through Supervision Module
How to access?	To request a place on a training course or check dates and locations please log onto the NYCC Learning Zone. If you have not used the new self serve system previously please see our guidance on how to create a Learning Zone Account, please visit www.cawd.org.uk “Training Page”.
Links to Behaviours	Effective Performance Level 3, Keeping it Professional Level 3, Know and Develop Yourself and Others Level 3 & Inspiring Others Level 3
Links to Skills	Active Listening Skills & Coaching and Mentoring Skills

Links to Professional Standards	
Keywords	Effective, Supervision, Management
Trainer Profile	
Testimonials	<ul style="list-style-type: none"> • What I have learnt today, will help me move forward in my job role as this is now changing, I found the course a great benefit to me.12/07/10 • I have gained more knowledge on how to deliver effective supervision and now feel more confident to do so 16/03/10

Title	Managers Role in Staff Development – ACS/LM/001
Overview	This course is designed to support and enable new managers and supervisors to be able to identify how and why we develop staff.
Format	Classroom
Format Description	Classroom session with pre course work identified. A toolkit will be supplied
Accredited?	No
Credit Value	
Duration	1 Day
Is it right for me?	<u>Examples of Target Audience</u> All new supervisors / managers. May also be useful as a refresher for more experienced managers.
What will I learn?	By the end of the course participants will be able to <ul style="list-style-type: none"> • Understand the importance of staff development • Understand the costs and benefits associated with staff development • Recognise and identify potential barriers to effective development • Understand the managers key role and responsibility for staff development • Know how to use a range of solutions and assessment tools effectively. • Understand the theory and application of how people learn • Understand the importance of “Return on Investment” • Know how to evaluate competence
What will it cover?	As above plus pre study requirements – instructions for coaching task will be sent out prior to course with the joining instructions
Further learning to consider	<ul style="list-style-type: none"> • Appraisal Skills for Managers • Supervision Programme
How to access?	To request a place on a training course or check dates and locations please log onto the NYCC Learning Zone. If you have not used the new self serve system previously please see our guidance on how to create a Learning Zone Account, please visit www.cawd.org.uk “Training Page”.
Links to Behaviours	Effective Performance Level 3, Working Together Level 3, Know and Develop Yourself and Others Level 3

Links to Skills	Persuading, Influencing and Negotiating Skills, Active Listening Skills
Links to Professional Standards	
Keywords	Managers, Role, Development
Trainer Profile	
Testimonials	<ul style="list-style-type: none"> • The course was very interesting and the event leader was knowledgeable about the subject 05/08/10 • I have learnt a great deal from this course and would definitely implement in my role, the event leader was a great trainer and encouraged the group to share their experiences. It included relevant activities that helped to re-enforce learning 05/08/10

Title	Managing Performance Issues through Supervision – ACS/LM/005
Overview	This course will focus on the skills and behaviours that managers need to build on when dealing with the more complex and difficult staff issues of performance and behaviour
Format	Classroom
Format Description	Classroom session with some pre read
Accredited?	No
Credit Value	
Duration	1 Day
Is it right for me?	<u>Examples of Target Audience</u> All new supervisors / managers. May also be useful as a refresher for more experienced managers
What will I learn?	By the end of the course participants will be able to: <ul style="list-style-type: none"> • Apply a process for dealing with any type of performance issues • Understand the range of support from HR and when to refer • Access and adapt their own leadership style to achieve positive results • Handle difficult staff behaviour assertively • Apply a conflict resolution model to de-escalate and resolve conflict and disagreements • Overcome communication barriers to maintain good working relationships
What will it cover?	As above and requirement for pre Study – be familiar with the ACS staff supervision policy and procedure
Further learning to consider	Further general information on Managing Performance Issues can be found on the Ashridge website via the Learning Zone.
How to access?	To request a place on a training course or check dates and locations please log onto the NYCC Learning Zone. If you have not used the new self serve system previously please see our guidance on how to create a Learning Zone Account, please visit www.cawd.org.uk “Training Page”.
Links to Behaviours	Effective Performance – Level 3, Keeping it Professional – Level 3, Know and Develop Yourself and Others – Level 3, Inspiring others – Level 3
Links to Skills	Persuading, Influencing and Negotiating Skills, Active Listening Skills,

