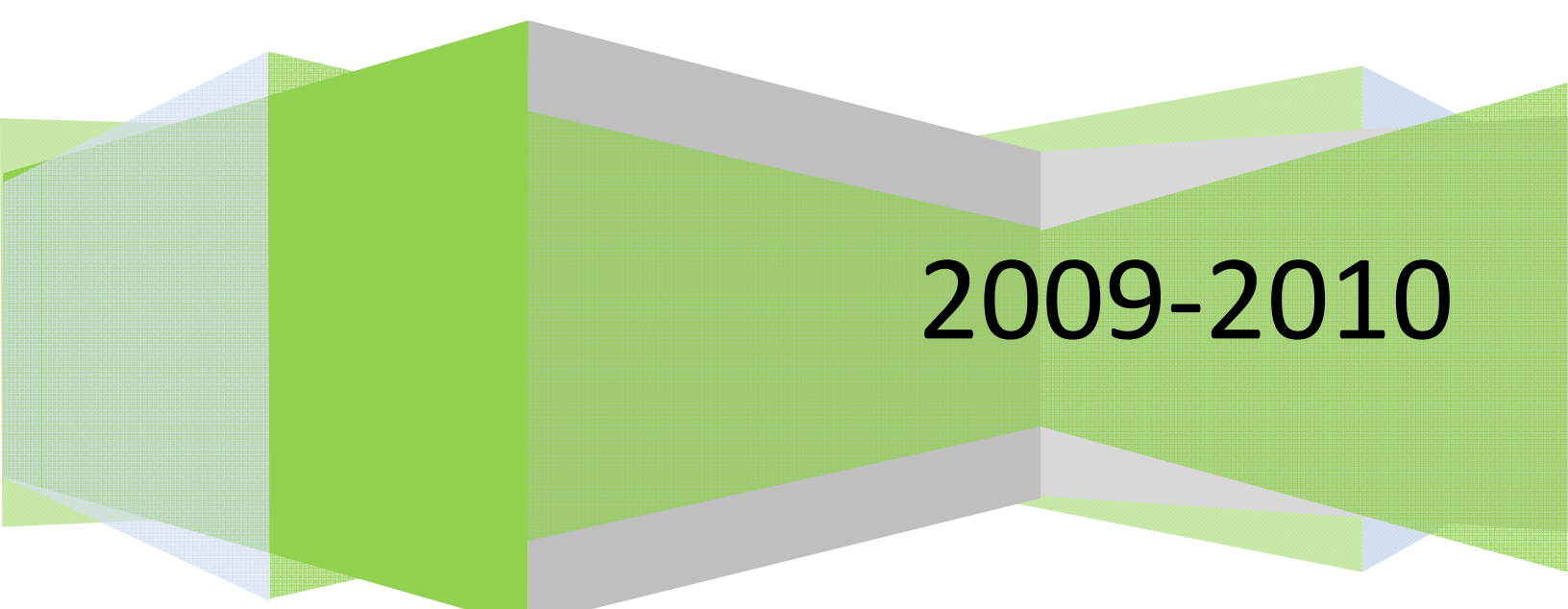


**TRIANGLE**

# Training & Development Brochure

Support Services Training Department



**2009-2010**

This brochure and programme is managed under the LD2 policy and associated procedures. It supports the purpose of the LD1 policy and associated procedures.

Further learning and development opportunities can be found in the Triangle brochure provided by the Human Resources Department.

*The Support Services Training manager is able to provide similar training sessions to external organisations following negotiation and agreement, and dependent on resource availability. There will be a charge for such activities.*

All enquiries should be directed via:

[supportservicestraining@trianglehousing.org.uk](mailto:supportservicestraining@trianglehousing.org.uk)

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## The Programme

This staff training and development programme is intended to enable Support Service personnel in meeting the requirements in skills and knowledge related to the service they work in, and the role they play within it.

Personal training and development is required for all staff without exception and is a continuous working partnership between the Association and its staff. It requires commitment from all parties and is a contributing factor in the Association's accountability as a Social Care employer. Where individual staff members have difficulties with meeting their learning and development requirements, the Training Manager will work with them and their line manager to develop an acceptable solution that enables the requirements to be fulfilled.

The majority of the staff within Support Services are required to be members of the registered Social Care workforce and this programme is a contributory element in enabling them to meet those requirements.

The programme (calendar) contains planned learning and development activity that meets identified requirements for induction, core skills / knowledge and supplementary skills / knowledge. All events published in the programme are delivered by experienced personnel from within the Association, or via external accredited individuals experienced in such delivery.

