

ARC-HOUSE

2022/23 Training Calendar



All ARC-house courses are currently delivered live VIA ZOOM (unless otherwise stated), with break out room activity.

In addition to this schedule, we can deliver courses internally to your organisation/service. We call this in-house. These will incur an additional charge to cover trainer's expenses.

If you would like to enquire about booking any of our training, please contact:
Stephen Walker; 028 9038 0962; training.ni@arcuk.org.uk

Please hover over training headers, hold Ctrl and click. This will take you directly to that section below.

LEARNING DISABILITY (LD)

1. Autism Awareness (CPD)
2. Communicating Skills to help you support people with profound and multiple learning disabilities (CPD)
3. Dementia Awareness and Learning Disability (CPD)
4. Induction – Supporting People with a Learning Disability including Telling It Like It Is! (MMR)
5. Loss & Bereavement – how best to support (CPD)
6. Mental Health & Learning Disabilities (CPD)
7. Person Centred Practices (CPD)
8. Positive Risk Taking (CPD)
9. Promoting Positive Behaviour and Behaviours that Challenge (CPD)
10. Quality Improvement in Social Care (CPD)
11. Self-Harm Awareness - how best to support (CPD)
12. Transitions in life – how best to support change (CPD)
13. Understanding and completing a Care Plan (CPD)
14. Values & Human Rights in Social Care Practice (CPD)

LEGAL (LG)

1. Human Rights & Restrictive Practice (CPD)
2. The Registered Manager: Roles, Responsibilities & Requirements (CPD)

MANAGEMENT SKILLS (MS)

1. Encouraging Reflective Practice (CPD)
2. First Line Manager Training (CPD)
3. Managing Difficult Behaviours and having Courageous Conversations (CPD)
4. Supervision Support and Performance Appraisals (CPD)

MEDICAL (MED)

1. Epilepsy Awareness (CPD)
2. Epilepsy & Emergency Management of Seizures Using Buccal (Oromucosal) Midazolam (CPD)
3. Train the Trainer: Supporting Medication in Social Care Setting (MMR)
4. Train the Trainer: Supporting Medication in Social Care Setting (Refresher*) (MMR) *candidates must have completed the full two-day course within the last 2 years.

SAFEGUARDING (SG)

1. Working in partnership to support Carers (CPD)
2. Safeguarding Adults and Children (L2) (MMR)
3. Safeguarding Adults (L3): Designated Persons, Champions and ensuring good governance and accountability (MMR)

STAFF WELL-BEING (SW)

1. Creating well-formed outcomes for yourself (CPD)
2. Developing Resilient teams (CPD)
3. Managing Staff Stress – The Line Managers Role (CPD)

BOOKING ARRANGEMENTS & CANCELLATION POLICY

Method of Delivery

All courses will be delivered virtually via Zoom, unless otherwise stated.

Delivery of Courses virtually

ARC NI recommend that:

- **each learner log in individually from separate devices**, where possible, for a better experience and ability to interact with the trainer and other participants effectively
- where only one device is available in an organisation, **a maximum of 2 learners per device**
- **you register at least 10-15 minutes before the start of the session in case you experience technical difficulties.**
- for the purpose of registration/sign-in **the video function must be enabled throughout the session** as this also creates a connection between the learners and trainer.

If you intend to log in via a phone or tablet you will need to install the Zoom app on your device first. The Zoom app is available from your device's app store and will ensure quick and easy access to the course.

For your convenience links have been provided below each type of device

For iPhone or iPad IOS devices:

<https://apps.apple.com/us/app/id546505307>

For android devices:

<https://play.google.com/store/apps/details?id=us.zoom.videomeetings>

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

All sections of the booking form must be completed full, including the finance section. Failure to complete all section may result in your booking being disregarded.

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

Time and Length of Courses

All courses will run for a half-day (3 hrs session) unless otherwise stated. Dates and times are included below each course in this programme

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:	£30.00
Non-attendance:	£45.00

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.

Cost

The cost per person on a course will depend on the length of course (hours) and the specialist field. The cost will range between, unless otherwise stated.

ARC Member: £50-£99

Non-Member: £70-£135

Contact Details

ARC (NI)

Ash Grove

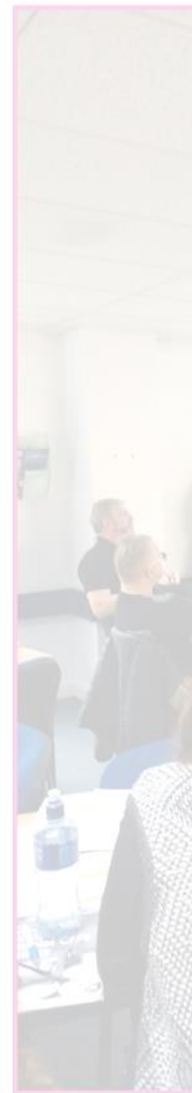
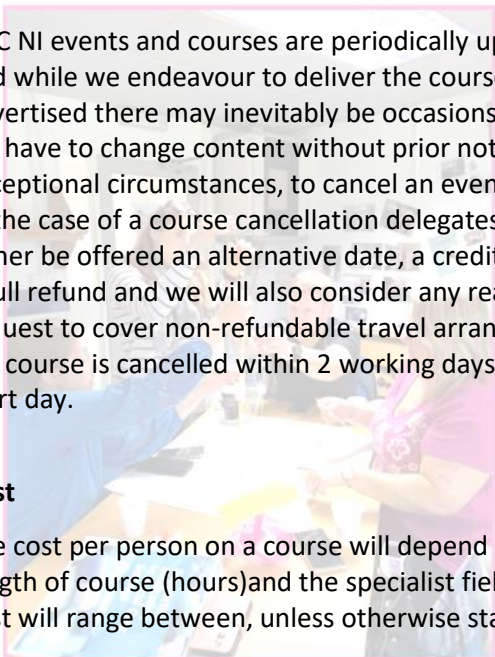
Wildflower Way

Boucher Road

BELFAST BT12 6TA

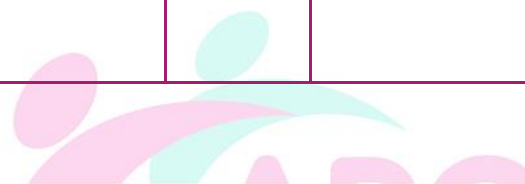
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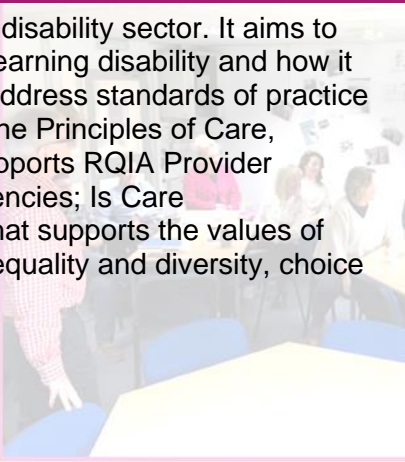
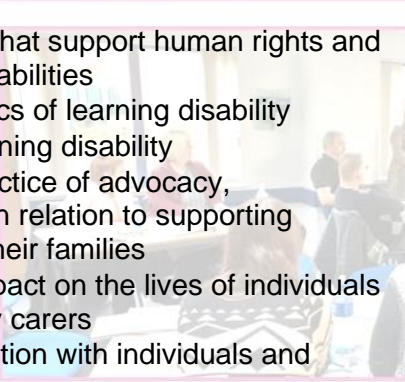