Links to Professional Standards	
Keywords	Performance, Supervision, Management
Trainer Profile	
Testimonials	<ul style="list-style-type: none"> • The course was very interesting and the event leader was knowledgeable about the subject 05/08/10 • I have learnt a great deal from this course and would definitely implement in my role, the event leader was a great trainer and encouraged the group to share their experiences. It included relevant activities that helped to re-enforce learning 05/08/10

Social Care General

Title	Social Care Induction ACS/SC/069
Overview	The Social Care Induction programme is for frontline workers in provider services including Learning Disabilities Older People and Mental Health both in the community setting and within residential environments. The content is designed to meet the requirements of the Common Induction Standards
Format	A blended learning solution including Classroom, E-Learning Modules, Workbooks and Manager Taught sessions. N.B The Social Care Common Induction must also be supplemented with corporate and service level induction requirements. It is a mandatory requirement that this is completed within the first 12 weeks of employment
Format Description	The programme consists of the following modules: A one day classroom course – Supporting the Person (should be completed first and as soon after employment as possible) *Safeguarding Alert Level 1 – ½ day classroom course *Emergency First Aid for Social Care – 4 hour classroom session *Food Safety & Nutrition in the Care Sector – 3 hour classroom session Health & Safety Awareness – E-Learning Modules – approx 4 hours Personal Development – E-Learning Modules – approx 1 hour 15 minutes Infection Control – Workbook – approx 2 hours Medication Awareness – Manager taught Fire Safety Awareness – Manager taught The Role of the Worker – Manager taught <i>Different service areas are also required to complete specialist induction modules relevant to their area. The reading for these courses will be published on the Care Academy E-learning site with the other Induction E-learning modules. These should be completed as appropriate:</i> Awareness of Supporting Adults and Older People – Reading Awareness of Learning Disabilities – Reading Awareness of Mental Health – Reading
Accredited?	No
Credit Value	N/A
Duration	12 weeks max. See individual modules above.
Is it right for me?	<u>Examples of Target Audience</u> All new frontline workers in provider services including learning

	<p>disabilities, older people and mental health. Frontline workers are described as resource workers, START workers, STR workers, housing support workers, day services and employment officers.</p>
<p>What will I learn?</p>	<p>Learning Outcomes: On completion of the programme new staff will have covered the majority of the Common Induction Standards. The eight standards are:</p> <ul style="list-style-type: none"> • Role of the health and social care worker • Personal Development • Communicate effectively • Equality and inclusion • Principles for implementing duty of care • Principles of safeguarding in health and social care • Person-centred support • Health and safety in an adult social care setting <p>For further detail please refer to the Common Induction Standards for outcomes of each standard.</p> <p>Specialist Modules:</p> <p>Awareness of Mental Health On completion of this module new staff in Mental Health services will have an introduction to some of the core skills and knowledge required to perform their role including:</p> <ul style="list-style-type: none"> • Understanding of the meaning of Mental Health & Mental Illness • Understanding some of the signs and symptoms • Understanding of Mental Health treatment and recovery • Awareness of Mental Health services • An overview of the Mental Health Act <p>Awareness of Learning Disability On completion of this module new staff in Learning Disability Services will:</p> <ul style="list-style-type: none"> • Be aware of the effects of labelling and prejudice • Be aware of the differing levels of need within Learning Disabilities • Be aware of causes of Learning Disabilities • Be aware of impact of societies attitudes on adults with a learning disability • Recognise the importance of person centred responses in supporting individuals with a Learning Disability. <p>Awareness of Supporting Adults and Older People On completion of this module new staff working supporting</p>

	<p>adults and older people will:</p> <ul style="list-style-type: none"> • Have an understanding and knowledge of the ageing process and the effect it may have on a person • Have an awareness of common conditions that may affect people receiving support • Be able to recognise the signs and symptoms of age related conditions
What will it cover?	See Common Induction Standards for details of outcomes. Awareness of specialist areas
Further learning to consider	Scils, SCIE websites contain further resources. Further training following induction – please refer to the Statutory/Mandatory Policy. Workplace and Corporate Induction
How to access?	To request a place on a training course or check dates and locations please log onto the NYCC Learning Zone. If you have not used the new self serve system previously please see our guidance on how to create a Learning Zone Account, please visit www.cawd.org.uk “Training Page”.
Links to Behaviours	Effective Performance Level 1, Keeping it Professional Level 1, Working Together Level 1, Community & Customer Focus Level 1, Know and Develop Yourself and Others Level 1.
Links to Skills	Health & Safety Skills, Active Listening Skills, Decision Making Skills
Links to Professional Standards	Common Induction Standards Qualifications Credit Framework (QCF) for Health & Social Care
Keywords	Social, Care, Induction
Trainer Profile	
Testimonials	
ACS/WDU Contact Details	<p>Email: workforcedevelopment@northyorks.gov.uk Tel: 01609 536399 Fax: 01609 532025</p>