It is important to remember that not all required knowledge and skills are gained by attending courses or other training events. Such activities must be viewed in partnership with the learning and development that comes from being on site and actively involved in your job role. More experienced members of staff and managers are a major influence in how staff develop and learn within their role. Supervision, peer support, team meetings, understanding policies and procedures are all essential elements that combine to assist with the evolution of excellent staff members.

Each learning and development event identified in this brochure is outlined in order to enable managers, and staff, to identify appropriate events for attendance. The brochure pages identify the learning outcomes from each event and any associated requirements.

Where staff are **required by the organisation** to gain identified qualifications, these are arranged by the Support Services Training Department and again are outlined in the brochure.

Training events beyond those identified here, are communicated to all managers via the Training Administrative Officer, who takes all nominations for attendance at the events.

The Association believes strongly in the potential provided by shared learning and where there is capacity within any of the planned events, external and partner organisations are welcome to access events by contacting the Training Administrative Officer for further information.

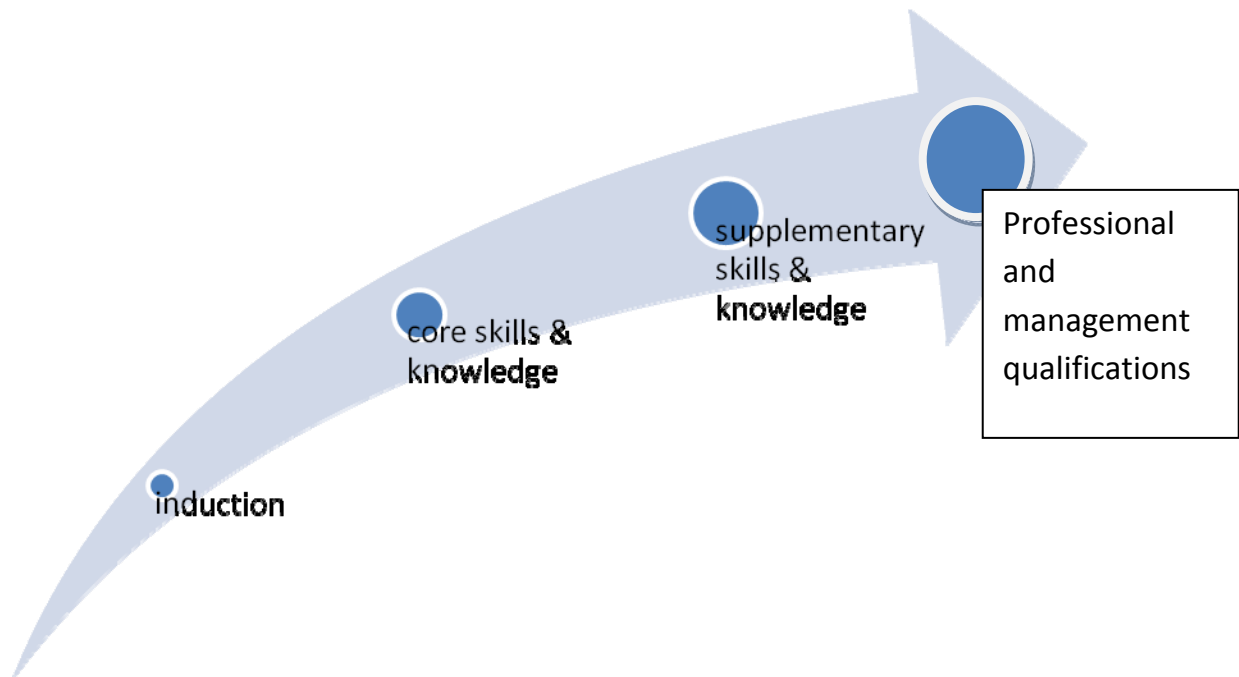
## **The Training and Development pathway**

The Association's Training and Development Policy states the commitment that Triangle has in supporting staff in a proactive way relating to their range of knowledge and skills. The associated procedures to enable this to happen, ensure equity, efficient / effective use of resources and the ability of services to continue in meeting needs and responding to change.

The Training & Development Policies, LD1 and LD2, and accompanying procedures identify how staff are supported to achieve the final step of the pathway, and under what conditions.