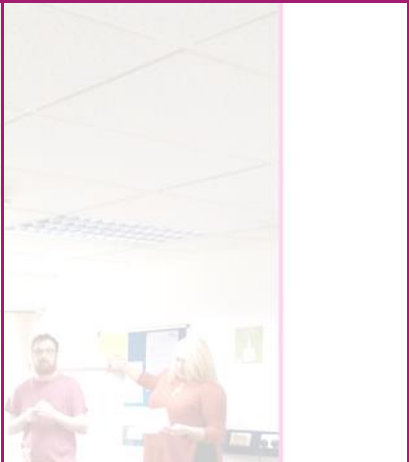

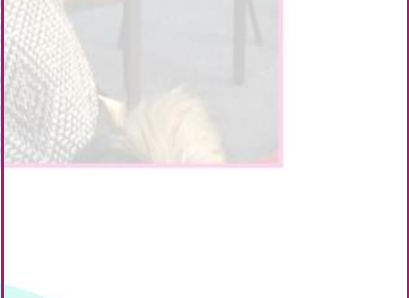


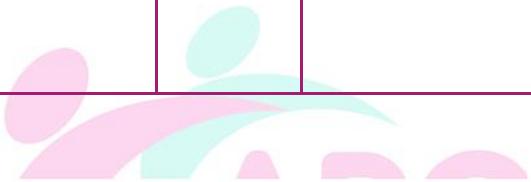
LEARNING DISABILITY






Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Timescale	Delivery Dates
<p>Autism Awareness (CPD)</p> <p>This course is aimed at helping frontline staff effectively support people on the autistic spectrum.</p> <p>By the end of the course learners will:</p> <ul style="list-style-type: none"> • know the common characteristics of autism and understand that every person with autism is unique • understand the sensory needs associated with autism • understand the mental health needs associated with autism • understand behaviours that are perceived to challenge • know the challenges someone with autism may face with transition and change, and how you can support them • explore alternative and augmentative communication techniques. 	All	½ day	Member £50.00 Non-Member £70.00	N/A	<ul style="list-style-type: none"> • 14th September 2022 • 15th February 2023 (Time: 9.30am-12.30pm)
<p>Communicating Skills to help you support people with profound and multiple learning disabilities (CPD)</p> <p>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.</p> <p>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,</p>	All	½ day	Member £50.00 Non-Member £70.00	N/A	<ul style="list-style-type: none"> • 30th November 2022 Time: 9.30am-12.30pm

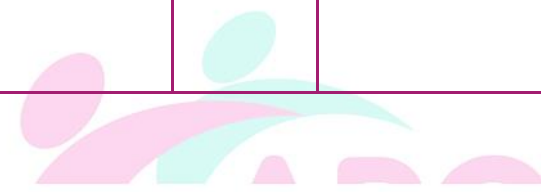


Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Timescale	Delivery Dates
<p>equality and diversity, choice and consent of service users. Service users are listened to, valued and communicated with, in an appropriate manner.</p> <p>By the end of the course learners will:</p> <ul style="list-style-type: none"> • 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. 					
<p>Dementia Awareness and Learning Disability (CPD)</p> <p>This course will cover a range of aspects of dementia and also how it relates to adults with a learning disability.</p> <p>By the end of the course learners will:</p> <ul style="list-style-type: none"> • have developed an understanding of the implications of a diagnosis of dementia for people with a learning disability • have increased confidence and empathy which will have a direct impact on the delivery of services • have increased skills to facilitate quality of life outcomes for those they care for be able to demonstrate improved communication, ability to engage the person appropriately, environmental management and an understanding of behaviour that is deemed challenging. 	All	½ day	Voluntary/Community & Private FREE Statutory Providers £90	N/A	<ul style="list-style-type: none"> • 18th May 2022 • 3rd August 2022 • 6th October 2022 • 7th February 2023 Time: 9.30am-12.30pm
<p>Induction - Supporting People with a Learning Disability (MMR)</p> <p><u>FACE TO FACE</u></p> <p>This course is specifically aimed at newly appointed or relatively</p>	All	1 day	Members £99.00 Non-members	N/A	TO BE CONFIRMED

Course Content & Objectives	Specific to Role(S)	Duration		Cost pp	Refresher Timescale	Delivery Dates
<p>inexperienced staff, working in the learning disability sector. It aims to give participants a basic understanding of learning disability and how it impacts on people's lives. The course will address standards of practice set by NISCC specifically, 'Understanding the Principles of Care, including human rights and equality and supports RQIA Provider Guidance 2017-18 for Domiciliary Care Agencies; Is Care Compassionate? There is a culture/ethos that supports the values of dignity and respect, independence, rights, equality and diversity, choice and consent of service users.</p> <p>PART ONE</p> <p>By the end of the course learners will:</p> <ul style="list-style-type: none"> • understand the legislation and policies that support human rights and inclusion of individuals with learning disabilities • understand the nature and characteristics of learning disability • understand the historical context of learning disability • understand the basic principles and practice of advocacy, empowerment and active participation in relation to supporting individuals with learning disability and their families • understand how views and attitudes impact on the lives of individuals with a learning disability and their family carers • understand how to promote communication with individuals and learning disabilities. <p>PART TWO</p> <p>Telling It Like It Is! - Training to help staff support people with learning disabilities (CPD)</p> <p>This training is aimed at frontline staff, middle and senior managers. TILII are an advocacy group consisting of people with learning disabilities that</p>	  	  	  	<p>£135.00</p>	  	  





Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Timescale	Delivery Dates
<p>have been working together to learn to speak up for themselves. They have delivered training for Health & Social Care staff, PSNI and facilitated a workshop at a Department of Justice/Queens University conference.</p> <p>By the end of the course learners will:</p> <ul style="list-style-type: none"> • understand what people with learning disabilities can achieve when given the right support • understand what is important to people who need support • learn how staff can provide the right support and positive attitude. 					
<p>Loss & Bereavement – how best to support (CPD)</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>By the end of the course learners will:</p> <ul style="list-style-type: none"> • 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 	All	½ day	<p>Member £50.00</p> <p>Non-Member £70.00</p>	N/A	<ul style="list-style-type: none"> • 9th November 2022 <p>Time: 9.30am-12.30pm</p>



Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Timescale	Delivery Dates
<ul style="list-style-type: none"> 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. 					
<p>Mental Health & Learning Disability (CPD)</p> <p>The aim of this course is to raise awareness of staff who support, or may support people with a learning disability who experience mental health issues. The course will raise an awareness of mental illness, its effects on people with a learning disability and provides a basic introduction to assessment and interventions.</p> <p>This course specifically relates to NICE guidelines on Mental Health problems in people with learning disabilities.</p> <p>By the end of this course learners will:</p> <ul style="list-style-type: none"> 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 a learning disability 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 a learning disability 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. 	All	½ day	Member £50.00 Non-Member £70.00	N/A	<ul style="list-style-type: none"> 12th October 2022 Time: 9.30am-12.30pm