Title	Mental Capacity Act / Deprivation of Liberties Awareness - ACS/SC/0045
Overview	This Training will provide awareness of the Act and its implications to people who work with adults who may lack the capacity to make some decisions for themselves. The aim is to ensure that carers have the skills and support they need to act in the best interests of those in their care and to protect themselves by acting in accordance with the law.
Format	Classroom.
Format Description	Classroom session.
Accredited?	No
Credit Value	
Duration	Half Day
Is it right for me?	<u>Examples of Target Audience</u> This course is relevant to all levels of carers from frontline carers to management
What will I learn?	By the end of the course participants will be able to: <ul style="list-style-type: none"> • Understand the MCA 5 Principles • Know What is Capacity • Understand Best Interest Decision Making • Understand Advance Decisions • Know and understand Lasting Powers of Attorney • Understand IMCA's • Understand Restraint • Know what DOLS is.
What will it cover?	As above
Further learning to consider	MCA/DOLS for Managers if in a supervisory position
How to access?	To request a place on a training course or check dates and locations please log onto the NYCC Learning Zone. If you have not used the new self serve system previously please see our guidance on how to create a Learning Zone Account, please visit www.cawd.org.uk "Training Page".
Links to Behaviours	Effective Performance Level 1, Keeping it Professional Level 1 & Community & Customer Focus Level 1
Links to Skills	Health & Safety Skills, Risk Management Skills
Links to Professional Standards	
Keywords	MCA, DOLS, Awareness
Trainer Profile	

Testimonials	<ul style="list-style-type: none">• I found it really interesting and enjoyable and would like to come on a more advanced course if available (26/01/11)• The course has provided me with a wider knowledge base, which will have a greater impact in my current post (12/01/11)• Very informative with good examples which helped understanding (25/11/10)
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Title	Deprivation of Liberty Safeguards (DoLS) – Registered Managers / Deputies / Team Leaders
Overview	The whole day is dedicated to Deprivation of Liberty Safeguards and the manager's responsibilities. For example, the difference between a deprivation and a restriction, how to apply for an authorisation of Deprivation of Liberty, the ongoing review of a Deprivation, case studies and much more.
Format	Classroom.
Format Description	Classroom session.
Accredited?	No
Credit Value	
Duration	1 day
Is it right for me?	<u>Examples of Target Audience</u> It is for managers and senior staff from registered residential & nursing homes, (including private and voluntary sector), and managers and senior clinicians from hospitals within the private and statutory sector.
What will I learn?	By the end of the course participants will be able to: <ul style="list-style-type: none"> • Understand what is 'Deprivation of Liberty' and have an awareness of the difference between restrictions of liberty and deprivation of liberty. • Understand the key terms in relation to deprivation of liberty safeguards (DOLS) • Understand what Managing Authorities should consider before applying for 'Authorisation' of Deprivation of Liberty. • Understand how to apply to 'Supervisory Bodies' for 'Authorisation' using appropriate forms. • Understand when authorisation can be reviewed and what happens when they end • Understand who can and when people can apply to the 'Court of Protection' under the deprivation of liberty safeguards. • Understand the role of the relevant persons representative and their contact with the person. • Understand the nature of any conditions attached to the DOL, and how these should be reflected in the support plan and care provision. • To understand the nature and duty to inform the Care Quality Commission and the Coroners Office

What will it cover?	As above
Further learning to consider	Delegates must have an understanding of the Mental Capacity Act 2005 principles and practice issues, including key definitions, capacity assessments and best interest decision making.
How to access?	To request a place on a training course or check dates and locations please log onto the NYCC Learning Zone. If you have not used the new self serve system previously please see our guidance on how to create a Learning Zone Account, please visit www.cawd.org.uk "Training Page".
Links to Behaviours	Keeping it Professional level 2, Managing Change level 1.
Links to Skills	Analytical, Decision Making, Problem Solving, Written Communication, Risk Management, Advocacy Skills.
Links to Professional Standards	
Keywords	Deprivation of Liberty Safeguards, Mental Capacity Act 2005
Trainer Profile	
Testimonials	•

