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Training Programme

April 2019 - March 2020

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:	£15.00
Non-attendance:	£30.00

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:	£45.00
Non-Member:	£60.00

All full day courses will run from 10.00am—4.00pm, and a light lunch will be provided, unless otherwise stated.

ADAPT MANAGEMENT DEVELOPMENT PROGRAMME

A management development programme aimed at newly appointed managers/team leaders or senior staff who want to move into management role. The programme covers the learning that is required for the Level 4 Certificate in Principles of Leadership & Management to help individuals to adapt to the adult social care management role.

This programme is for senior care/support staff, front line managers, assistant/deputy manager, team leader, area domiciliary care managers and senior day care workers.

Friday 6th September

[Module One: Adjusting to Management](#)

- Understanding Management/Leadership
- Understanding Team Leadership & Development
- Personal & Professional Development
- Self-Awareness & Management

Friday 20th September

[Module Two – Managing Communication & Resources](#)

- Communication & Information Management
- Resource Management

Friday 18th October

[Module Three - Managing Staff & Stakeholders](#)

- Supervision & Performance Management
- Partnership Working

Friday 8th November

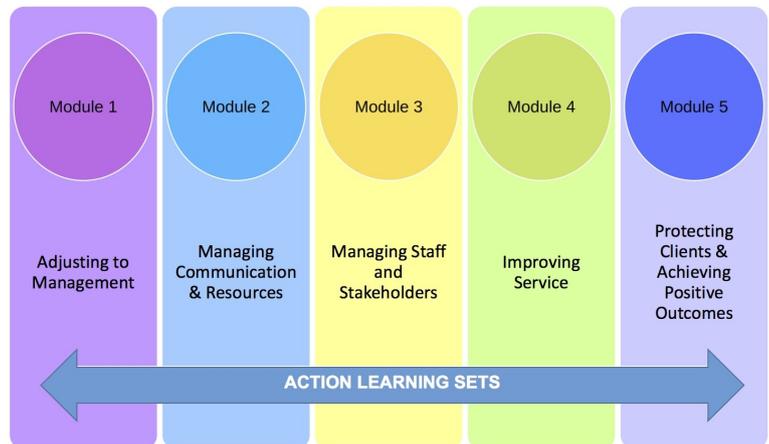
[Module Four – Improving Service](#)

- Continuous Improvement & Innovation
- Governance, Regulation & Service Improvement

Friday 13th December

[Module Five – Protecting Clients and Achieving Positive Outcomes](#)

- Safeguarding & Protection
- Person-Centred Outcome-Based Practice



Cost Per-Module ARC Members £125.00 | Non-Members £155.00

Cost for Suite (5 Modules) ARC Members £525.00 | Non-Members £650.00

ADULT SAFEGUARDING: EQUIPPING THE CHAMPION (1 DAY)

Trainer: Leslie-Anne Newton

Tuesday 3rd December 2019

For those individuals in a senior role within organisations that have been nominated as Adult Safeguarding Champion (ASC), Deputy ASC, or in larger organisations those with delegated duties.

This course supports the participants to meet compliance as required by Regulators and is specifically designed to meet the NI Adult Safeguarding Partnership Level 3 training requirements for ASCs and managers.

Learning outcomes include knowledge of:

- complexities, tensions & value requirements in adult safeguarding
- Capacity and Consent
- the assessment, risk assessment intervention and referral process
- understanding of the thresholds for referral to safeguarding services
- legislation
- policies, procedures & processes in relation to safeguarding
- statutory reporting requirements.

Cost: ARC Member £85 | Non-Member £105

ASSERTIVE SKILLS (½ Day)

(Team Leader and Managers)

Trainer: Elaine Russell

Thursday 3rd October 2019 | 10am-1pm

Monday 2nd March 2020 | 10am-1pm

Sometimes it can be difficult to explain to service users and carers why commitments, agreement and arrangements cannot be met. The aim of this course is to provide participants with the knowledge and skills on how to behave more assertively.

The course content reflects NISCC Standards for Employers of Social Workers & Social Care Workers 2. Social care workers need to strive to establish and maintain the trust and confidence of service users.

By the end of the course learners will:

- recognise the three main categories of behaviour, their advantages and disadvantages and how to best respond to them
- know a range of assertiveness techniques to help them to become more assertive in the workplace
- have created an action plan to enable them to build on their new assertiveness skills going forward.