Course Content & Objectives	Specific to Role(S)	Duration		Cost pp	Refresher Timescale	Delivery Dates
<p>Person Centred Practices Awareness (CPD)</p> <p>An underpinning value of our work in social care is Person Centred Practices. This training session enables participants the opportunity to explore and practice a set of inclusive values through a unique range of tools and techniques. Participants will be able to identify and begin to address the changes that are needed to ensure that this approach is embedded in day-to-day practice and that people using services have choice and control over how they are supported.</p> <p>By the end of the course, learners will:</p> <ul style="list-style-type: none"> • Know the legal and regulatory framework relating to person-centred approaches • Understand principles and approaches to person-centred care and the impact on wellbeing • Have explored their knowledge, skills and understanding of person-centred tools and practices • Identify how they and their team use person-centred tools to support individuals to have choice and control in their lives • Develop key starting points for introducing Person Centred Planning 	All	1 day		Members £99.00 Non-Members £135.00	N/A	<ul style="list-style-type: none"> • 17th October 2022 • 9th March 2023 Time: 10am-3pm
<p>Positive Risk Taking (CPD)</p> <p>This training will explore what is meant by positive risk taking, exploring how positive risk taking can encourage, enable and empower individuals with disabilities to live their lives as they choose.</p> <p>By the end of the course, learners will:</p> <ul style="list-style-type: none"> • Understand that individuals with disabilities have the same rights as everyone else to take risks. • Understand the importance of positive, person-centred risk assessment 	All	½ day		Member £50.00 Non-Member £70.00	N/A	<ul style="list-style-type: none"> • 19th September 2022 • 6th February 2023 Time: 9.30am-12.30pm

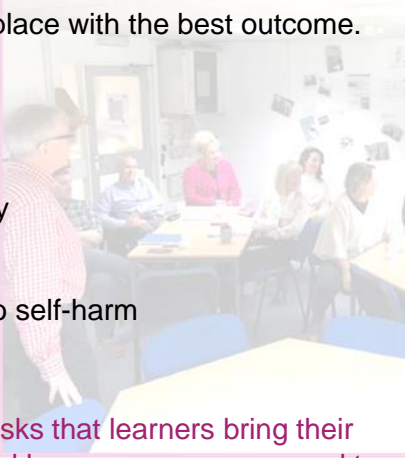



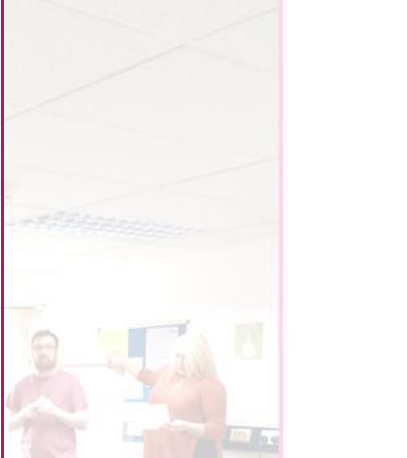
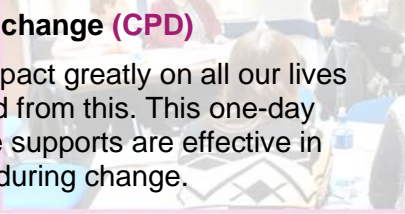






Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Timescale	Delivery Dates
<ul style="list-style-type: none"> Understand the legal and policy framework underpinning an individual with disabilities right to make decisions and take risks Have explored the use of risk assessment and risk management tools Understand the importance of a partnership approach to risk taking 					
<p>Promoting Positive Behaviour and Behaviours that Challenge (CPD)</p> <p>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.</p> <p>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.</p> <p>By the end of the course learners will:</p> <ul style="list-style-type: none"> explore the development of shared values, which promote the attitude, skill and knowledge needed to implement positive behaviour management explore the complex range of causes of behaviour that challenges and how environmental factors and interactions may contribute to someone becoming distressed explore the skills, qualities and approaches needed to support vulnerable adults in managing their behaviour. 	All	½ day	Member £50.00 Non-Member £70.00	N/A	<ul style="list-style-type: none"> 29th June 2022 7th December 2022 Time: 9.30am-12.30pm



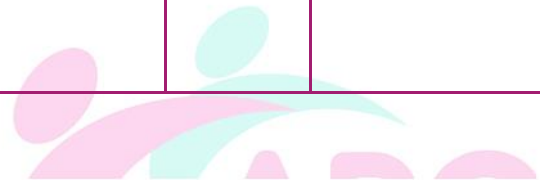
Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Timescale	Delivery Dates
<p>Quality improvement in Social Care (CPD)</p> <p>Quality improvement is underpinned by a desire or an attitude to want to make things better for people. Improving quality is about making Social care safe, effective, person-centred, timely, efficient and equitable. It requires skills, but also an outlook that says we have got room for improvement and the ability to try different approaches to make services better. Quality improvement refers to the use of systematic tools and methods to continuously improve the quality of care and outcomes for the people we support. This course supports managers and staff working in social care to be more knowledgeable about and understand the process of using and implementing quality improvement methodology.</p> <p>By the end of the course, learners will:</p> <ul style="list-style-type: none"> • Understand a model for improvement to use in social care settings • Be confident in making improvements in your service area using the model for improvement • Understand the importance of engaging people to bring about meaningful change • Be clear about the importance and need for the individuals you support to be directly or indirectly involved • Identify qualities of a quality improvement leader 	All	½ day	Voluntary/Community & Private FREE Statutory Providers £90	N/A	<ul style="list-style-type: none"> • 6th June 2022 Time: 9.30am-12.30pm
<p>Self-Harm Awareness - how best to support (CPD)</p> <p>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?</p>	All	½ day	Member £50.00 Non-Member £70.00	N/A	<ul style="list-style-type: none"> • 15th March 2023 Time: 9.30am-12.30pm





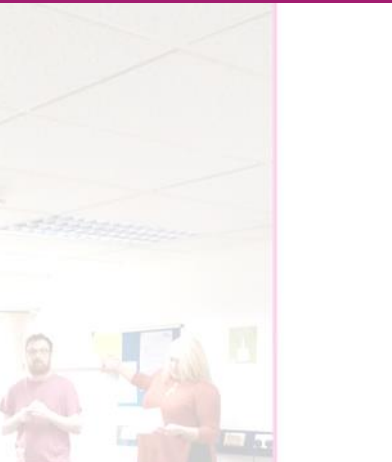


Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Timescale	Delivery Dates
<p>The right care, at the right time in the right place with the best outcome.</p> <p>By the end of the course learners will:</p> <ul style="list-style-type: none"> • understand what is self-harm • understand 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. <p>Note: The course is highly interactive and asks that learners bring their own professional experiences to the day and learners are encouraged to prepare some work in advance of the course, conducting a short service audit and analysing how they currently engage with service users who self-harm.</p>					
<p>Transitions in life – how best to support change (CPD)</p> <p>Life events, transitions and changes can impact greatly on all our lives and the people we support are not excluded from this. This one-day course aims to recognise how to make sure supports are effective in supporting people with learning disabilities during change.</p> <p>By the end of the course, learners will:</p> <ul style="list-style-type: none"> • Recognise the range of life events, transitions and changes that people we support may experience • Understand the broad impact on individuals of significant changes in their lives • Apply key principles in supporting a person during significant transitions 	<p>All</p> 	<p>1 day</p> 	<p>Members £99.00</p> <p>Non-members £135.00</p> 	<p>N/A</p> 	<ul style="list-style-type: none"> • 2nd February 2023 <p>Time: 10am-3pm</p> 



Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Timescale	Delivery Dates
<ul style="list-style-type: none"> Reflect on ways in which a service can respond effectively to a person experiencing life events and transitions 					
<p>Understanding and completing a Care Plan (CPD)</p> <p>A care plan is a document that specifies the unique individual needs and support a person needs to live and full and meaningful life. The care plan must remain flexible to meet the ever-changing wishes and preferences of the individual. This one-day training session will provide the opportunity to explore the skills and knowledge required to complete a care plan.</p> <p>By the end of the course, learners will:</p> <ul style="list-style-type: none"> Understand the information required for a care plan Explore creative ways to gather information Consider how to record information to meet standards and requirements Examine the value base, human rights and confidentiality obligations 	All	1 day	Members £99.00 Non-members £135.00		<ul style="list-style-type: none"> 22nd September 2022 Time: 10am-3pm
<p>Values & Human Rights in Social Care Practice (CPD)</p> <p>Equality, Good Relations, and Human Rights are not just another challenge for a highly pressured, resource challenged social care sector to meet. Equality and Human Rights must be at the centre of all that we do. Social Care Workers have a legal obligation to address inequalities, protect and promote Human Rights, promote equality of opportunity, good relations, and prevent discrimination.</p> <p>This session will enhance your understanding of current Equality, Good relations and Human Rights Legislation and increase your awareness of your role and responsibilities as an employee and a provider of services. You will also explore the core values of social care and how these relate</p>	All	1 day	Voluntary/Community & Private FREE Statutory Providers £90	N/A	<ul style="list-style-type: none"> 25th May 2022 28th September 2022 6th December 2022 Time: 10am-4pm

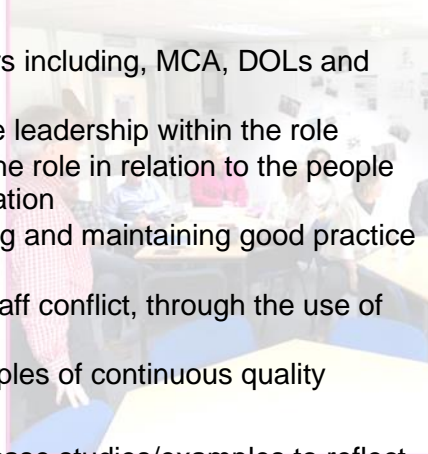



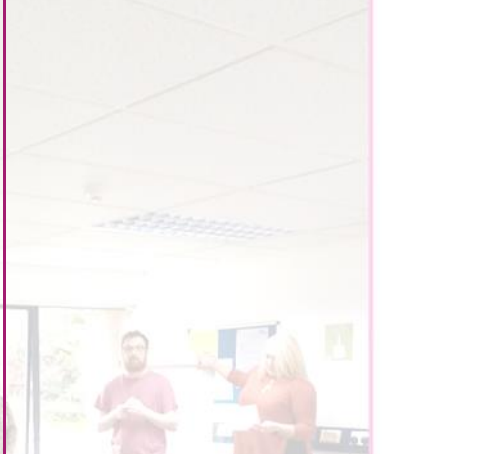


Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Timescale	Delivery Dates
<p>to Human Rights, understand how to identify your own core personal and professional values, as well as exploring practical ways to deal with values conflicts.</p> <p>By the end of the Course learners will:</p> <ul style="list-style-type: none"> • understand what is meant by Equality and Diversity • understand what is meant by Discrimination and explore the 5 types of discrimination • understand how to comply with the duties laid out in: Section 75, Northern Ireland Act 1998, and Section 49A, Disability Discrimination Act 1995 • understand how Equality and Human Rights are related • explore the most relevant articles of the Human Rights Act 1998 in regard to your working practice. • know the standards of conduct that describe the values, attributes and behaviours expected of social care workers • get clearer on your own personal and professional values • explore ways to effectively deal with values conflicts 					



LEGAL

Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Timescale	Delivery Dates
<p>Human Rights & Restrictive Practice (CPD)</p> <p>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.</p> <p>By the end of the course learners will:</p> <ul style="list-style-type: none"> • 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. 	All	½ day	Members £65.00 Non-members £90.00	N/A	<ul style="list-style-type: none"> • 3rd June 2022 • 18th November 2022 • 24th March 2023 <p>Time: 9.30am-12.30pm</p>
<p>The Registered Manager: Roles, Responsibilities & Requirements (CPD)</p> <p>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.</p> <p>By the end of the course learners will:</p> <ul style="list-style-type: none"> • understand the role of the Registered Manager and its context in 	Registered Managers, Service Managers & Team Leaders	½ day	Members £65.00 Non-Members £90.00	N/A	<ul style="list-style-type: none"> • 8th June 2022 • 16th November 2022 • 1st March 2023 <p>Time: 9.30am-12.30pm</p>