Social Care Safeguarding Adults

Title	Safeguarding Adults Level 1 Alerter – ACS/SC/30
Overview	Mandatory training event to meet NYCC Policies and procedures. This course is designed to increase delegates awareness of how they can Safeguard Adults from abuse, recognise symptoms and work to prevent abuse occurring.
Format	Classroom
Format Description	Classroom session that can also be supplemented with an E-learning Alerter session on the Learning Zone
Accredited?	No
Credit Value	
Duration	Half day
Is it right for me?	<u>Examples of Target Audience</u> For all staff with regular and close contact with service users. Open to the Private, Voluntary and Independent sectors
What will I learn?	By the end of the course participants will be able to: <ul style="list-style-type: none"> • Understand the definitions of a vulnerable adult ‘no secrets’ (DOH 2000) • Understand the definition of abuse and the 7 types of abuse ‘No Secrets’ (DOH 2000) • Understand and be able to recognise the signs and symptoms of abuse • Have an understanding of abuse and prevention • Be able to report and record alerts following the Safeguarding Multi Agency Policy & Procedure • Have an understanding and awareness of the procedures that follow the Alert and the role of the Alerter • Have an awareness of the importance of preserving evidence • Have an understanding of how to deal with disclosures • Have an understanding of the whistle-blowing procedure
What will it cover?	As above and meeting the Safeguarding Adults Board Competencies 1 - 9 at Level 1.
Further learning to consider	Annual refresher via e-learning is mandatory. Safeguarding Level 2 Responder if appropriate

How to access?	To request a place on a training course or check dates and locations please log onto the NYCC Learning Zone. If you have not used the new self serve system previously please see our guidance on how to create a Learning Zone Account, please visit www.cawd.org.uk "Training Page".
Links to Behaviours	Effective Performance Level 1 Keeping it Professional Level 1
Links to Skills	Risk Management Skills- Level 1, Advocacy Skills
Links to Professional Standards	National Occupational Standards - Common Induction Standard - 5
Keywords	Alert, Abuse, Safeguarding, Level 1,
Trainer Profile	
Testimonials	<ul style="list-style-type: none"> • Trainer very knowledgeable and approachable, highly enjoyable course and feel I will leave with new knowledge and skills 06/07/2010 • Very informative, provoked thoughts on subject, relaxed atmosphere, thank you 22/06/2010 • Best Safeguarding training I have ever been to 25/05/2010

Title	Safeguarding Adults Level 2 Responder / Referrer – ACS/SC/031
Overview	This course is designed to provide knowledge and practical application of the responder role, in relation to receiving Alerts regarding abuse of a vulnerable adult. This course guides the participants in understanding the legislative framework and the practicalities of dealing and responding to an Alert. It also covers how to make referrals
Format	Classroom
Format Description	Classroom session with requirement to undertake Level 1 Alerter prior.
Accredited?	No
Credit Value	
Duration	1 day
Is it right for me?	<u>Examples of Target Audience</u> All managers of provider services i.e. Home Care Managers, Assistant Home Care Managers, Registered Managers, Duty Managers, nominated Level 3 workers, Team Managers, Team Leaders
What will I learn?	By the end of the course participants will be able to: <ul style="list-style-type: none"> • Understand the role & responsibilities of the responder • Understand the role and responsibilities of referring the alert • Have an awareness of Safer Recruitment, Independent Safeguarding Authority • Understand the importance of recording and documenting all appropriate information arising from the alert • Know how to support staff or people who report concerns of abuse (alert) • Understand the principles of information sharing in accordance with the Multi-Agency policy and procedures • Understand the principles of preserving evidence and victim safety • Understand the principles and be able to support staff on how best to deal with disclosures and how to record their concerns • Will understand the procedure for referring the alert • Understand the steps that can be taken, and support that can be offered, to minimise adult abuse occurring
What will it cover?	As Above and the Safeguarding Adults Board Competencies 10-18

Further learning to consider	Safer Recruitment E-learning session on the Learning Zone-mandatory for those involved in recruitment.
How to access?	To request a place on a training course or check dates and locations please log onto the NYCC Learning Zone. If you have not used the new self serve system previously please see our guidance on how to create a Learning Zone Account, please visit www.cawd.org.uk "Training Page".
Links to Behaviours	Keeping it professional Levels 2 & 3 Working Together Levels 2 & 3
Links to Skills	Decision Making Skills, Risk Management Skills
Links to Professional Standards	Common Induction Standards 1 & 6
Keywords	Responder, Safeguarding, Level 2,
Trainer Profile	
Testimonials	<ul style="list-style-type: none"> • Very useful and thought provoking course, it will help me to embed the importance of safeguarding to the team 5/8/2010 • Very informative and provided useful guidance to be transferred back into the work environment 7/7/2010 • A very informative day which has raised some very informative issues 14/06/2010 • Good course, very relevant to my role of work, given me "food for thought" 25/6/2010