Cost: ARC Member £45 | Non-Member £60

PLEASE NOTE: The Training Programme is updated regularly and dates are subject to change. Please check if you have the most recent version by visiting the training page on the ARC NI website.

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

(Frontline staff)

Trainer: Louise Hughes

Wednesday 25th March 2020 | 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 supports NISCC Standards of Conduct and Practice: 3.1 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 Agencies; Compassionate Care; There is a culture/ethos that supports the values of dignity and respect, independence, rights, equality and diversity, choice and consent of service users. 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.

Cost: ARC Member £45 | Non-Member £60

CREATIVITY AND PROBLEM SOLVING (½ DAY)

(Team Leader and Managers)

Trainer: Elaine Russell

Thursday 26th September 2019 | 10am-1pm

Wednesday 19th February 2020 | 10am-1pm

Providing a work environment that supports effective practice, standards and quality can be challenging and sometimes requires a creative approach. The aim of this half-day course is to provide managers and team leaders with a range of simple creative thinking techniques that they can use to generate ideas and solve problems at work.

The course content reflects NISCC Standards for Employers of Social Workers & Social Care Workers 1.6. Providing a working environment that upholds ethical practice, is committed to standards and provides good quality services.

By the end of the course learners will:

- be aware of the barriers to creative thinking
- understand the process for creativity and innovation
- examine methods of creative thinking
- appreciate how creativity and innovation can be encouraged.

Cost: ARC Member £45 | Non-Member £60

DEVELOPING YOUR LEADERSHIP STYLE (½ DAY)

(Team Leaders and Managers)

Trainer: Elaine Russell

Thursday 7th November 2019 | 10am-1pm

Thursday 20th February 2020 | 10am-1pm

The aim of this course is to enable managers and team leaders to review their own management leadership styles, identify what works well for them and the people they lead and what they want to continue, change and develop.

The course content reflects NISCC Standards for Employers of Social Workers & Social Care Workers 1. Social work and care employers need to provide vision and leadership to registrants.

By the end of the course learners will have:

- defined the role of the leader and appreciated the likely expectations of the people they will manage
- gained an understanding of the impact of different leadership styles on individuals, teams and the organisation as a whole
- identified how to adapt their style of leadership to each team member and the context of the situation
- reviewed their own current style of leadership and considered potential areas for future leadership development.

Cost: ARC Member £45 | Non Member £60

DEVELOPING EMOTIONAL RESILIENCE (1 DAY)

(Frontline Staff, Middle and Senior Managers)

Trainer: Julie Hill

Tuesday 8th October 2019

Tuesday 10th March 2020

For managers and staff who wish to develop resilience skills to help them in times of stress and adversity and to thrive when faced with unexpected challenges.

This course supports the participants to meet NISCC Induction Standards: 4.1 Encourage communication 4.1.1 Know what motivates people to communicate. 4.1.3 Understand how behaviour is a

form of communication, 4.2 Use communication techniques & 4.2.2 Understand how to listen effectively.

By the end of the course learners will:

- have explored what is resilience
- be able to identify areas of resilience which they can build and improve
- know how to develop healthy thinking patterns
- understand how to develop flexible thinking
- comprehend how to managing mood for resilience
- have explored how to use practical tools and techniques that can be applied in order to improve resilience.

Cost: ARC Member £85 | Non Member £105

DIGNITY AT WORK (1 DAY)

(Middle and Senior Managers)

Trainer: Julie Hill

Tuesday 26th November 2019

Monday 23 March 2020

For all managers who have a role in creating an inclusive and diverse workforce that proactively addresses bullying, harassment and discrimination. This course meets Equality Legislation requirements and the NISCC Standards for Employers of Social Workers and Social Care Workers Standard 4 to provide learning and development opportunities to enable registrants to strengthen and develop their skills and knowledge.

This course meets Equality Legislation requirements and NISCC Induction Standards:

1.1 The values. 1.1.2 Understand the need to promote equal opportunities for the children and/or adult(s) you are supporting.

By the end of the course learners will:

- define what is dignity at work, diversity and inclusion
- describe why it is important
- describe the legal requirements relating to discrimination in the workplace in Northern Ireland
- define the terms bullying, harassment and victimisation in relation to the workplace

- describe the impact of bullying and harassment on individuals, teams and organisational performance
- address bullying and harassment in the workplace
- have a courageous conversation
- promote and support a diverse and inclusive workplace.