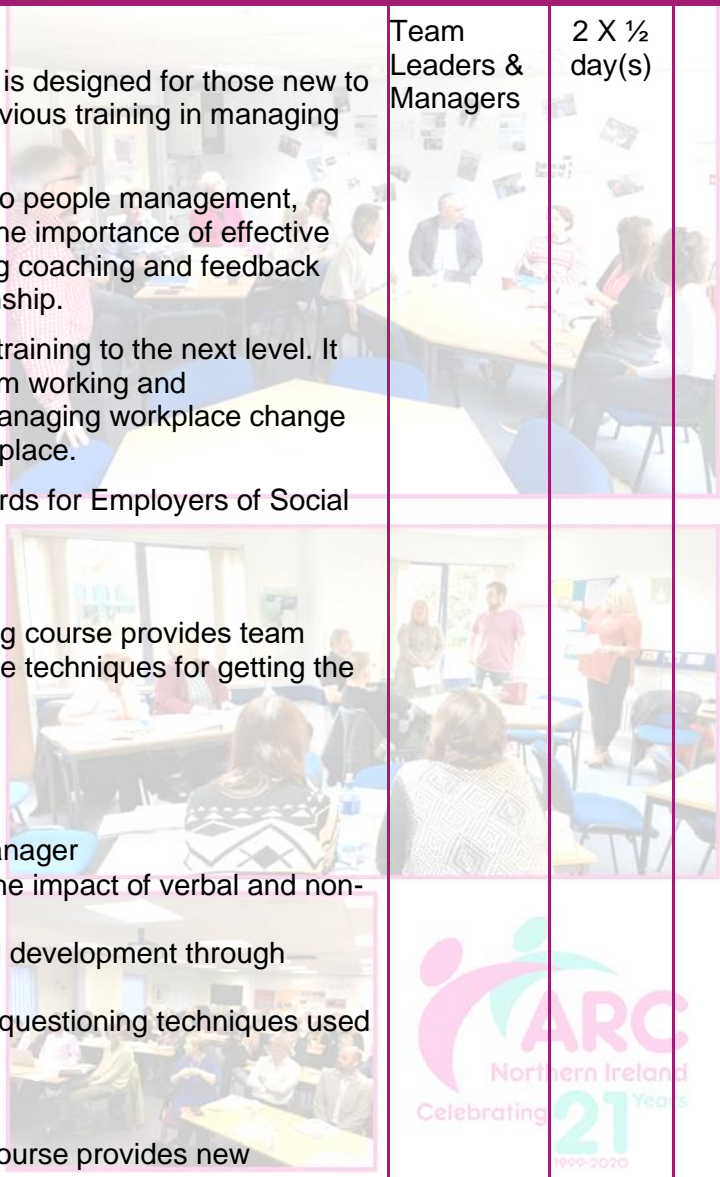
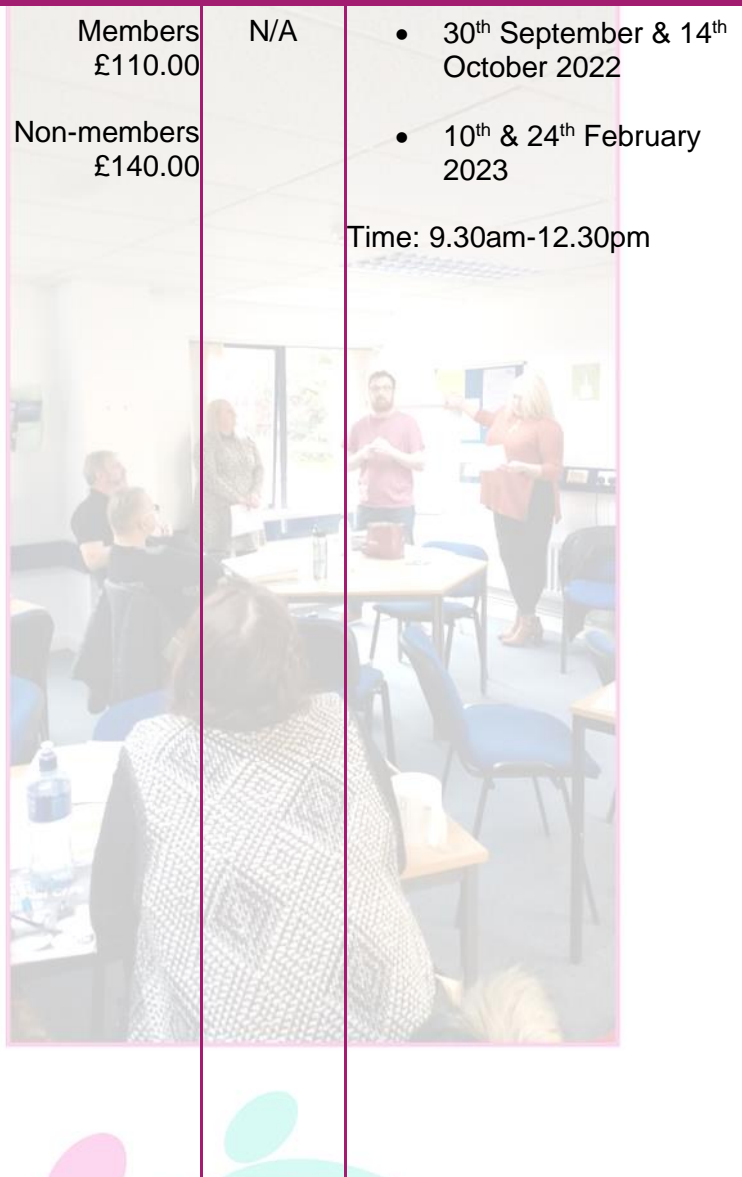
Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Timescale	Delivery Dates
<ul style="list-style-type: none"> regulatory and legal requirements consider good practice in critical matters including, MCA, DOLs and restrictive practice understand the key features of effective leadership 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. <p>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.</p>					

