

# ARC-HOUSE

## 2023/24 Training Calendar

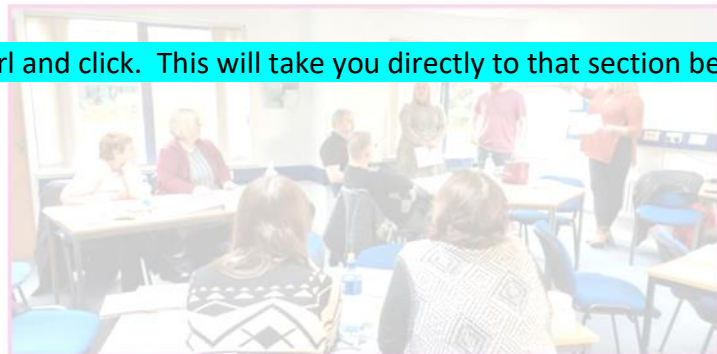


All ARC-house courses are currently delivered live VIA ZOOM (unless otherwise stated), with break out room activity.

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](mailto: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. **Communicating Skills to help you support people with profound and multiple learning disabilities (CPD)**
2. **Dementia Awareness and Learning Disability (CPD)**
3. **Induction – Supporting People with a Learning Disability including Telling It Like It Is! (MMR)**
4. **Loss & Bereavement – how best to support (CPD)**
5. **Mental Health & Learning Disabilities (CPD)**
6. **Promoting Positive Behaviour and Behaviours that Challenge (CPD)**
7. **Quality Improvement in Social Care (CPD)**
8. **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. **Supervision Support and Performance Appraisals (CPD)**

## **MEDICAL (MED)**

1. **Practical First-Aid for Staff Supporting People with Complex Needs, who may Self-Harm**
2. **Train the Trainer: Supporting Medication in Social Care Setting (MMR)**
3. **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. **Safeguarding Adults and Children (L2) (MMR)**
2. **Safeguarding Adults (L3): Designated Persons, Champions and ensuring good governance and accountability (MMR)**

## **STAFF WELL-BEING (SW)**

1. **Developing Resilient Teams (CPD)**
2. **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](mailto: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:	£65-£99
Non-Member:	£70-£135

#### **Contact Details**

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

Tel: 028 9038 0960




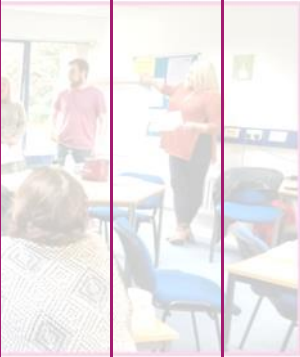

Email: [training.ni@arcuk.org.uk](mailto:training.ni@arcuk.org.uk)

## LEARNING DISABILITY

Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Timescale	Delivery Dates
<p><b>Communicating Skills to Help You Support People with Profound &amp; Multiple Learning Disabilities (CPD)</b></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, equality and diversity, choice and consent of service users. Service users are listened to, valued and communicated with, in an appropriate manner.</p> <p><b>By the end of the course learners will:</b></p> <ul style="list-style-type: none"> <li>• explore the implications of failing to understand communication and how this can result in a complex range of behaviours that challenge</li> <li>• explore language and communication difficulties: Developmental/Acquired</li> <li>• be familiar with the range of ways in which people communicate without speech</li> <li>• have an introduction to Active Support, Intensive Interaction, objects of reference and sensory referencing</li> <li>• have an introduction to augmentative and alternative communication; including PECS and basic Makaton Signs.</li> </ul>	All	½ day	<p>Member £65.00</p> <p>Non-Member £90.00</p>	N/A	<p>20<sup>th</sup> September 2023</p> <p>Time: 9.30am-12.30pm</p>



Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Timescale	Delivery Dates
<p><b>Dementia Awareness and Learning Disability (CPD)</b></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><b>By the end of the course learners will:</b></p> <ul style="list-style-type: none"> <li>• have developed an understanding of the implications of a diagnosis of dementia for people with a learning disability</li> <li>• have increased confidence and empathy which will have a direct impact on the delivery of services</li> <li>• 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.</li> </ul>	All	½ day	Voluntary/Community & Private FREE  Statutory Providers £90	N/A	18 <sup>th</sup> May 2023 7 <sup>th</sup> February 2024  Time: 9.30am-12.30pm
<p><b>Induction - Supporting People with a Learning Disability (MMR)</b></p> <p><u>FACE TO FACE</u></p> <p>This course is specifically aimed at newly appointed or relatively inexperienced staff, working in the learning disability sector. It aims to give participants a basic understanding of learning disability and how it impacts on people's lives. The course will address standards of practice set by NISCC specifically, 'Understanding the Principles of Care, including human rights and equality 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>	All	1 day	Members £99.00  Non-members £135.00	N/A	19 <sup>th</sup> May 2023 5 <sup>th</sup> October 2023 16 <sup>th</sup> February 2024  Time: 10am-4pm







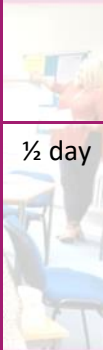
Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Timescale	Delivery Dates
<p><b>PART ONE</b></p> <p><b>By the end of the course learners will:</b></p> <ul style="list-style-type: none"> <li>understand the legislation and policies that support human rights and inclusion of individuals with learning disabilities</li> <li>understand the nature and characteristics of learning disability</li> <li>understand the historical context of learning disability</li> <li>understand the basic principles and practice of advocacy, empowerment and active participation in relation to supporting individuals with learning disability and their families</li> <li>understand how views and attitudes impact on the lives of individuals with a learning disability and their family carers</li> <li>understand how to promote communication with individuals and learning disabilities.</li> </ul>					
<p><b>PART TWO</b></p> <p><b>Telling It Like It Is! - Training to help staff support people with learning disabilities (CPD)</b></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 have been working together to learn to speak up for themselves. They have delivered training for Health &amp; Social Care staff, PSNI and facilitated a workshop at a Department of Justice/Queens University conference.</p> <p><b>By the end of the course learners will:</b></p> <ul style="list-style-type: none"> <li>understand what people with learning disabilities can achieve when given the right support</li> <li>understand what is important to people who need support</li> <li>learn how staff can provide the right support and positive attitude.</li> </ul>					



Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Timescale	Delivery Dates
<p><b>Loss &amp; Bereavement – How Best to Support (CPD)</b></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><b>By the end of the course learners will:</b></p> <ul style="list-style-type: none"> <li>• explore how people with learning disabilities understand and communicate about illness</li> <li>• explore the experiences and preferences of people with learning disabilities, families and professionals around breaking bad news</li> <li>• identify the factors that affect breaking bad news to people with learning disabilities</li> <li>• explore models of understanding the process of grief &amp; Complicated grief</li> <li>• explore stories from people with learning disabilities sharing their experiences of bad news</li> <li>• have an opportunity to work on a specific breaking-bad-news scenario and also bring their own bad-news scenario for discussion and learning.</li> </ul>	All	½ day	<p>Member £65.00</p> <p>Non-Member £90.00</p>	N/A	<p>15<sup>th</sup> November 2023</p> <p>Time: 9.30am-12.30pm</p>

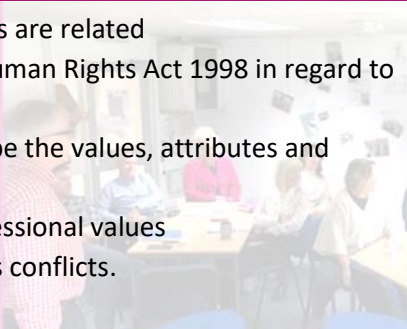






Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Timescale	Delivery Dates
<p><b>Mental Health &amp; Learning Disability (CPD)</b></p> <p>The aim of this course is to raise awareness of staff who support, or may support people with a learning disability who experience mental 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><b>By the end of this course learners will:</b></p> <ul style="list-style-type: none"> <li>• explore what we mean by 'mental health' and 'mental illness'</li> <li>• recognise signs and symptoms of main mental health diagnosis.</li> <li>• explore autism, dementia and mental health</li> <li>• understand that people with a learning disability are at increased risk of mental health problems</li> <li>• 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</li> <li>• understand that people with a learning disability can develop mental health problems for the same reasons as people without learning disabilities</li> <li>• explore the reasons why mental health problems are commonly overlooked in people with learning disabilities</li> <li>• have an introduction to assessment and interventions.</li> </ul>	All	½ day	<p>Member £65.00</p> <p>Non-Member £90.00</p>	N/A	<p>14<sup>th</sup> June 2023 20<sup>th</sup> March 2024</p> <p>Time: 9.30am-12.30pm</p>
<p><b>Promoting Positive Behaviour &amp; Behaviours that Challenge (CPD)</b></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>	All	½ day	<p>Member £65.00</p> <p>Non-Member £90.00</p>	N/A	<p>11<sup>th</sup> October 2023</p> <p>Time: 9.30am-12.30pm</p>

Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Timescale	Delivery Dates
<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><b>By the end of the course learners will:</b></p> <ul style="list-style-type: none"> <li>explore the development of shared values, which promote the attitude, skill and knowledge needed to implement positive behaviour management</li> <li>explore the complex range of causes of behaviour that challenges and how environmental factors and interactions may contribute to someone becoming distressed</li> <li>explore the skills, qualities and approaches needed to support vulnerable adults in managing their behaviour.</li> </ul>					
<p><b>Quality Improvement in Social Care (CPD)</b></p> <p>Quality improvement is underpinned by a desire or an attitude to want to make things better for people. <b>Improving quality is about making Social care safe, effective, person-centred, timely, efficient and equitable.</b> 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>Voluntary/Community &amp; Private FREE</p> <p>Statutory Providers £90</p>	N/A	<p>6<sup>th</sup> November 2023</p> <p>Time: 9.30am-12.30pm</p>



Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Timescale	Delivery Dates
<p><b>By the end of the course, learners will:</b></p> <ul style="list-style-type: none"> <li>understand a model for improvement to use in social care settings</li> <li>be confident in making improvements in your service area using the model for improvement</li> <li>understand the importance of engaging people to bring about meaningful change</li> <li>be clear about the importance and need for the individuals you support to be directly or indirectly involved</li> <li>identify qualities of a quality improvement leader.</li> </ul>					
<p><b>Values &amp; Human Rights in Social Care Practice (CPD)</b></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 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><b>By the end of the Course learners will:</b></p> <ul style="list-style-type: none"> <li>understand what is meant by Equality and Diversity</li> <li>understand what is meant by Discrimination and explore the 5 types of discrimination</li> <li>understand how to comply with the duties laid out in: Section 75, Northern Ireland Act 1998, and Section 49A, Disability Discrimination Act 1995</li> </ul>	All	1 day	Voluntary/Community & Private FREE  Statutory Providers £90	N/A	26 <sup>th</sup> September 2023  Time: 10am-4pm





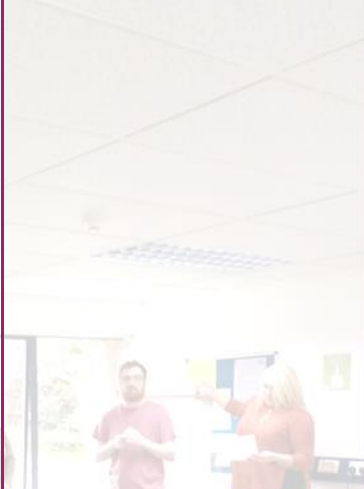
Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Timescale	Delivery Dates
<ul style="list-style-type: none"> <li>understand how Equality and Human Rights are related</li> <li>explore the most relevant articles of the Human Rights Act 1998 in regard to your working practice.</li> <li>know the standards of conduct that describe the values, attributes and behaviours expected of social care workers</li> <li>get clearer on your own personal and professional values</li> <li>explore ways to effectively deal with values conflicts.</li> </ul>					