- Induction training is planned to be completed prior to the staff member's probationary period being signed off. For this reason it is delivered over a 12 week cycle, enabling two points of access to each event for each staff member within the probation time frame. A proportion of this training may be accredited / certificated dependent upon regulations and standards set within Northern Ireland. (brochure / calendar colour is blue)
- Core skills / knowledge training covers further essential training and development after the first year in post, including required vocational qualifications for front-line staff. (brochure / calendar colour is red)
- Supplementary skills / knowledge training covers training and development relating to evolving role and responsibilities including specific training relating to evolving tenant / service user needs. Where such topics become a regular need within Support Services, they will be reviewed for allocation into core training. (brochure / calendar colour is yellow)
- Professional and management qualifications required by the organisation to meet national and service specific standards / regulations. (brochure / calendar colour is green)

The Support Services Directorate has developed this brochure taking each of these requirements into account, and has a system for reviewing their appropriateness and quality of provision.



Staff are assisted to develop in their role both locally and by accessing the appropriate level of training activity identified in this brochure. The brochure is clearly divided into the 4 pathway sections. The objective of the Training Department within Support Services is to ensure that all personnel are effectively supported to make their journey through the training and development pathway at an appropriate and evaluated rate that enhances their skills and knowledge within their individual job role. This is achieved by having a planned and co-ordinated approach that is consulted on within Support Services management using reflection, analysis and taking research, best practice and service benchmarking into account. The ethos of events delivered by the Training Department is to ensure that events are appropriate to the role, and grade of the personnel in attendance.

Staff and managers need to understand that moving through the pathway requires individuals to complete each step before moving on to the next. There may be exceptions to this, but these will be clearly identified within the support / supervision / appraisal process and clearly recorded to ensure accountability.

Supervision and appraisal will identify the staff member's position on the path and will also identify any skill / knowledge gaps that need to be planned for. An evaluation and competence assessment of each staff member's knowledge and skills is key to ensuring that planned development is appropriate to individual need and that training and

development events are servicing those needs effectively. Longitudinal evaluation of the appropriateness of training provision will be analysed to permit improvement and development.

The Training Department of Support Services is responsible for communicating the evaluation of events that it organises and provides, ensuring that it is meeting needs at a sufficiently frequent and qualitative level. Updated information will adjust the elements of the pathway as required and will furnish the Director of Support Services with current information to inform all stakeholders of the status of staff knowledge and skill within the Support Services.

All events will be held in Tower Hall from 9am (for registration) until 5pm (starting at 9.30am and closing at 4.30pm to permit travel time) unless otherwise stated on the calendar. Shorter times for events will be advised each quarter by e-mail alert. Managers are responsible for ensuring that staff are aware of the correct location and times of training events.

***All internal nominations should be completed on form LD2-1-1 (sample below)***

***All enquiries should be directed to the Training Department***

***e.mail: [supportservicetraining@trianglehousing.org.uk](mailto:supportservicetraining@trianglehousing.org.uk)***

***Telephone: 028 2766 1785 / 1773***

***Fax No.: 028 2766 8977***

Please complete this form for all staff courses or conference attendance, and internal qualifications requests. Keep a copy in the staff file and send the original to the Training Administrative Officer at least 8 weeks prior to the event if possible.

Staff name: \_\_\_\_\_ *Tick if new to post*

Job title: \_\_\_\_\_

Location: \_\_\_\_\_

Manager's name: \_\_\_\_\_

### **Internal training**

Please indicate on the table which course/s the application is for

Course (see learning & development brochure)	Preferred date (see training calendar)

Requires to be registered for an award delivered internally (tick as appropriate) :

LDQ award	
NVQ Level II	
NVQ Level III	
A1 award	
V1 award	

*If the staff member is applying to take an external award then please use form LD2-6-3*

**Please advise of any dietary or access needs here**

---

## External training

These are courses, conferences etc that are not identified in the Triangle Learning and Development brochure

Title of course / conference / event:

---

Provider:

---

Cost:

---

Location:

---

Will overnight accommodation be required                      Yes / No

If yes, what is estimated cost £ \_\_\_\_\_

What objectives do you hope to achieve by attending the event:

Please attach a copy of the relating information to this application

Manager's signature: \_\_\_\_\_ Date: \_\_\_\_\_

---

Office use only:

Date received	
Logged on course nomination list	
LDQ pack provided	
Logged on NVQ waiting list	
Application for LDQ markers or other external event made	
Manager informed	

The following pages will assist staff and managers to recognise the target groups for all training in this brochure and keep annual records

## Identification of staff training requirements by job title (as indicated by shading)

Induction Training	Support Assistant	Senior Support Assistant	Management Officer / Coordinator	Area Manager	Social Enterprise Worker	Supported Employment Officer	Coordinator	Progression to Employment Manager
Corporate Induction								
LDQ 1								
LDQ 2								
First Aid								
Level 2 Food Safety in Catering								
Challenging behaviour & physical intervention (2 days)								
Lone working, breakaway, risk & incidents								
Handling Medication in Social Care								
Manual Handling								
Back Care Awareness (2hrs)								
MO / Coordinator Induction Programme								
SEO induction programme								