Cost: ARC Member £85 | Non Member £105

EFFECTIVE COMMUNICATION (1 DAY)

(Frontline staff)

Trainer: Suzanne McStravick

Thursday 30th January 2020

Communications skills are amongst the most essential skills to work in Health and Social Care.

This unit develops knowledge of the importance of communication in Health and Social Care setting, and ways to overcome communication difficulties to meet individual needs and preferences in communication.

This unit Knowledge based and a useful basis for further study at Level 2 and Level 3 Health and Social Care Qualification or as a foundation on which learners can develop their own skills.

By the end of the course learners will

- understand why effective communication is an essential element of planning and delivery of Health and Social Care
- understand communication and barriers to communication
- understand how to overcome barriers and meet communication needs
- understand good communication skills
- understand the principles and practices relating to confidentiality.

Cost: ARC Member £85 | Non Member £105

EFFECTIVE DELEGATION (½ DAY)

(Team Leaders and managers)

Trainer: Elaine Russell

Friday 6th March 2020 | 10am-1pm

The aim of this course is to provide team leaders and managers with a range of tools and templates to help them learn how to delegate tasks and use effective delegation as a key development tool to motivate and challenge their staff.

The course content reflects NISCC Standards for Employers of Social Workers & Social Care Workers 1.6. Social work and care employers need to promote a learning culture that is open and fair and supports learning and development that meets both individual and organisational needs.

By the end of the course learners will:

- understand the role, value and meaning of effective delegation
- recognise how to identify appropriate tasks and people
- comprehend how to manage the delegation process
- appreciate how to follow-up on delegation.

Cost: ARC Member £45 | Non Member £60

EFFECTIVE TIME MANAGEMENT (½ DAY)

(Team leaders and Managers)

Trainer: Elaine Russell

Tuesday 25th February 2020 | 10am-1pm

The aim of this course is to introduce time management tools and techniques that allow managers and team leaders to manage their time more effectively and feel more in control.

The course content reflects NISCC Standards for Employers of Social Workers & Social Care Workers 1.4. Social work and social care employers need to have an appropriate workload management system in place and regularly review it.

By the end of the course learners will:

- be able to identify their biggest 'time stealers' which reduce their productivity and established solutions to reduce or remove their negative impact
- have acquired practical time management skills for scheduling, planning and prioritising work
- have discussed and practised a range of recognised time management techniques such as effective delegation, assertively saying 'no' and negotiating alternative solutions.

Cost: ARC Member £45 | Non Member £60

FIRST LINE MANAGER TRAINING (2 DAY)

(Team Leaders and Managers)

Trainer: Elaine Russell

Thursday 10th & Tuesday 22nd October 2019

Tuesday 28th January & Tuesday 4th February 2020

This new first line manager training course is designed for those new to first line management, or those without previous training in managing people at work.

Part one provides a valuable introduction to people management, covering the role of the line manager and the importance of effective communication skills, as well as introducing coaching and feedback skills to enhance the staff manager relationship.

Part two then takes the line management training to the next level. It covers techniques to promote effective team working and communication, as well as strategies for managing workplace change and handling difficult behaviour in the workplace.

Participants have the options of attending both days or just one day – part one or part two.

The course can be delivered in house and tailor made to suit your organisations' requirements.

The course content reflects NISCC Standards for Employers of Social Workers & Social Care Workers.

DAY 1: PART ONE

Part one of ARC's first line manager training course provides team leaders and managers with some invaluable techniques for getting the best out of their team members.

By the end of the course learners will:

- comprehend the role of the first line manager
- understand clear communication and the impact of verbal and non-verbal communication
- know how to manage performance and development through effective feedback
- appreciate coaching opportunities and questioning techniques used in coaching.

DAY 2: PART 2

Part two of our first line manager training course provides new managers with further techniques for getting the best out of their team members, once the management basics covered in line management training – part one, are in place.

By the end of the course learners will:

- comprehend the role of delegation in first-line management and how to delegate tasks in an engaging and supportive manner
- appreciate team working and ways to engender successful team working
- recognise when difficult conversations need to take place and know how to conduct an effective conversation
- understand the reasons for change and how to deal with it in a helpful manner.

Cost: ARC Member £170 | Non Member £230

HUMAN RIGHTS & RESTRICTIVE PRACTICE (1 DAY)

(Middle and Senior Managers)

Trainer Joan Maughan

Tuesday 31st March 2020

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.