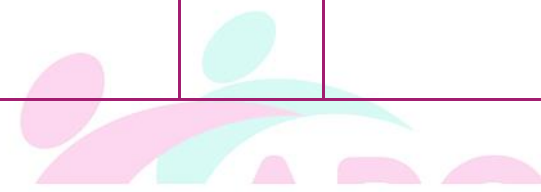





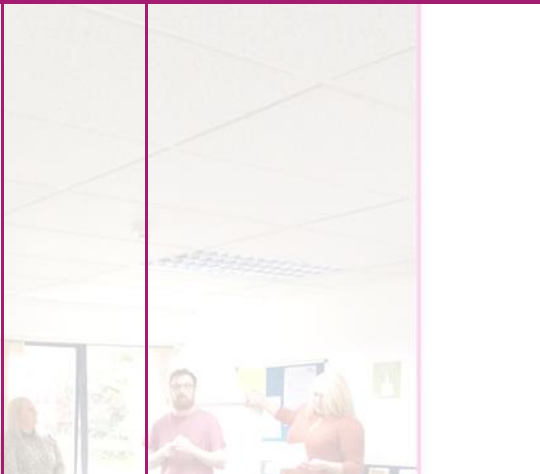


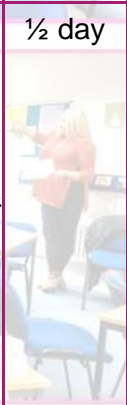

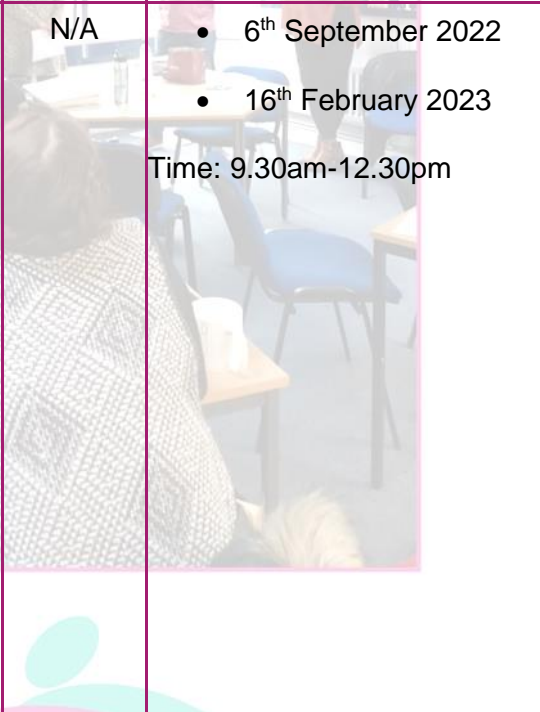
MANAGEMENT SKILLS

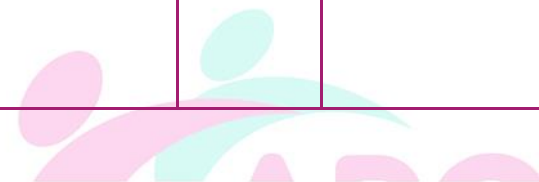
Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Delivery Dates Timescale
<p>Encouraging Reflective Practice in Social Care (CPD)</p> <p>In Social Care there are challenges, changes, and uncertainties on a daily basis. Working with individuals who have unique wants and needs require us to adapt quickly. It is therefore important to reflect on our practice. Everyone learns by experience and as a result we improve on the quality of care given to the individuals we support.</p> <p>Reflective practice is an examination of personal thoughts and actions as well as a key way of progressive learning. "The principle is that good practitioners do not simply do things; rather, they continually learn, develop and grow their abilities" (Jarvis, 1992). This method of learning can promote a better use of skills and knowledge while providing a space to discuss feelings, thoughts, values and the impact of these on actions thus ensuring competent accountable practice. This course is an interactive course requiring participation and sharing experience and practice in a safe environment which can then be transferred to the workplace.</p> <p>By the end of the course, learners will:</p> <ul style="list-style-type: none"> • Define what is meant by reflective practice – the what, why and how of reflection • Identify the underlying principles and tools for personal and group reflective practice • Apply reflective practice tools to work-based problems • Create an action plan for implementing reflective practice in your work 	<p>Senior Managers; Registered Managers, Service Managers & Team Leaders</p>	<p>2 X ½ day(s)</p>	<p>Voluntary/Community & Private FREE</p> <p>Statutory Providers £90</p>	<p>N/A</p> <ul style="list-style-type: none"> • 24th & 31st May 2022 • 20th & 27th October 2022 <p>Time: 9.30am-12.30pm</p>



Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Delivery Dates Timescale
<p>First Line Manager Training (CPD)</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>The course content reflects NISCC Standards for Employers of Social Workers & Social Care Workers.</p> <p>PART ONE</p> <p>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.</p> <p>By the end of the course learners will:</p> <ul style="list-style-type: none"> 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. <p>PART 2</p> <p>Part two of our first line manager training course provides new</p>	<p>Team Leaders & Managers</p> 	<p>2 X ½ day(s)</p>	<p>Members £110.00</p> <p>Non-members £140.00</p>	<p>N/A</p> <ul style="list-style-type: none"> 30th September & 14th October 2022 10th & 24th February 2023 <p>Time: 9.30am-12.30pm</p> 



Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Delivery Dates Timescale
<p>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.</p> <p>By the end of the course learners will:</p> <ul style="list-style-type: none"> 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. 				
<p>Managing Difficult Behaviours and having Courageous Conversations (CPD)</p> <p>The aim of this training is to provide people managers with the skills and strategies to enable them to address difficult behaviour in the workplace and have courageous conversations with their team members. Managers will leave the training equipped with some effective, practiced strategies for achieving a more successful outcome and/or equipped to have that courageous conversation.</p> <p>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.</p> <p>By the end of the course learners will:</p> <ul style="list-style-type: none"> have considered the causes of difficult behaviours or problems with performance in members of their team. have identified triggers and considered own emotional response to difficult behaviours before having a courageous conversation. identify the best strategy and techniques for addressing difficult behaviours. 	<p>Senior Managers; Registered Managers, Service Managers & Team Leaders</p>  	<p>½ day</p> 	<p>Members £65.00 Non-members £90.00</p> 	<p>N/A</p> <ul style="list-style-type: none"> 6th September 2022 16th February 2023 <p>Time: 9.30am-12.30pm</p> 



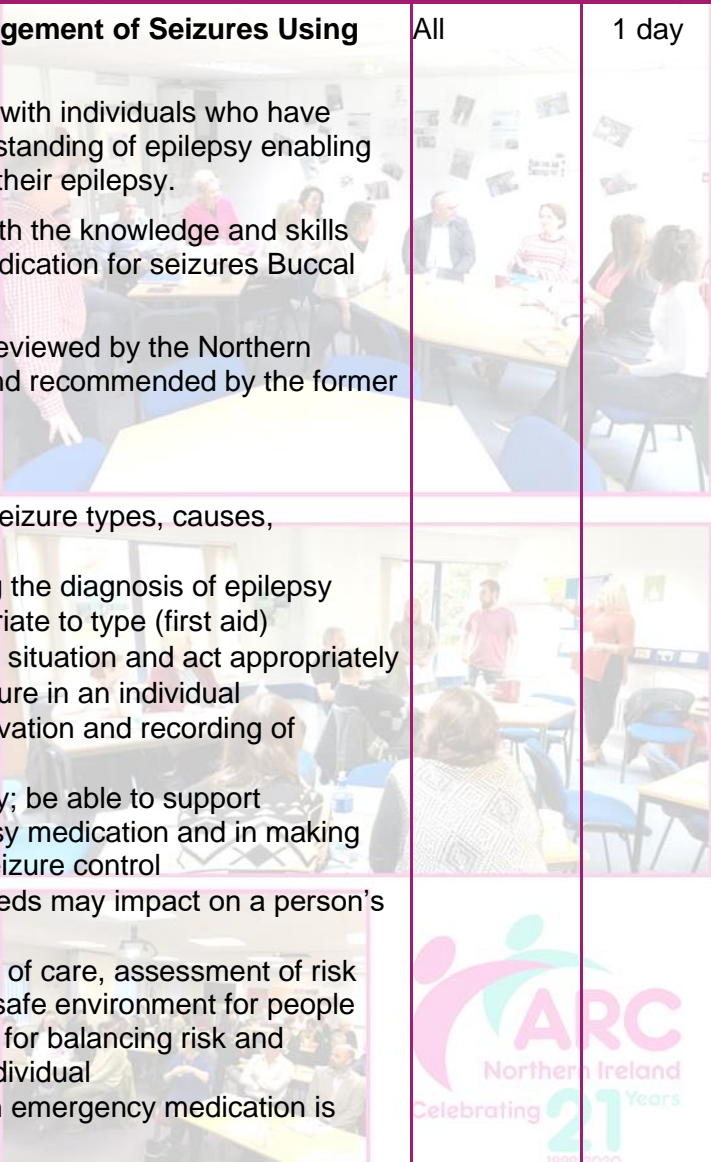

Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Delivery Dates Timescale
<ul style="list-style-type: none"> practised using a framework for giving feedback. be able to have a courageous conversation with their team member. 				
<p>Supervision Support and Performance Appraisals (CPD)</p> <p>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.</p> <p>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.</p> <p>By the end of the course learners will:</p> <ul style="list-style-type: none"> 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. 	Team Leaders & All Managers	½ day	Members £65.00 Non-members £90.00	N/A <ul style="list-style-type: none"> 10th June 2022 4th November 2022 10th March 2023 Time: 9.30am-12.30pm