Title	Training the Safeguarding Level 1 Alerter Champions- ACS/SC/034
Overview	This course is designed to equip you, as the facilitator or trainer, to deliver a half-day programme to groups of staff concerned with the safety of vulnerable adults at Level 1 Alerter. You will understand how to deliver the materials provided and how to test out and evaluate the learning you have delivered
Format	Classroom
Format Description	Classroom session with a pre requirement of attendance on the Safeguarding Alerter Level 1 course. Materials provided on the day for the cascade of Safeguarding Alerter Level 1 course. All delegates must be prepared to comply with our training materials and standards and report on numbers trained to WDU on a quarterly basis
Accredited?	No
Credit Value	
Duration	1 Day
Is it right for me?	This course is specifically designed for organisations that have 50 or more staff that require Alerter level 1 training and who will nominate a Champion to deliver this training in their own organisations. The course is designed to train ‘Alerter Champions” who are able to deliver training within a unit, day care facility or organisation. No training qualification required.
What will I learn?	By the end of the course participants will be able to: <ul style="list-style-type: none"> • Identify which adults may be vulnerable • Explain the different forms of abuse that can occur • Recognise the signs and symptoms of different forms of abuse • Explain how raising awareness helps to prevent abuse • Recognise where abuse may occur and who abusers could be • Demonstrate when and how to report and record abuse • Recognise the Safeguarding Adults’ policy and procedure as a resource for clarifying roles, responsibilities, process and protocol
What will it cover?	As above, NYCC Policies and procedures and NYCC Safeguarding Adults Board Competencies 1-9 at Level 1
Further learning to consider	Safeguarding Level 2 Responder if appropriate

How to access?	To request a place on a training course or check dates and locations please log onto the NYCC Learning Zone. If you have not used the new self serve system previously please see our guidance on how to create a Learning Zone Account, please visit www.cawd.org.uk "Training Page".
Links to Behaviours	Effective Performance – Level 1, Keeping it Professional – Level 1, Know and develop yourself and other – Level 1, Inspiring others – Level 2
Links to Skills	Persuading, Influencing and Negotiating Skills, Training Skills,
Links to Professional Standards	
Keywords	Safeguarding, Champions, Alerter
Trainer Profile	
Testimonials	<ul style="list-style-type: none"> • This has improved my knowledge and confidence to pass/cascade the training down to my staff team (14/09/10) • Really enjoyed course, I feel I am able to take a lot away form the day (24/06/10)

Social Care Mental Health

Title	Introduction to Personalisation and Mental Health- ACS/SC/011
Overview	This session aims to introduce the concept of Personalisation and explore how it can be applied to the social care of people with mental health problems
Format	Classroom
Format Description	Classroom session only
Accredited?	No
Credit Value	
Duration	Half day
Is it right for me?	<u>Examples of Target Audience</u> Social care workers supporting people with mental health problems
What will I learn?	By the end of the course participants will be able to: <ul style="list-style-type: none"> • Reflect on the history of Social Care • Understand the theory of Personalisation • Describe the ways Personalisation can work for people with Mental Health needs • Describe some of the obstacles and opportunities of Personalisation
What will it cover?	As above
Further learning to consider	Assessment training (TBA) Direct Payments
How to access?	To request a place on a training course or check dates and locations please log onto the NYCC Learning Zone. If you have not used the new self serve system previously please see our guidance on how to create a Learning Zone Account, please visit www.cawd.org.uk "Training Page".
Links to Behaviours	Keeping it Professional Level 1, Community & Customer Focus Level 1
Links to Skills	
Links to Professional Standards	
Keywords	Personalisation, Mental, Health, Introduction
Trainer Profile	
Testimonials	•