Cost: ARC Member £85 | Non-Member £105

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INTRODUCTION TO COACHING (½ DAY)

(Team Leaders and managers)

Trainer: Elaine Russell

Tuesday 5th November 2019 | 10am-1pm

Thursday 27th February 2020 | 10am-1pm

Coaching can be used as an approach for managers to help staff develop in their role. The aim of this course is to provide an introduction for managers, team leaders and internal coaches to the skills, knowledge and confidence to coach individual team members to improve their own performance and confidence.

The course content reflects NISCC Standards for Employers of Social Workers & Social Care Workers 3.3. Social care and work employers need to provide appropriate supervision and support to registrants ensuring safe, effective and values-led care. It also reflects NISCC Standards for Employers of Social Workers & Social Care Workers 4.5. Social care and social work employers need to respond appropriately to registrants who seek assistance because they do not feel able or adequately prepared to carry out any aspects of their work.

By the end of the course learners will:

- understand what coaching is, their role as coach and how it can contribute to maximising performance
- comprehend the definition of 'coaching' and how it differs from training, mentoring and counselling
- recognise the GROW Model and be able to adapt it to most coaching situations
- have used some coaching techniques in a range of situations.

Cost: ARC Member £45 | Non Member £60

LEGAL AND PRACTICAL ASPECTS OF CAPACITY AND CONSENT (½ DAY)

(Frontline Staff, Middle & Senior Managers)

Trainer: Rosemary Wilson

Wednesday 25th November 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.

Cost: ARC Member £45 | Non Member £60

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

(Frontline Staff, Middle & Senior Managers)

Trainer: Rosemary Wilson

Thursday 14th November 2019 | 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.

Cost: ARC Member £45 | Non Member £60

LEGAL AND PRACTICAL ASPECTS OF RECORD KEEPING AND DOCUMENTATION IN PRACTICE (½ DAY)

(Frontline Staff, Middle & Senior Managers)

Trainer: Rosemary Wilson

Wednesday 22nd January 2020 | 10am-1pm

Record keeping and Documentation is an essential part of every practitioner's role within health & social care settings. Accurate and comprehensive record keeping is vital in the provision of safe and effective care to every client.

This course addresses legislative and professional standards including DHSSPSNI 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 Record Keeping and Documentation
- discuss why good record keeping and documentation is essential for safe and effective care
- describe the processes involved in maintaining accurate and comprehensive records
- discuss how poor record keeping can influence safe and effective care
- discuss relevant professional standards and legislation
- discuss the DHSSPSNI and RQIA Requirements in relation to Record Keeping and Documentation
- understand how records can be utilised in investigations and litigation.

Cost: ARC Member £45 | Non Member £60

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

(Frontline Staff, Middle & Senior Managers)

Trainer: Rosemary Wilson

Tuesday 24th March 2020 | 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.

Cost: ARC Member £45 | Non Member £60

MANAGING CHANGE EFFECTIVELY (½ DAY)

(Team Leaders and Managers)

Trainer: Elaine Russell

Wednesday 13th November 2019 | 10am-1pm

The aim of this course is to equip managers and team leaders with effective skills and knowledge for managing and communicating change to their staff. It will provide clear insights on how to effectively motivate people through organisational change.

The course content reflects NISCC Standards for Employers of Social Workers & Social Care Workers 4.1. Social work and care employers must help registrants prepare for any new and changing roles and responsibilities.

By the end of the course learners will:

- comprehend the forces for change in an organisation
- understand planning for change in an organisation
- recognise the human factors in managing change
- appreciate methods of communication when dealing with change.

Cost: ARC Member £45 | Non Member £60

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MANAGING DIFFICULT COLLEAGUES AND HAVING COURAGEOUS CONVERSATIONS (1 DAY)

(Frontline Staff, Middle and Senior Managers)

Trainer: Julie Hill

Tuesday 11 February 2020

The aim of this training is to provide managers and staff with the skills and strategies to enable them to address difficult behaviour in colleagues 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 colleague's 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.

This course meets NISCC Induction Standards: 2.3 Worker relationships, 4.1 Encourage communication, 4.2 Use communication techniques & 4.2.2 Understand how to listen effectively.

By the end of this course learners will:

- consider the causes of challenging behaviour in colleagues
- recognise how you perceive difficult people
- learn what '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 behaviours
- 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.