Issue Date | May 2009

Induction Training	Support Assistant	Senior Support Assistant	Management Officer / Coordinator	Area Manager	Social Enterprise Worker	Supported Employment Officer	Coordinator	Progression to Employment Manager
<b>Mandatory Update 1</b>								
<b>Mandatory Update 2</b>								
<b>Mandatory Update 3</b>								
<b>Mandatory Update 4</b>								
<b>Mandatory update 5</b>								
<b>Local Fire Training (2hrs)</b>								
<b>MO / Coordinator update programme</b>								
<b>Manager update programme</b>								
<b>LDQ Marking Sessions (2.5hrs) dates in yellow are standardisation meetings (mandatory)</b>								
<b>NVQ Induction (2hrs)</b>								
<b>NVQ Standardisation Mtg (2.5hrs)</b>								
<b>NVQ A1 induction (2 days)</b>								
<b>P&amp;M HPD 4</b>								

Issue Date	May 2009
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**Support Services  
Induction  
training**

## CORPORATE INDUCTION DAY 1

(Induction Training)

### Target Group:

All new Support Service staff within their first 12 weeks.

### About the course:

To provide Support Service staff with a base-line of knowledge to assist them with understanding Triangle Housing Association, Health & Safety, and the role of the Human Resources Department.

### Objectives:

By the end of the training, staff will have an understanding of:

- Triangle Housing Association, its management, services and standards
- The legislation affecting Health & Safety and associated roles and responsibilities
- The role of the Human Resources department and key related policies / procedures
- Employer of choice, staff supports and work-life balance
- Pensions service

**Duration:** 1 day

**Course Provider:** Human Resources Manager

Booking is via form LD2-2-1

Issue Date	May 2009
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## LEARNING DISABILITY QUALIFICATION DAY 1

(Induction Training)

### Target Group:

All new Support Service staff below line-manager level within their first 12 weeks.

### About the course:

To provide Support Service staff with a base-line of knowledge to assist them with understanding Support Services and the tenant / service user group they will relate to in their role. This course provides additional information for staff completing the LDQ award.

### Objectives:

By the end of the training, staff will have an understanding of:

- Support Services structure
- Personal development in Support Services
- Values and Principles of Support & Care
- Learning disability
- Diversity & person centredness
- Protection of children and vulnerable adults

**Duration:** 1 day

**Course Provider:** Support Services Training Manager

Booking is via form LD2-2-1

Issue Date	May 2009
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## LEARNING DISABILITY QUALIFICATION DAY 2

(Induction Training)

### Target Group:

All new Support Service staff below line-manager level within their first 12 weeks.

### About the course:

To provide Support Service staff with a base-line of knowledge to assist them with understanding key activities, policies and procedures and responsibilities relating to their role and others in Triangle. This course provides additional information for staff completing the LDQ award.

### Objectives:

By the end of the training, staff will have an understanding of:

- Health & Safety in the service context
- Communication confidentiality & recording
- Individual roles, responsibilities & team work
- Key policies & procedures

**Duration:** 1 day

**Course Provider:** Support Services Training Manager

Booking is via form LD2-2-1

Issue Date	May 2009
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## MANUAL HANDLING

(Induction Training)

### Target Group:

All Supported Living, Outreach and Registered Unit staff (including first-line managers) within 12 weeks of starting.

### About the course:

This course is designed for staff new to their post, and ensures participants have an understanding of relevant legislation, spinal awareness, and principles of manual handling of loads and have an opportunity to practice techniques / equipment for assisting patients / clients to move. The course involves group participation to reinforce good practice and potential pitfalls as well as a closing questions and answers session.

***N.B. Staff must advise the trainer on the day if they think they are pregnant or if they have any health needs that may be a risk factor relating to the training***

### Objectives:

By the end of the training, staff will

- Be aware of the relevant legislation
- Be aware and able to carry out risk assessments
- Be aware of the bio-mechanics of the spine
- Be competent of moving a client in bed
- Be competent at transferring a client to and from a chair
- Be competent at using a hoist

**Duration:** 1 day

**Course Provider:** MTA Training Services (accredited trainer)

Booking is via form LD2-2-1

Issue Date	May 2009
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## FIRST AID

(Induction Training)

### Target Group:

All new Support Services staff within first 12 weeks in post.