Title	Appropriate Adult Training (Police and Criminal Evidence Act 1984)- ACS/SC/038
Overview	An introduction to the role and responsibilities of the Appropriate Adult within the context of PACE 1984
Format	Classroom
Format Description	Classroom session only
Accredited?	No
Credit Value	
Duration	1 day
Is it right for me?	<p><u>Examples of Target Audience</u></p> <p>Anyone supporting vulnerable adults, particularly those with mental health problems. Any staff within mental health services likely to be on an Appropriate Adult rota- CSW's, STR workers</p>
What will I learn?	<p>By the end of the course participants will be able to:</p> <ul style="list-style-type: none"> • Have working knowledge of the role and responsibilities of the AA • Be able to explain key points of PACE (1984) • Be able to identify 'vulnerable groups' • Be able to explain the stages of the Criminal Justice System (CJS) • Have practiced and discussed the interview process • Have reflected on their communication skills
What will it cover?	As above
Further learning to consider	None
How to access?	To request a place on a training course or check dates and locations please log onto the NYCC Learning Zone. If you have not used the new self serve system previously please see our guidance on how to create a Learning Zone Account, please visit www.cawd.org.uk "Training Page".
Links to Behaviours	Effective Performance Level 1 & Keeping it Professional Level 1
Links to Skills	
Links to Professional Standards	
Keywords	Appropriate, Adult, Police, Criminal, Evidence

Trainer Profile	
Testimonials	<ul style="list-style-type: none">• Well presented day and good understanding of the system (13/05/10)• Enjoyed the day. Very interesting and knowledgeable. A good understanding of AA and the procedures (13/05/10)

Title	Substance Use Awareness- ACS/SC/007
Overview	This course is designed to give an introduction to Substance Use, and to supporting people with substance use problems
Format	Classroom
Format Description	Classroom session only
Accredited?	No
Credit Value	
Duration	1 day
Is it right for me?	<u>Examples of Target Audience</u> Social care workers, carers, service users
What will I learn?	By the end of the course participants will be able to: <ul style="list-style-type: none"> • Approach the subject of substance use from a number of different perspectives • Identify and understand the effects of commonly used substances • Understand the Misuse of Drugs Act and its classification system • Understand the range of treatment provision and be able to signpost to services • Reflect on the needs of vulnerable groups • Be aware of various intervention skills and the theory behind them • Have a more objective and constructive attitude to working with people with substance use problems
What will it cover?	As above
Further learning to consider	Dual Diagnosis
How to access?	To request a place on a training course or check dates and locations please log onto the NYCC Learning Zone. If you have not used the new self serve system previously please see our guidance on how to create a Learning Zone Account, please visit www.cawd.org.uk "Training Page".
Links to Behaviours	Effective Performance Level 1 , Community & Customer Focus Level 1
Links to Skills	Problem Solving Skills & Risk Management Skills
Links to Professional Standards	Drug and Alcohol National Occupational Standards
Keywords	Substance, Awareness

Trainer Profile	
Testimonials	<ul style="list-style-type: none">• Excellent, interesting, event leader very knowledgeable (25/02/10)• I enjoyed the course and thought it was very informative (25/02/10)

Title	Dual Diagnosis – ACS/SC/020
Overview	To explore the links between substance use and mental health and ways of supporting people who have problems with both
Format	Classroom
Format Description	Classroom session only
Accredited?	No
Credit Value	
Duration	1 day
Is it right for me?	<p><u>Examples of Target Audience</u></p> <p>Aimed at people with a basic, individual knowledge of mental health and/or substance use who would like to explore the links between both subjects.</p> <p>For an introduction to Substance Use or Mental Health, please access our Awareness 1-day events</p>
What will I learn?	<p>By the end of the course participants will be able to:</p> <ul style="list-style-type: none"> • Define and understand “dual diagnosis” • Demonstrate a knowledge of substances, their effects, and why people use them • Demonstrate a knowledge of mental health, and the range of problems people present with • Show an understanding of the ways in which substances and mental health interact • Show an understanding of relevant assessment skills and how to apply them • Be aware of the range of appropriate interventions • Be aware of types of service models
What will it cover?	As above
Further learning to consider	<p>For an introduction to Substance Use or Mental Health, please access our Awareness 1-day events</p> <p>Accredited Dual Diagnosis modules- Leeds Addiction Unit or University of York</p>
How to access?	To request a place on a training course or check dates and locations please log onto the NYCC Learning Zone. If you have not used the new self serve system previously please see our guidance on how to create a Learning Zone Account, please visit www.cawd.org.uk “Training Page”.
Links to Behaviours	Effective Performance Level 1
Links to Skills	Health & Safety Skills, Risk Management Skills