## LEGAL

Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Timescale	Delivery Dates
<p><b>Human Rights &amp; Restrictive Practice (CPD)</b></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><b>By the end of the course learners will:</b></p> <ul style="list-style-type: none"> <li>• explore the Mental Capacity Act (Northern Ireland) 2016, specifically C4: additional safeguards: Deprivation of Liberty (DOLs)</li> <li>• understand what is meant by restrictive practice</li> <li>• understand the provisions of the human rights legislation and its impact on restrictive practice</li> <li>• understand the context of restrictive practice in different service types ie supported living, residential care etc</li> <li>• be able to articulate the reasons for eliminating/minimising restrictive practice</li> <li>• practice manage the tensions between restrictive practice and risk management through case study</li> <li>• practice and share ideas for alternative strategies to restrictive practice.</li> </ul>	All	½ day	Members £65.00  Non-members £90.00	N/A	15 <sup>th</sup> May 2023 4 <sup>th</sup> September 2023 4 <sup>th</sup> March 2024  Time: 9.30am-12.30pm
<p><b>The Registered Manager: Roles, Responsibilities &amp; Requirements (CPD)</b></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><b>By the end of the course learners will:</b></p> <ul style="list-style-type: none"> <li>• understand the role of the Registered Manager and its context in regulatory and legal requirements</li> </ul>	Registered Managers, Service Managers & Team Leaders	½ day	Members £65.00  Non-Members £90.00	N/A	7 <sup>th</sup> June 2023 8 <sup>th</sup> November 2023 6 <sup>th</sup> March 2024  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"> <li>consider good practice in critical matters including, MCA, DOLs and restrictive practice</li> <li>understand the key features of effective leadership within the role</li> <li>understand the key responsibilities of the role in relation to the people supported, the service and the organisation</li> <li>understand the principles of establishing and maintaining good practice and regulatory expectations of the role</li> <li>learn how to problem solve including staff conflict, through the use of exercises and factual cases studies</li> <li>understanding and practicing the principles of continuous quality improvement.</li> </ul> <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><b>Encouraging Reflective Practice in Social Care (CPD)</b></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><b>By the end of the course, learners will:</b></p> <ul style="list-style-type: none"> <li>• Define what is meant by reflective practice – the what, why and how of reflection</li> <li>• Identify the underlying principles and tools for personal and group reflective practice</li> <li>• Apply reflective practice tools to work-based problems</li> <li>• Create an action plan for implementing reflective practice in your work</li> </ul>	<p>Senior Managers; Registered Managers, Service Managers &amp; Team Leaders</p>	<p>2 X ½ day(s)</p>	<p>Voluntary/Community &amp; Private FREE</p> <p>Statutory Providers £90</p>	<p>N/A</p> <p>22<sup>nd</sup> January 2024</p> <p>Time: 10am-4pm</p>

Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Delivery Dates Timescale
<p><b>First Line Manager Training (CPD)</b></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 &amp; Social Care Workers.</p> <p><b>PART ONE</b></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><b>By the end of the course learners will:</b></p> <ul style="list-style-type: none"> <li>comprehend the role of the first line manager</li> <li>understand clear communication and the impact of verbal and non-verbal communication</li> <li>know how to manage performance and development through effective feedback</li> <li>appreciate coaching opportunities and questioning techniques used in coaching.</li> </ul>	Team Leaders & Managers	2 X ½ day(s)	<p>Members £110.00</p> <p>Non-members £140.00</p>	<p>N/A</p> <p>15<sup>th</sup> &amp; 29<sup>th</sup> September 2023 23<sup>rd</sup> February &amp; 8<sup>th</sup> March 2024</p> <p>Time: 9.30am-12.30pm</p>



Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Delivery Dates Timescale
<p><b>PART 2</b></p> <p>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.</p> <p><b>By the end of the course learners will:</b></p> <ul style="list-style-type: none"> <li>comprehend the role of delegation in first-line management and how to delegate tasks in an engaging and supportive manner</li> <li>appreciate team working and ways to engender successful team working</li> <li>recognise when difficult conversations need to take place and know how to conduct an effective conversation</li> <li>understand the reasons for change and how to deal with it in a helpful manner.</li> </ul>				
<p><b>Supervision Support and Performance Appraisals (CPD)</b></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 Lead? There are management and governance systems in place that drive quality improvement.</p> <p><b>By the end of the course learners will:</b></p> <ul style="list-style-type: none"> <li>reflect on what is a good manager/leader</li> <li>understand the concept of the performance management cycle</li> <li>understand the purpose of performance management and strategies behind appraisals</li> <li>gain knowledge of the performance management forms and tools</li> <li>ensure a clear understanding of roles and responsibilities in the Performance Management process</li> </ul>	Team Leaders & All Managers	½ day	<p>Members £65.00</p> <p>Non-members £90.00</p>	<p>N/A</p> <p>12<sup>th</sup> May 2023 20<sup>th</sup> October 2023 2<sup>nd</sup> February 2024</p> <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"> <li>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</li> <li>gain an understanding of the merit/awards process.</li> </ul>					