### About the course:

Gives participants confidence to deal with an Emergency until a First-Aider or the Emergency Services arrive. Content includes Basic Life Support, all other emergencies including Seizures and Asthma attacks.

**N.B. This course does not qualify staff as registered First Aiders.**

### Objectives:

By the end of the training, staff will understand and have practiced:

- Priorities of first aid and managing the scene.
- Communication and casualty care.
- Managing an incident.
- Looking after yourself and the casualty
- Treatment of an unconscious casualty.
- Adult resuscitation.
- Treatment of choking in adults
- Treatment of minor bleeding and minor burns.
- Treatment of severe bleeding, severe burns and chest pains
- Treatment of a choking casualty.
- Treatment of fainting, bites and stings, sprains and strains.
- Treatment of asthma, head injuries, chest pains and shock.
- Recognition and treatment for meningitis, poisons, seizures and stroke

**Duration:** 1 Day

**Course Provider:** MTA Training Services (accredited trainer)

Booking is via form LD2-2-1

Issue Date	May 2009
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## RESPONDING TO CHALLENGING BEHAVIOUR AND THE ROLE OF PHYSICAL INTERVENTION

( Induction training, approved by Studio III )

### Target Group:

All new Supported Living staff within the first 12 weeks.

### Application criteria:

This course involves physical contact and therefore staff who are pregnant or have physical limitation may not be able to participate in the practical aspects of the training.

***N.B. Staff must advise the trainer on the day if they think they are pregnant or if they have any health needs that may be a risk factor relating to the training***

### About the course:

This is a 3-day course to provide staff with the knowledge and skills to manage challenging behaviour and reduce triggers. All staff are then required to attend a 1-day annual update. The course involves group participation to reinforce good practice and potential pitfalls as well as a closing questions and answers session.

### Objectives:

By the end of the training, staff will

- Have an understanding of challenging behaviour
- Be aware of the law in relation to assault
- Be aware of qualitative differences in violence
- Be aware of the causes of violence
- Be aware of break-away techniques and when to use them
- Understand the issues related to lone working, risk assessment and incident procedures
- Be able to manage incidents
- Be competent in using approved physical restraint procedures

**Duration:** 3 full consecutive days

**Course Provider:** Amanda Crawford & Marie Scullion (accredited trainers) TRIANGLE

Booking is via form LD2-2-1

Issue Date	May 2009
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## LONE WORKING, RISK, MANAGING INCIDENTS AND STAYING SAFE

( Induction training )

### Target Group:

All new Progression to Employment staff within the first 12 weeks.

### About the course:

This course provides staff with the knowledge and skills to recognise the issues in being a lone worker, and to understand the skills involved in managing possible risk situations.

### Objectives:

By the end of the training, staff will

- Understand the context of service provision relating to service user needs and behaviour
- Understand the issues related to lone working, risk assessment and incident procedures
- Be able to manage incidents and report effectively as required
- Be able to review situations and propose actions that will reduce / eliminate further risk
- Have an understanding of challenging behaviour
- Be aware of break-away techniques and when to use them

**Duration:** 1 day

**Course Provider:** Norman Sterritt, Amanda Crawford & Marie Scullion (accredited trainers) TRIANGLE

Booking is via form LD2-2-1

Issue Date	May 2009
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## LEVEL II FOOD CATERING

(Accredited induction training)

### Target Group:

All new Supported Living staff (including first-line managers) within the first 12 weeks.

### About the course:

This course includes an end of event assessment leading to an accredited certificate.

**All staff are required to pass the assessment in order to complete their probationary period.**

**This course must be refreshed every 3 years to maintain certification related to practice**

### Objectives:

By the end of the training, staff will

- Be aware of the legislation relating to food safety
- Be aware of the standards required for food safety
- Be aware of the practices that promote food hygiene and safety
- Be assessed as competent working to the required food hygiene and safety standards

**Duration:** 1 day

**Course Provider:** Dobbin & Cahoon (accredited trainers)

Booking is via form LD2-2-1

## HANDLING OF MEDICATION IN SOCIAL CARE SETTINGS

(Certified Induction Training)

### Target Group:

All Support Service staff who are required by their role to be involved in the administration of medication. This is mandatory within the staff members first 4 weeks.