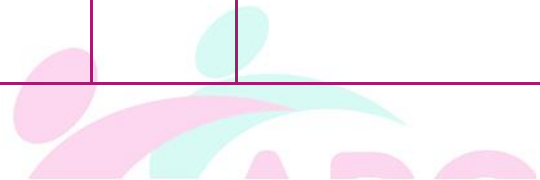






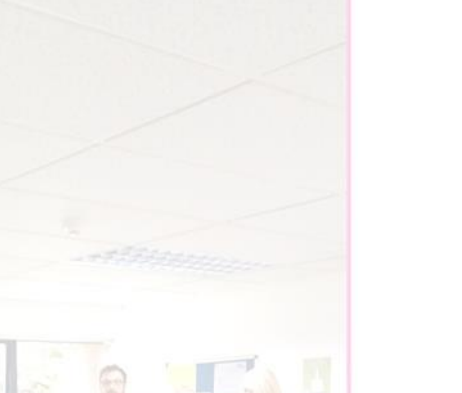

MEDICAL

Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Timescale	Delivery Dates
<p>Epilepsy Awareness (CPD)</p> <p>This course is aimed at those staff working with individuals who have epilepsy; to increase knowledge and understanding of epilepsy enabling staff to support individuals to best manage their epilepsy. The course content is that developed and reviewed by the Northern Ireland Regional Epilepsy Nurses Forum and recommended by the former Joint Epilepsy Council UK & Ireland.</p> <p>By the end of the course learners will:</p> <ul style="list-style-type: none"> • have an understanding of what epilepsy is, main seizure types, causes, prevalence, prognosis and mortality • be able to support individuals during the diagnosis of epilepsy • be able to manage seizures appropriate to type (first aid) • be able to recognise the emergency situation and act appropriately • be aware of what may trigger a seizure in an individual • understand the importance of observation and recording of seizures • understand the treatment of epilepsy; be able to support individuals in managing their epilepsy medication and in making healthy lifestyle choices that help seizure control • understand how having complex needs may impact on a person's epilepsy management • be able to contribute to the planning of care, assessment of risk and develop strategies to ensure a safe environment for people with epilepsy - understand the need for balancing risk and achieving a Quality of Life for the individual 	All	½ day	Member £50.00 Non-Member £70.00	N/A	<ul style="list-style-type: none"> • 18th May 2022 • 1st February 2023 Time: 9.30am-12.30pm



Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Timescale	Delivery Dates
<p>Epilepsy Awareness & Emergency Management of Seizures Using Buccal (Oromucosal) Midazolam (CPD)</p> <p>This course is aimed at those staff working with individuals who have epilepsy; to increase knowledge and understanding of epilepsy enabling staff to support individuals to best manage their epilepsy.</p> <p>The full day course provides participants with the knowledge and skills necessary to administer the emergency medication for seizures Buccal (Oromucosal) Midazolam.</p> <p>The course content is that developed and reviewed by the Northern Ireland Regional Epilepsy Nurses Forum and recommended by the former Joint Epilepsy Council UK & Ireland.</p> <p>By the end of the course learners will:</p> <ul style="list-style-type: none"> • understand what epilepsy is, main seizure types, causes, prevalence, prognosis and mortality • be able to support individuals during the diagnosis of epilepsy • be able to manage seizures appropriate to type (first aid) • be able to recognise the emergency situation and act appropriately • be aware of what may trigger a seizure in an individual • understand the importance of observation and recording of seizures • understand the treatment of epilepsy; be able to support individuals in managing their epilepsy medication and in making healthy lifestyle choices that help seizure control • understand how having complex needs may impact on a person's epilepsy management • be able to contribute to the planning of care, assessment of risk and develop strategies to ensure a safe environment for people with epilepsy - understand the need for balancing risk and achieving a Quality of Life for the individual • understand the circumstances when emergency medication is used in epilepsy 	<p>All</p> 	<p>1 day</p>	<p>Member £110.00</p> <p>Non-Member £140.00</p>	<p>N/A</p>	<ul style="list-style-type: none"> • 24th November 2022 <p>Time 9.30am-3pm</p> 



Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Timescale	Delivery Dates
<ul style="list-style-type: none"> understand the emergency management plan for the use of Midazolam and the importance of having knowledge of the individual plan for the person they support understand what the medication “Midazolam” is, how it works and side effects demonstrate and describe the correct procedure for the safe administration of Midazolam for seizures ensure appropriate record keeping and reporting regarding the use of the emergency medication for seizures ensure safe storage and carriage of the emergency medication Midazolam 					
<p>Train the Trainer: Supporting Medication in Social Care Setting (MMR)</p> <p>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.</p> <p>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’.</p> <p>By the end of the course learners will:</p> <ul style="list-style-type: none"> 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 	All	2 days	Members £260.00 Non-members £395.00	See Refresher Course details	<ul style="list-style-type: none"> 9th & 10th June 2022 10th & 11th November 2022 <p>Time: 10am-3pm</p> 

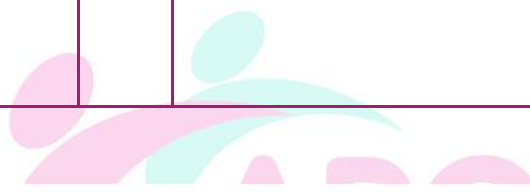
Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Timescale	Delivery Dates
<ul style="list-style-type: none"> know the process for receiving, storing and disposing of medication supplies safely know how to promote the rights of the individual and support use of medication know how to record and report on the use of medication. 					
<p>Train the Trainer: Supporting Medication in Social Care Setting (Refresher*) (MMR)</p> <p>*candidates must have completed the full one-day course within the last 2 years.</p> <p>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.</p> <p>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'.</p> <p>By the end of the course learners will:</p> <ul style="list-style-type: none"> 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. 	All	1 day	Members £125.00 Non-members £199.00	The 1 day refresher course must be completed within 2 years. If not, participant will be required to complete this 2-day course again.	<ul style="list-style-type: none"> 14th November 2022 6th March 2023 <p>Time: 10am-3pm</p>





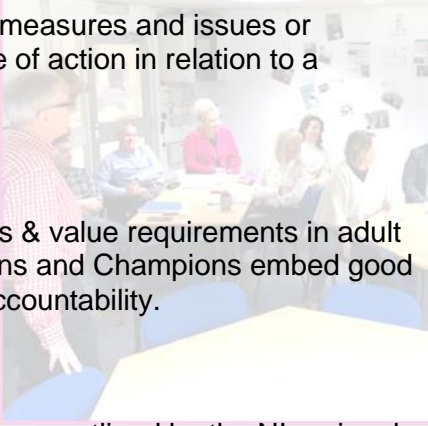




SAFEGUARDING

Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Timescale	Delivery Dates
<p>Working in partnership to support Carers (CPD)</p> <p>This half day workshop will explore and develop an understanding into the pivotal responsibility's carers have in providing care to a family member. The session will explore ways which promote working together to support carers with their vital role.</p> <p>By the end of the course, learners will:</p> <ul style="list-style-type: none"> • Identify the role, needs and rights of a carer • Understand the need to work in partnership with Carers • Discuss effective ways to communicate with carers • Explore how to provide support, advice and information to carers • Look at opportunities for developing carer's 'wellness' sessions 	All	½ day	Members £50.00 Non-members £70.00	N/A	<ul style="list-style-type: none"> • 23rd June 2022 Time: 9.30am-12.30pm
<p>Safeguarding Adults and Children (L2) (MMR)</p> <p>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 and children.</p> <p>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.</p> <p>By the end of the course learners will:</p> <ul style="list-style-type: none"> • explore the legal context in safeguarding adults at risk of harm and in need of protection 	All	½ day	Members £50.00 Non-members £70.00	2 Years	<ul style="list-style-type: none"> • 12th May 2022 • 1st November 2022 • 7th March 2023 Time: 9.30am-12.30pm



Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Timescale	Delivery Dates
<ul style="list-style-type: none"> • 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. 					
<p>Safeguarding Adults (L3): Designated Persons, Champions and good governance and accountability (MMR)</p> <p>For those individuals in a senior role within organisations and are NEW to the nominated role of Adult Safeguarding Champion (ASC), Deputy ASC or have delegated responsibilities (Designated Person). This full day course is in two parts.</p> <p>PART 1</p> <p>Part one is designed to increase participants knowledge and confidence in the role of a designated person in responding and reporting to adult safeguarding concerns.</p> <p>By the end of the course learners will:</p> <ul style="list-style-type: none"> • understand the roles and responsibilities of a designated person in responding to a safeguarding matter. • have knowledge of the Health and Social Care Trusts structures and processes for reporting, understand the roles of professionals involved and completion of the app1 forms. 	CEO / ASC/ Deputy ASC / Delegated Responsibilities	1 day	Member £110.00 Non-Member £140.00	2 Years	<ul style="list-style-type: none"> • 26th May 2022 • 22nd November 2022 • 21st March 2023 Time: 9.30am-3.30pm



Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Times	Delivery Dates
<ul style="list-style-type: none"> explore use of alternative safeguarding measures and issues or concerns around implementing a course of action in relation to a safeguarding matter. <p>PART 2</p> <p>Part two explains the complexities, tensions & value requirements in adult safeguarding and explores how organisations and Champions embed good practice internally and demonstrate good accountability.</p> <p>By the end of the course, learners will:</p> <ul style="list-style-type: none"> Have knowledge of the requirements as outlined by the NI regional Safeguarding Policy & Operational Procedures Understand the role and responsibilities of an Adult Safeguarding Champion Considered governance and accountability measures required in safeguarding practice 					



STAFF WELL-BEING

Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Timescale	Delivery Dates
<p>Creating well-formed outcomes for yourself (CPD)</p> <p>An outcomes approach prioritises good conversations with people about what matters to them. The focus on personal outcomes provides opportunities for the person to reflect on their life, reduce the assumptions made by others and improve understanding between everyone involved. Yet all too often in life we know what we don't want but aren't clear on what it is that we do want. In this session you will explore what's important to you and learn a simple set of questions that you can use to turn any issue into a well-formed outcome for yourself and or the people you support.</p> <p>By the end of the course learners will:</p> <ul style="list-style-type: none"> • Understand how to develop flexible thinking • Explore your own Wheel of Life • Get clearer on your own personal and professional goals • Explore how to turn an issue into a Well-Formed Outcome • Understand the step-by-step approach to creating a Well-Formed Outcome • Practice using the Well-Formed Outcome on real life situations 	All	1 day	Members £99.00 Non-members £135.00	N/A	<ul style="list-style-type: none"> • 22nd November 2022 • 21st March 2023 <p>Time: 10am-4pm</p>
<p>Developing Resilient Teams (CPD)</p> <p>To provide managers who manage teams with the skills to develop resilient teams.</p> <p>By the end of the course learners will:</p> <ul style="list-style-type: none"> • have explored the concept of leading with emotional intelligence and how this supports the development of resilient teams. • be able to describe why emotional intelligence is essential during challenging times. 	Senior Managers; Registered Managers, Service Managers & Team Leaders	½ day	Members £65.00 Non-members £90.00	N/A	<ul style="list-style-type: none"> • 7th June 2022; Time: 9.30am-12.30pm • 18th October 2022: Time: 1.30pm-4.30pm • 13th March 2023: Time: 1.30pm-4.30pm

Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Timescale	Delivery Dates
<ul style="list-style-type: none"> know how to describe the behaviours of an emotionally intelligent and resilient leader. identify management and leadership practice that supports the emotional wellbeing and resilience of teams. 					
<p>Managing Staff Stress – The Line Managers Role (CPD)</p> <p>The aim of the course is to ensure that all managers have the knowledge, confidence and skills to manage staff who are experiencing stress and ensure that workplaces create a culture where the causes of stress are identified and addressed using the Health and Safety Executive NI's Six Stress Management Standards.</p> <p>By the end of the course learners will:</p> <ul style="list-style-type: none"> understand what stress is, and the impact on physical and mental wellbeing recognise the signs of stress in staff and self outline the business case for addressing work-related stress recognise the legal requirements for managers with regards to work-related stress have a supportive conversation with staff who maybe experiencing stress using the Health and Safety Executive NI's Six Stress Management Standards identify management strategies for creating a mentally healthy workplace. 	<p>Senior Managers; Registered Managers, Service Managers & Team Leaders</p>	<p>½ day</p>	<p>Members £65.00 Non-members £90.00</p>	<p>N/A</p>	<ul style="list-style-type: none"> 10th May 2022 3rd October 2022 28th February 2023 <p>Time: 1.30pm-4.30pm</p>



BOOKING ARRANGEMENTS & CANCELLATION POLICY

Method of Delivery

All courses will be delivered virtually via Zoom, unless otherwise stated.

Delivery of Courses virtually

ARC NI recommend that:

- each learner log in individually from separate devices, where possible, for a better experience and ability to interact with the trainer and other participants effectively
- where only one device is available in an organisation, a maximum of 2 learners per device
- you register at least 10-15 minutes before the start of the session in case you experience technical difficulties.
- for the purpose of registration/sign-in the video function must be enabled throughout the session as this also creates a connection between the learners and trainer.

If you intend to log in via a phone or tablet you will need to install the Zoom app on your device first. The Zoom app is available from your device's app store and will ensure quick and easy access to the course.

For your convenience links have been provided below each type of device

For iPhone or iPad IOS devices:

<https://apps.apple.com/us/app/id546505307>

For android devices:

<https://play.google.com/store/apps/details?id=us.zoom.videomeetings>

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

All sections of the booking form must be completed full, including the finance section. Failure to complete all section may result in your booking being disregarded.

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

Time and Length of Courses

All courses will run for a half-day (3 hrs session) unless otherwise stated. Dates and times are included below each course in this programme

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:	£30.00
Non-attendance:	£45.00

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.

Cost

The cost per person on a course will depend on the length of course (hours) and the specialist field. The cost will range between, unless otherwise stated.

ARC Member:	£50-£99
Non-Member:	£70-£135

Contact Details

ARC (NI)
Ash Grove
Wildflower Way
Boucher Road
BELFAST BT12 6TA

Tel: 028 9038 0960

Email: training.ni@arcuk.org.uk