Links to Professional Standards	
Keywords	Dual, Diagnosis
Trainer Profile	
Testimonials	<ul style="list-style-type: none"> • A useful and thoughtful overview of the subject (29/10/10) • Found it very thought provoking, thank you (18/06/10) • Best and most relevant study day I have attended for many years (30/10/09)

Title	Understanding Anxiety And Depression – ACS/SC/035
Overview	To explore two of the most common mental health problems- Anxiety and Depression- their causes and treatments, and ways of supporting people to recover.
Format	Classroom
Format Description	Classroom session only
Accredited?	No
Credit Value	
Duration	1 day
Is it right for me?	<u>Examples of Target Audience</u> Social care workers who support vulnerable people who have mental health needs
What will I learn?	By the end of the course participants will be able to: <ul style="list-style-type: none"> • Describe the signs and symptoms of depression, generalised anxiety disorder, phobias, panic, post traumatic stress disorder and obsessive-compulsive disorder. • Identify some causal factors of these illnesses. • Identify some helpful interventions, and consider how to apply them in the workplace. • Reflect on their own strengths and vulnerabilities to stress
What will it cover?	As above
Further learning to consider	Understanding Personality Disorder, Approaches to Psychosis, Dealing with Self Harm
How to access?	To request a place on a training course or check dates and locations please log onto the NYCC Learning Zone. If you have not used the new self serve system previously please see our guidance on how to create a Learning Zone Account, please visit www.cawd.org.uk "Training Page".
Links to Behaviours	Effective Performance Level 1, Community & Customer Focus Level 1 & Know and Develop Yourself and Others Level 1
Links to Skills	
Links to Professional Standards	
Keywords	Anxiety, Depression, Understanding
Trainer Profile	

Testimonials	<ul style="list-style-type: none">• Very useful & gained practical skills to take into my workplace, course was fun and interesting (04/12/09)• Found this course very interesting and feel that it will help me develop personally and be able to apply this to my working role too, also understand how to communicate more effectively with anxious carers, family members and people (12/12/10)
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Title	Understanding Personality Disorder-ACS/SC/036
Overview	An introduction to personality disorders and relevant theoretical models to aid understanding, with a focus on anti-social PD and emotional and unstable PD, and how to support people with these diagnoses.
Format	Classroom
Format Description	Classroom session only
Accredited?	No
Credit Value	
Duration	1 day
Is it right for me?	Examples of Target Audience Aimed at people with a basic knowledge of mental health who would like to learn more about supporting people with Personality Disorders
What will I learn?	By the end of the course participants will be able to: <ul style="list-style-type: none"> • Identify the different classifications of Personality Disorder, with a focus on Borderline Personality Disorder and Antisocial Personality Disorder • Discuss the developmental stages of an individual with reference to attachment theory • Review current approaches, and demonstrate the importance of boundaries in this work • Reflect on our own practice, including our self awareness, and communication skills
What will it cover?	As above
Further learning to consider	Self Harm- understanding, acceptance and change
How to access?	To request a place on a training course or check dates and locations please log onto the NYCC Learning Zone. If you have not used the new self serve system previously please see our guidance on how to create a Learning Zone Account, please visit www.cawd.org.uk "Training Page".
Links to Behaviours	Effective Performance Level 1, Keeping it Professional Level 1& Community & Customer Focus Level 1
Links to Skills	Risk Management Skills
Links to Professional Standards	

Keywords	Understanding ,Personality, Disorder
Trainer Profile	
Testimonials	<ul style="list-style-type: none"> • Really enjoyed the day and found it enlightening (05/11/10) • Nice one, great course, should be mandatory (05/11/10) • Well paced, informative, good variation of group work enhanced the learning (04/05/10) • Fascinating, provocative and informative, thank you (04/05/10)

Title	Self Harm - Understanding, Acceptance and Change - ACS/SC/037
Overview	This course looks at identifying Self Harm behaviours, needs of the individuals, professional approaches and alternative means to help and support people who self harm
Format	Classroom
Format Description	Classroom
Accredited?	No
Credit Value	
Duration	1 Day
Is it right for me?	<u>Examples of Target Audience</u> Multi disciplinary, any age group or field, as long as working with or supporting individuals who are self injuring or have direct experience of so doing. Some experience of supporting or caring for someone who self harms, or direct experience
What will I learn?	By the end of the course participants will be able to: <ul style="list-style-type: none"> • To identify what is self harming behaviour and functions it may serve, and thereby enhance our empathy • To explore the needs of people who self harm. • To look critically at various approaches to self injury and draw conclusions as to how professionals might best address service users' needs. • To reflect briefly on workers' feelings and attitudes in this work, and consider ways of dealing with these. • To practice and develop delegates' skills in responding to people who self harm, and build confidence in this respect in using a motivational tool to help facilitate change. • To explore ways of helping people who self injure and to develop alternative means of coping and expressing themselves
What will it cover?	<ul style="list-style-type: none"> • What is self harming behaviour? • An experience of self harm • Why do people self harm? • What are the needs of people who self harm? • Professional approaches to self harm • Skills development • Alternatives to self harm
Further learning to consider	