Cost: ARC Member £85 | Non Member £105

MENTAL HEALTH & LEARNING DISABILITY (1 DAY)

(Frontline Staff and Middle Managers)

Trainer: Louise Hughes

Wednesday 26th February 2020

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.

Cost: ARC Member £85 | Non Member £105

MENTAL HEALTH & THE WORKPLACE (1 DAY)

(HR Professionals, Middle and Senior Managers)

Trainer: Julie Hill

Monday 9th March 2020

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.

This course meets NISCC Induction Standards:1.1 The values. 1.1.2 Understand the need to promote equal opportunities for the children and/or adult(s) you are supporting.

3.1 Health and safety. 3.1.2 Understand your organisation's policies and procedures in relation to health and safety in your work setting and the children and/or adults you support.

3.4 Emergency First Aid. 3.4.1 Know what to do in response to illness or accident. 3.4.3 and Understand what you are not allowed to do in relation to emergency first aid.

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.

Cost: ARC Member £85 | Non Member £105

PERSON CENTRED PRACTICES (1 DAY)

(Frontline staff, Middle and Senior Managers)

Trainer: Suzanne McStravick

Monday 21st October 2019

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
- appreciate how to explore their knowledge, skills and understanding of person-centred tools and practices
- Understand how to use person-centred tools with their team to support individuals to have choice and control in their lives
- recognise at national good practice examples of Person Centred Practice
- be able to develop key starting points for introducing Person Centred Planning.

Cost: ARC Member £85 | Non Member £105

PRESENTATION SKILLS (½ DAY)

(Frontline staff, middle and senior managers)

Trainer: Elaine Russell

Thursday 23rd January 2020 | 10am-1pm

Managers and team leaders may be required to deliver presentations to their staff. The aim of this course is to introduce the basics of oral presentation skills. It covers tips on constructing the presentation, using visual aids such as PowerPoint, flip charts and handouts, and dealing with questions and fears. You will also have the opportunity to deliver a short presentation and receive feedback on it.

The course content reflects NISCC Standards for Employers of Social Workers & Social Care Workers 4.3. Social work and social care employers must contribute to the provision of education and training of their staff.

By the end of the course learners will:

- know the basics of presentation skills including tone, body language, preparation and the use of visual aids
- recognise what makes a successful presentation
- appreciate positive ways to deal with interruptions, questions, and fears
- have delivered a short presentation and received feedback on it.

Cost: ARC Member £45 | Non Member £60

PROMOTING POSITIVE BEHAVIOUR/ EXPLORING BEHAVIOURS THAT CHALLENGE (1 DAY)

(Frontline staff)

Trainer: Louise Hughes

Wednesday 18th March 2020

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. It supports RQIA Provider Guidance 2017-18 for Domiciliary Care Agencies Is Care Safe? 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 service users.

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 adults in managing their behaviour.

Cost: ARC Member £85 | Non Member £105

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PUTTING DEPRIVATION OF LIBERTY (DoL) REQUIREMENTS INTO PRACTICE (Level 3) (1 Day)

Trainer: Joan Maughan

Wednesday 30th October 2019 FULLY BOOKED

***Thursday 31st October 2020 FULLY BOOKED**

Tuesday 19th November 2019

Wednesday 20th November

This one day **Department of Health approved training** is designed to give participants a full working knowledge of the provisions regarding DoLs in order to implement good practice in relation to people who may lack capacity. The session is divided into 2 sections. The first deals with the context of DoLs within the legal framework of the Mental Capacity Act (NI) 2016. The second section seeks to apply the provisions of the Act in practice through learning from case studies.

By the end of the workshop participants will:

- understand the legal and social context of DoLs including provisions in the transition period from the Mental Health (NI) Order 1986 to full implementation of the Mental Capacity Act (NI) 2016
- learn what a DoL is, to whom it may apply and under what circumstances
- understand the 5 Principles in the Act that apply to DoLs
- understand the Protection from Liability as it applies to anyone enacting a DoL
- learn about the principles of good assessment of capacity or lack of capacity
- learn how to enact good 'best interest' decisions in relation to a person assessed a lacking capacity
- can progress to the Department of Health's Mental Capacity Act: Deprivation of Liberty (Level 4)

**Free or subsidised and run in partnership with Department of Health*

Cost: ARC Voluntary & Private Member £85 | Statutory Providers & Non Member £105

REACH STANDARDS (SUPPORTING LIVING AN ORDINARY LIFE) (1 DAY)

(Frontline staff, middle and senior managers)

Trainer: Suzanne McStravick

Friday 22nd November 2019

Thursday 12th March 2020

Supported living is about ensuring each person is able to live the life they choose. It was about living life with the same choice, rights and responsibilities as other citizens. Reach offers a set of voluntary standards designed to encourage quality support and remains the most widely recognised standards across the UK in relation to supported living.