### About the course:

Designed for anyone working in a social care setting who handles medication. This course is assessed by successful completion of a workbook 2 weeks after this course has been attended. Staff competence, regarding the handling of medication, will be evaluated on site by the local manager. **Staff must pass the assessment to complete their probationary period.**

### Objectives:

By the end of the training, staff will:

- Be aware of legislation, policies, procedures and good practice.
- Understand the difference between medication support and medication administration
- Understand their roles and responsibilities relating to medication management
- Understand the roles / responsibilities of others involved in medication issues
- Recognise the documentation and recording required within the procedures
- Be aware of what to do in the event of a problem

**Duration:** 1 day

**Course Provider:** Certificated Management Officers (TRIANGLE)

Booking is via form LD2-2-1

Issue Date	May 2009
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## BACK CARE

( Induction Training)

### Target Group:

All Supported Services staff who are not required to move people as part of their job role. Within the first 12 weeks.

### About the course:

This course is designed for office-based staff and ensures participants have an understanding of relevant legislation, spinal awareness and the principles of manual handling of loads. The course involves group participation to reinforce good practice and potential pitfalls as well as a closing questions and answers session. ***Staff working in a location where manual handling equipment is used, will need to have additional local training on how to use the equipment provided.***

### Objectives:

By the end of the training, staff will

- Be aware of the relevant legislation
- Be aware of the bio-mechanics of the spine
- Be aware and able to carry out risk assessments
- Be aware of work related problems and how to avoid these
- Be aware of how to look after your back, i.e. posture, mechanics of lifting
- Be aware of manual handling principles

**Duration:** 2 hrs

**Course Provider:** MTA Training Services (accredited trainers)

Booking is via form LD2-2-1

Issue Date	May 2009
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## LEARNING DISABILITY QUALIFICATION (LDQ)

(Induction Accredited Award)

### Target Group:

All Supported Living staff on commencement of post.

### Application criteria:

This award achievement is essential for all newly appointed Social Care staff **unless** they hold a professional, vocational or academic Health / Social Care qualification.

### About the course:

Designed for support staff working in direct care with clients who have a learning disability, this City & Guilds accredited qualification meets the Northern Ireland Social Care Council (NISCC) Induction standards and covers the underpinning knowledge in the core units of the Health & Social Care NVQ at Level 2 and most of the underpinning knowledge for Level 3. This course is assessed through successful completion of all 4 units in the pack and the assessment booklet. **Staff taking this award must pass this assessment before their probationary period is completed.**

### Objectives:

By the end of the award staff will have contextual induction knowledge relating to;

Unit 1: Principles of learning disability support

Unit 2: Your role as a learning disability worker

Unit 3: Health and safety in a learning disability service

Unit 4: Protecting people who have a learning disability from abuse

**Duration:** 17 weeks

**Course Provider:** ARC and Support Service Training Manager

Booking is via form LD2-2-1

Issue Date	May 2009
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## MANAGEMENT OFFICER / COORDINATOR IN-HOUSE DEVELOPMENT PROGRAMME UNIT 1

(Induction Training)

### Target Group:

All new Management Officers / Coordinators in Support Services during their probationary period.

### About the course:

To provide Support Service Management Officers / Coordinators with a base-line of knowledge to assist them with understanding key activities, legislation, policies and procedures and responsibilities relating to their role and others in Triangle. This programme enables social care managers to meet their NISCC induction requirements

### Objectives:

By the end of the session participants will have knowledge and understanding regarding principles of service and practice including:

- Triangle objectives,
- Anti-discriminatory practice,
- Legislation, regulation and standards affecting services,
- Tenants' / service users' rights and
- Responding to complaints

**Duration:** 1 day

**Course Provider:** Support Services Training Manager

Booking is via form LD2-2-1

Issue Date	May 2009
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## MANAGEMENT OFFICER / COORDINATOR IN-HOUSE DEVELOPMENT PROGRAMME UNIT 2

(Induction Training)

### Target Group:

All new Management Officers / Coordinators in Support Services during their probationary period.

### About the course:

To provide Support Service Management Officers / Coordinators with a base-line of knowledge to assist them with understanding key activities, legislation, policies and procedures and responsibilities relating to their role and others in Triangle. This programme enables social care managers to meet their NISCC induction requirements

### Objectives:

By the end of the session participants will have knowledge and understanding regarding Human Resource management including:

- Recruitment and Selection,
- Attendance management,
- Staff counselling,
- Investigation and disciplinaries

**Duration:** 1 day

**Course Provider:** Human Resources Manager

Booking is via form LD2-2-1

Issue Date	May 2009
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## MANAGEMENT OFFICER / COORDINATOR IN-HOUSE DEVELOPMENT PROGRAMME UNIT 3

(Induction Training)

### Target Group:

All new Management Officers / Coordinators in Support Services during their probationary period.