## MEDICAL

Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Timescale	Delivery Dates
<p><b>Practical First-Aid for Staff Supporting People with Complex Needs, who may Self-Harm (CPD)</b></p> <p>Anyone who has supported someone who self-injures, or self-harms knows just how intense it can really be.</p> <p><b>By the end of the course learners will:</b></p> <ul style="list-style-type: none"> <li>• have knowledge of de-escalation of crisis situations from a Positive Behaviour Support viewpoint, including the creation of stress and coping plans</li> <li>• have knowledge of emergency treatment of the most common forms of injury in more depth than a standard First-Aid course.</li> </ul> <p>The practical First-Aid Section will be delivered by a 25+ year veteran on the Northern Ireland Ambulance Service, and the Positive Behaviour Support section will be taught by a Positive Behaviour Support specialist with more than 15 years' experience in both the private and public sector. Both facilitators have considerable experience of supporting individuals with complex needs, in often difficult situation.</p> <p><b>This course does not cover Suicide Awareness</b></p> <p><b>Definition of Self-Harm:</b> noun: Also called self-injury [self-in-juh-ree] deliberate <b>non-suicidal injury</b> to one's own body tissue, as cutting or burning the skin, or pulling out hair, in a physical manifestation of emotional distress: Self-harm, eating disorders, and substance abuse were reported among victims of bullying. Formerly self-mu-ti-la-tion [self-myoot-l-ey-shuhn]</p> <p>verb (used without object): to hurt oneself deliberately, <b>without suicidal intention</b>, as a physical manifestation of emotional distress.</p>	All	1 Day	<p>Member £110.00</p> <p>Non-Member £140.00</p>	N/A	<p>11<sup>th</sup> September 2023 19<sup>th</sup> March 2024 2024</p> <p>Time: 10am-3pm</p>

Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Timescale	Delivery Dates
<p><b>Train the Trainer: Supporting Medication in Social Care Setting (MMR)</b></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><b>By the end of the course learners will:</b></p> <ul style="list-style-type: none"> <li>understand the legislative framework for the use of medication in social care settings</li> <li>understand roles and responsibilities in the use of medication in social care settings</li> <li>explore the common types of medication and their use</li> <li>understand techniques for administering medication</li> <li>know the process for receiving, storing and disposing of medication supplies safely</li> <li>know how to promote the rights of the individual and support use of medication</li> <li>know how to record and report on the use of medication.</li> </ul>	All	2 days	<p>Members £270.00</p> <p>Non-members £395.00</p>	See Refresher Course details	<p>13<sup>th</sup> &amp; 14<sup>th</sup> June 2023</p> <p>9<sup>th</sup> 10<sup>th</sup> November 2023</p> <p>15<sup>th</sup> &amp; 16<sup>th</sup> February 2024</p> <p>Time: 10am-3pm</p>



Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Timescale	Delivery Dates
<p><b>Train the Trainer: Supporting Medication in Social Care Setting (Refresher*) (MMR)</b></p> <p><b>*candidates must have completed the full one-day course within the last 2 years.</b></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><b>By the end of the course learners will:</b></p> <ul style="list-style-type: none"> <li>• have updated knowledge on current legislation framework for the use of medication in social care settings</li> <li>• have explored case studies to reflect on codes of practice in relations to the use of medication in social care settings</li> <li>• have had an opportunity for shared learning on effective training practice</li> <li>• have had an opportunity to design a refresher half day session for the work place.</li> </ul>	All	1 day	<p>Members £125.00</p> <p>Non-members £199.00</p>	<p>The 1-Day refresher course must be completed within 2 years.</p> <p>If not, participant will be required to complete this 2-day course again.</p>	<p>15<sup>th</sup> May 2023 13<sup>th</sup> October 2023 25<sup>th</sup> January 2024</p> <p>Time: 10am-3pm</p>



## SAFEGUARDING

Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Timescale	Delivery Dates
<p><b>Safeguarding Adults and Children (L2) (MMR)</b></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><b>By the end of the course learners will:</b></p> <ul style="list-style-type: none"> <li>• explore the legal context in safeguarding adults at risk of harm and in need of protection</li> <li>• explore the legal context in safeguarding children</li> <li>• look at attitudes to disability</li> <li>• understand how to create a safe and inclusive environment</li> <li>• understand codes of behaviour for staff and volunteers</li> <li>• explore characteristics of different types of abuse</li> <li>• explore signs and symptoms of abuse</li> <li>• understand the procedures for reporting concerns</li> <li>• understand the procedures for whistleblowing.</li> </ul>	All	½ day	<p>Members £50.00</p> <p>Non-members £70.00</p>	2 Years	<p>12<sup>th</sup> September 2023 20<sup>th</sup> February 2024</p> <p>Time: 9.30am-12.30pm</p>



Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Timescale	Delivery Dates
<p><b>Safeguarding Adults (L3): Designated Persons, Champions and Good Governance &amp; Accountability (MMR)</b></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><b>PART 1</b></p> <p><b>Part one</b> 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><b>By the end of the course learners will:</b></p> <ul style="list-style-type: none"> <li>• understand the roles and responsibilities of a designated person in responding to a safeguarding matter.</li> <li>• 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.</li> <li>• explore use of alternative safeguarding measures and issues or concerns around implementing a course of action in relation to a safeguarding matter.</li> </ul> <p><b>PART 2</b></p> <p><b>Part two</b> explains the complexities, tensions &amp; value requirements in adult safeguarding and explores how organisations and Champions embed good practice internally and demonstrate good accountability.</p>	<p>CEO / ASC/ Deputy ASC / Delegated Responsibilities</p>	1 day	<p>Member £110.00</p> <p>Non- Member £140.00</p>	2 Years	<p>26<sup>th</sup> October 2023 21<sup>st</sup> March 2024</p> <p>Time: 9.30am-3.30pm</p>

Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Timescale	Delivery Dates
<p><b>By the end of the course, learners will:</b></p> <ul style="list-style-type: none"> <li>• have knowledge of the requirements as outlined by the NI regional Safeguarding Policy &amp; Operational Procedures</li> <li>• understand the role and responsibilities of an Adult Safeguarding Champion</li> <li>• considered governance and accountability measures required in safeguarding practice.</li> </ul>					





## STAFF WELL-BEING

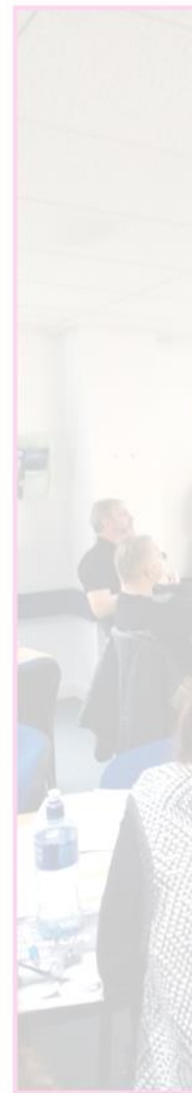
Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Timescale	Delivery Dates
<b>Developing Resilient Teams (CPD)</b> To provide managers who manage teams with the skills to develop resilient teams.  <b>By the end of the course learners will:</b> <ul style="list-style-type: none"> <li>have explored the concept of leading with emotional intelligence and how this supports the development of resilient teams.</li> <li>be able to describe why emotional intelligence is essential during challenging times.</li> <li>know how to describe the behaviours of an emotionally intelligent and resilient leader.</li> <li>identify management and leadership practice that supports the emotional wellbeing and resilience of teams.</li> </ul>	Senior Managers; Registered Managers, Service Managers & Team Leaders	½ day	Members £65.00 Non-members £90.00	N/A	7 <sup>th</sup> November 2023 5 <sup>th</sup> March 2024  Time: 9.30am-12.30pm
<b>Managing Staff Stress – The Line Managers Role (CPD)</b> 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.  <b>By the end of the course learners will:</b> <ul style="list-style-type: none"> <li>understand what stress is, and the impact on physical and mental wellbeing</li> <li>recognise the signs of stress in staff and self</li> <li>outline the business case for addressing work-related stress</li> <li>recognise the legal requirements for managers with regards to work-related stress</li> </ul>	Senior Managers; Registered Managers, Service Managers & Team Leaders	½ day	Members £65.00 Non-members £90.00	N/A	12 <sup>th</sup> March 2024  Time: 1.3pm-4.30pm

Course Content & Objectives	Specific to Role(S)	Duration	Cost pp	Refresher Timescale	Delivery Dates
<ul style="list-style-type: none"> <li>have a supportive conversation with staff who maybe experiencing stress using the Health and Safety Executive NI's Six Stress Management Standards</li> <li>identify management strategies for creating a mentally healthy workplace.</li> </ul>					





# 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](mailto: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)  
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