This course gives staff within organisations to evaluate where they are in relation to the standards and if possible look at steps to move forward.

By the end of the course learners will:

- clarify the principles for Supported Living
- explore the 11 standards within Reach
- refocus our commitment to quality support and equal citizenship for all
- guide you through the It's My Life and the Service review elements
- help people to identify desired changes, create a plan and take action
- show how Reach can help people with direct payments or personal budgets.

Cost: ARC Member £85 | Non Member £105

SAFEGUARDING ADULTS AT RISK OF HARM AND CHILD PROTECTION (1 DAY)

(Frontline staff)

Trainer: Louise Hughes

Wednesday 9th October 2019

Friday 13th March 2020

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

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 and 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.

Cost: ARC Member £85 | Non Member £105

SELF-DIRECTED SUPPORT AWARENESS (1 DAY)

(Frontline staff, middle and senior managers)

Trainer: Suzanne McStravick

Thursday 24th October 2019

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 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
- discuss local and national developments of Self Directed Support.

Cost: ARC Member £85 | Non Member £105

PLEASE NOTE: The Training Programme is updated regularly and dates are subject to change. Please check if you have the most recent version by visiting the training page on the ARC NI website.

SUCCESSFUL TEAM WORKING (½ DAY)

(Team leaders and Managers)

Trainer: Elaine Russell

Wednesday 23rd October 2019 | 10am-1pm

The aim of this course is to help managers and team leaders develop the knowledge and skills to create and maintain a high performance team. A team that works well together provides an appropriate working environment.

The course content reflects NISCC Standards for Employers of Social Workers & Social Care Workers 1.3. Social work and social care employers need to ensure that the necessary working environment is in place to enable registrants to comply with their duty of care, the Standards of Conduct and Practice and any relevant statutory duties.

By the end of the course learners will:

- appreciate the difference between groups and teams
- describe features of multi-disciplinary teams
- understand what an effective team looks like
- recognise stages of group development
- understand team roles
- appreciate what effective team leadership is.

Cost: ARC Member £45 | Non Member £60

SUPERVISION SUPPORT AND INCREASING OVERALL PERFORMANCE THROUGH APPRAISALS (1 DAY)

(Middle and Senior Managers)

Trainer(s): Louise Hughes/Elaine Russell

Wednesday 27th November 2019

Monday 30th March 2020

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.

This course supports RQIA Provider Guidance 2017 -18 for Domiciliary Care Agencies: Is The Service Well Led? There are management and governance systems in place that drive quality improvement.

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 of the organisation
understand the benefits of frequent supervision and annual reviews
- gain an understanding of the merit/awards process.

Cost: ARC Member £85 | Non Member £105

SUPPORTING MEDICATION IN SOCIAL CARE SETTINGS (1 DAY)

(Frontline staff, Middle and Senior Managers)

Trainer: Suzanne McStravick

Monday 7th October 2019

Supporting Medication in Social Care settings addresses practical support for use of medication that reflects social care principles and values and includes 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 DHSSPS guidance'.

By the end of the course 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 techniques for administering medication
- understand the process for receiving, storing and disposing of medication supplies safely
- know how to promote the rights of the individual and support use of medication
- know how to record and report on the use of medication.

Cost: ARC Member £85 | Non Member £105

SUPPORTING PEOPLE WITH A LEARNING DISABILITY THROUGH LOSS AND BEREAVEMENT (½ DAY)

(Frontline Staff)

Trainer: Louise Hughes

Wednesday 6th November 2019 | 10am-1pm

Friday 27th March 2020 | 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, difficult or break bad 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 Standards: 'Communicate Effectively' Protect the rights and promote the interests and wellbeing of service users and carers; Treating each person as an individual; Treating people with consideration, respect and compassion.

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
- explore models of understanding the process of grief & Complicated grief
- explore stories from 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.