### About the course:

To provide Support Service Management Officers / Coordinators with a base-line of knowledge to assist them with understanding key activities, legislation, policies and procedures and responsibilities relating to their role and others in Triangle. This programme enables social care managers to meet their NISCC induction requirements

### Objectives:

By the end of the session participants will have knowledge and understanding regarding Human Resource management including:

- Leadership of staff teams
- Support, supervision, appraisal and competency assessment,
- Work-life balance issues
- Bullying and anti-harassment
- Role modelling and
- Staff / Team development

**Duration:** 1 day

**Course Provider:** Support Services Training Manager & Human Resources Manager

Booking is via form LD2-2-1

Issue Date	May 2009
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## MANAGEMENT OFFICER / COORDINATOR IN-HOUSE DEVELOPMENT PROGRAMME UNIT 4

(Induction Training)

### Target Group:

All new Management Officers / Coordinators in Support Services during their probationary period.

### About the course:

To provide participants with a base-line of knowledge to assist them with understanding key activities, legislation, policies and procedures and responsibilities relating to their role and others in Triangle. This programme enables social care managers to meet their NISCC induction requirements

### Objectives:

By the end of the session participants will have knowledge and understanding regarding service provision including:

- Assessment & support planning,
- Tenant / service user partnership
- Tenant / service user risk assessment & management
- Adult / child protection monitoring and
- Review systems in support and care including report writing

**Duration:** 1 day

**Course Provider:** Support Services Training Manager & Tenant Support Coordinator

Booking is via form LD2-2-1

Issue Date	May 2009
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## MANAGEMENT OFFICER / COORDINATOR IN-HOUSE DEVELOPMENT PROGRAMME UNIT 5

(Induction Training)

### Target Group:

All new Management Officers / Coordinators in Support Services during their probationary period.

### About the course:

To provide participants with a base-line of knowledge to assist them with understanding key activities, legislation, policies and procedures and responsibilities relating to their role and others in Triangle. This programme enables social care managers to meet their NISCC induction requirements

### Objectives:

By the end of the session participants will have knowledge and understanding regarding service development including:

- Consultation processes in services,
- Roles and relationships with other agencies,
- Community engagement and mapping
- Service audit & review
- Using internal systems including finance, policy / procedure audit and reporting mechanisms

**Duration:** 1 day

**Course Provider:** Support Services Training Manager / Progression to Employment Manager / Corporate Services Manager and Finance Manager

Booking is via form LD2-2-1

Issue Date	May 2009
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## MANAGEMENT OFFICER / COORDINATOR IN-HOUSE DEVELOPMENT PROGRAMME UNIT 6

(Induction Training)

### Target Group:

All new Management Officers / Coordinators in Support Services during their probationary period.

### About the course:

To provide participants with a base-line of knowledge to assist them with understanding key activities, legislation, policies and procedures and responsibilities relating to their role and others in Triangle. This programme enables social care managers to meet their NISCC induction requirements

### Objectives:

By the end of the session participants will have knowledge and understanding regarding service quality assurance including:

- The foundations of accountability
- Professionalism
- Policies & procedures in services,
- Managing health & safety,
- Identifying and developing best practice,
- Personal development within role and practice (including NISCC registration requirements)

**Duration:** 1 day

**Course Provider:** Support Services Training Manager and Progression to Employment Manager

Booking is via form LD2-2-1

Issue Date	May 2009
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## I. SEO IN-HOUSE DEVELOPMENT PROGRAMME UNIT 1

(Induction Training)

### Target Group:

All new Management Officers / Coordinators / Supported Employment Officers in Support Services during their probationary period.

### About the course:

To provide Support Service Management Officers / Coordinators with a base-line of knowledge to assist them with understanding key activities, legislation, policies and procedures and responsibilities relating to their role and others in Triangle. This programme enables social care managers to meet their NISCC induction requirements.

### Objectives:

By the end of the session participants will have knowledge and understanding regarding principles of service and practice including:

- Triangle objectives,
- Anti-discriminatory practice,
- Legislation, regulation and standards affecting services,
- Tenants' / service users' rights and
- Responding to complaints

**Duration:** 1 day

**Course Provider:** Support Services Training Manager

Booking is via form LD2-2-1

## II. SEO IN-HOUSE DEVELOPMENT PROGRAMME UNIT 2

(Induction Training)

### Target Group:

All new Supported Employment Officers in Support Services during their probationary period.

### About the course:

To provide participants with a base-line of knowledge to assist them with understanding key activities, legislation, policies and procedures and responsibilities relating to their role and others in Triangle. This programme enables social care managers to meet their NISCC induction requirements.