How to access?	To request a place on a training course or check dates and locations please log onto the NYCC Learning Zone. If you have not used the new self serve system previously please see our guidance on how to create a Learning Zone Account, please visit www.cawd.org.uk "Training Page".
Links to Behaviours	Effective Performance Level 1 , Keeping it Professional Level 1,
Links to Skills	
Links to Professional Standards	
Keywords	Self, Harm, Acceptance
Trainer Profile	
Testimonials	<ul style="list-style-type: none"> • An extremely well presented course (20/07/10) • It's a very informative and helpful course and hopefully will give me more of an insight, useful helpful tips when working with the students in schools. Thank you very much (10/11/09)

Title	Psychosis – Recovery and Relapse Prevention – ACS/SC/016
Overview	This workshop gives an understanding of psychosis and the appropriate approaches to psychosis.
Format	Classroom
Format Description	Classroom with handouts
Accredited?	No
Credit Value	
Duration	1 Day
Is it right for me?	Examples of Target Audience Multi-disciplinary, the course is aimed at all working age adult mental health workers; children and family workers, older adult workers, service users and carers may also find it relevant. Some experience of supporting or caring for someone with psychosis, or direct experience.
What will I learn?	By the end of the course participants will be able to: <ul style="list-style-type: none"> • To reach an understanding of psychosis, and its possible causes. • To introduce the Psychosocial Interventions (PSI), including stress-vulnerability model, psychological interventions, social interventions, family interventions and other key areas. • To consider relapse prevention, and practice this approach – including coping strategy enhancement and early warning signs. <p>In its delivery, this course will reflect and positively reinforce the County Council's commitment to diversity, inclusion and equal opportunities.</p>
What will it cover?	<ul style="list-style-type: none"> • What do we mean by psychosis? • Causes of psychosis • Effective engagement, recovery, social approaches • Problem solving strategies, coping strategies, and early warning signs/ relapse prevention
Further learning to consider	
How to access?	To request a place on a training course or check dates and locations please log onto the NYCC Learning Zone. If you have not used the new self serve system previously please see our guidance on how to create a Learning Zone Account, please visit www.cawd.org.uk "Training Page".

Links to Behaviours	Effective Performance Level 1, Keeping it Professional Level 1, Community & Customer Focus Level1
Links to Skills	Problem Solving Skills, Risk Management Skills, Active Listening Skills
Links to Professional Standards	
Keywords	Psychosis, Recovery, Relapse, Prevention
Trainer Profile	
Testimonials	<ul style="list-style-type: none"> • I particularly enjoyed the variety and group sessions. Plenty of time for questions and group discussion. (25/05/10) • Extremely beneficial to my job. Gave me great insight into the illness. I shall use all the info within my working role (25/05/10)

Title	Effective Communication Skills Development ACS/SC/070
Overview	Reflecting on communication skills and methods; learning new skills and tools
Format	Classroom
Format Description	Classroom delivery with taught sessions and group work
Accredited?	no
Credit Value	<i>n/a</i>
Duration	1 day
Is it right for me?	<u>Examples of Target Audience</u> Multi disciplinary, any age group or field, as long as working with or supporting individuals who are experiencing mental distress
What will I learn?	By the end of the course participants will be able to: <ul style="list-style-type: none"> • Review their own practice in relation to effective listening • Have the opportunity to revisit and practice different communication techniques and tools, including mindfulness, person centred, motivational interviewing and brief solution
What will it cover?	Reflecting on communication skills and methods
Further learning to consider	Links with mental health portfolio
How to access?	To request a place on a training course or check dates and locations please log onto the NYCC Learning Zone. If you have not used the new self serve system previously please see our guidance on how to create a Learning Zone Account, please visit www.cawd.org.uk "Training Page".
Links to Behaviours	
Links to Skills	
Links to Professional Standards	
Keywords	Communication; mental health
Trainer Profile	<i>See WDU site</i>
Testimonials	•