Cost: ARC Member £45 | Non Member £60

SUPPORTING PEOPLE - OUTCOMES FRAMEWORK INFORMING SUPPORT ASSESSMENT, SUPPORT PLANNING AND RISK (1 DAY)

(Frontline staff, Middle and Senior Managers)

Trainer: Suzanne McStravick

Monday 10th February 2020

The Department for Communities' review of Supporting People included a recommendation to develop a revised approach to outcomes measurement. This training will provide the opportunity for participants to gain an understanding of Supporting people guidance in relation to the current and revised outcome framework.

The Outcomes Framework will inform 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.

By the end of the course learners will:

- provide an overview of Outcome Monitoring Reporting Guidance
- 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
- be establishing 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.

Cost: ARC Member £85 | Non Member £105

SUPPORTING SIGNIFICANT CHANGE (1 DAY)

(Frontline staff, Middle and Senior Managers)

Trainer: Suzanne McStravick

Friday 25th October 2019

This one day training event addresses the issues faced by people with learning disabilities when they experience significant change in their lives.

Some changes may be predictable and part of the natural route through life, leaving school, moving home and the process of ageing. At these times we can plan in advance and support individuals to make the right choices. Other times imposed changes occur suddenly and unexpectedly or it may be the result of decisions made – whether by individuals themselves or by the people around them. Providing support at these times demands both a solid understanding of the impact of change and a sensitive response to individual needs at times of transition.

The training focuses on both these areas with an emphasis on person centred approaches, flexibility, and practical help.

By the end of the course learners will:

- recognise the range of life events, transitions and changes that adults with a learning disability may experience
- understand the broad impact on individuals of significant changes in their lives
- apply key principles in supporting a person with learning disability during significant transitions
- reflect on ways in which a service can respond effectively to an individual's life events and transitions with a focus on loss and bereavement.

Cost: ARC Member £85 | Non Member £105

PLEASE NOTE: The Training Programme is updated regularly and dates are subject to change. Please check if you have the most recent version by visiting the training page on the ARC NI website.

THE REGISTERED MANAGER: ROLES, RESPONSIBILITIES AND REQUIREMENTS (1 DAY)

(Registered Managers and Service Managers)

Trainer: Joan Maughan

Wednesday 1st April 2020

This course is most suited to recently appointed or those aspiring to become Registered Managers. The course will focus on the leadership skills required by a Registered Manager in team management, standards for establishing good practice and conflict resolution.

By the end of the course learners will:

- understand the role of the Registered Manager and its context in regulatory and legal requirements
- consider good practice in critical matters including, MCA, DOLs and restrictive practice
- understand the key features of effective leadership within the role
- understand the key responsibilities of the role in relation to the people supported, the service and the organisation
- understand the principles of establishing and maintaining good practice and regulatory expectations of the role
- learn how to problem solve including staff conflict, through the use of exercises and factual cases studies
- understanding and practicing the principles of continuous quality improvement.

The course is interactive and will use real case studies/examples to reflect the above learning outcomes, individual exercises and small group identification of issues.

Cost: ARC Member £85 | Non Member £105

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

(Frontline staff, middle and senior managers)

Trainer: Suzanne McStravick

Monday 11th & Tuesday 12th November 2019

Wednesday 4th & Thursday 5th March 2020

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 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 techniques for administering medication
- know the process for receiving, storing and disposing of medication supplies safely
- know how to promote the rights of the individual and support use of medication
- know 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) (1 DAY)

(Frontline staff, middle and senior managers)

Trainer: Suzanne McStravick

Thursday 21st November 2019

Ongoing 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
- have explored case studies to reflect on codes of practice in relations to the use of medication in social care settings
- have had an opportunity for shared learning on effective training practice
- have had an opportunity to design a refresher half day session for the work place.

Cost: ARC Member £125 | Non Member £190

UNDERSTANDING SELF-HARM AND SUPPORTING PEOPLE WITH A LEARNING DISABILITY (1 DAY)

(Frontline staff)

Trainer: Louise Hughes

Wednesday 29th January 2020

The course is aimed at all staff working with people who do, or may, self-harm. It 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. and supports RQIA Provider Guidance 2017-18 for Domiciliary Care Agencies, Is Care Effective?

The right care, at the right time in the right place with the best outcome.

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 communicate with service users who 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.

Cost: ARC Member £85 | Non Member £105

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