### Objectives:

By the end of the session participants will have knowledge and understanding regarding service provision including:

- Assessment & support planning,
- Tenant / service user partnership
- Tenant / service user risk assessment & management
- Adult / child protection monitoring and
- Review systems in support and care including report writing

**Duration:** 1 day

**Course Provider:** Support Services Training Manager

Booking is via form LD2-2-1

Issue Date	May 2009
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## III. SEO IN-HOUSE DEVELOPMENT PROGRAMME UNIT 3

(Induction Training)

### Target Group:

All new Management Officers / Coordinators / Supported Employment Officers in Support Services during their probationary period.

### About the course:

To provide participants with a base-line of knowledge to assist them with understanding key activities, legislation, policies and procedures and responsibilities relating to their role and others in Triangle. This programme enables social care managers to meet their NISCC induction requirements

### Objectives:

By the end of the session participants will have knowledge and understanding regarding service development including:

- Consultation processes in services,
- Roles and relationships with other agencies,
- Community engagement and mapping
- Service audit & review
- Using internal systems including finance, policy / procedure audit and reporting mechanisms

**Duration:** 1 day

**Course Provider:** Support Services Training Manager and Progression to Employment Manager

Booking is via form LD2-2-1

Issue Date	May 2009
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## SEO IN-HOUSE DEVELOPMENT PROGRAMME UNIT 4

(Induction Training)

### Target Group:

All new Supported Employment Officers in Support Services during their probationary period.

### About the course:

To provide participants with a base-line of knowledge to assist them with understanding key activities, legislation, policies and procedures and responsibilities relating to their role and others in Triangle. This programme enables social care managers to meet their NISCC induction requirements

### Objectives:

By the end of the session participants will have knowledge and understanding regarding service quality assurance including:

- The foundations of accountability
- Professionalism
- Policies & procedures in services,
- Managing health & safety,
- Identifying and developing best practice,
- Personal development within role and practice (including NISCC registration requirements)

**Duration:** 1 day

**Course Provider:** Support Services Training Manager & Progression to Employment Manager

Booking is via form LD2-2-1

**Support Services  
core skills &  
knowledge  
training**

## Update 1

(Core skills / Knowledge training)

### Target Group:

All Support Service staff annually from 2<sup>nd</sup> year in post.

### Application criteria:

Staff must have completed their probationary period and all induction training.

### About the course:

To provide Support Service staff with an update of their essential core skills / knowledge training to meet NISCC standards.

### Objectives:

At the end of the training staff will have received an update on the following:

- Health & Safety requirements
- COSHH
- Back care
- First aid
- Infection control
- Triangle principles and standards
- Vulnerable adults and child protection

**Duration:** 1 day

**Course Provider:** Support Services Training Manager

Booking is via form LD2-2-1

Issue Date	May 2009
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## Update 2

(Core skills / Knowledge training)

### Target Group:

All Supported Living and Registered Unit staff and managers annually from 2<sup>nd</sup> year in post.

### Application criteria:

Staff must have completed their probationary period and all induction training.

### About the course:

To provide Support Service staff with an update of their essential training to meet NISCC standards and acceptable practice.

### Objectives:

At the end of the training staff will have received an update on the following:

- Challenging behaviour
- Studio III techniques
- Risk assessment
- Lone working & safety
- Incident & significant incident reporting

**Duration:** 1 day

**Course Provider:** Amanda Crawford and Marie Scullion (accredited trainers)  
TRIANGLE

Booking is via form LD2-2-1

Issue Date	May 2009
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## Update 3

(Core skills / Knowledge training)

### Target Group:

All Support Service staff annually from 2<sup>nd</sup> year in post.

### Application criteria:

Staff must have completed their probationary period and all induction training.

### About the course:

This course provides Support Service staff with an update of their essential core skills / knowledge training to meet NISCC standards.

### Objectives:

At the end of the training staff will have received an update on the following:

- Developing tenant / service user outcomes
- Recording & report writing,
- Medication Professional behaviour
- Team work,
- Joint working
- Customer care.
- Confidentiality and accountability systems
- Effective use of supervision
- Continuing personal development

**Duration:** 1 day

**Course Provider:** Support Services Training Manager

Booking is via form LD2-2-1

Issue Date	May 2009
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## Update 4

(Core skills / Knowledge training)

### Target Group:

All Support Service staff annually from 2<sup>nd</sup> year in post.

### Application criteria:

Staff must have completed their probationary period and all induction training.

### About the course:

This course provides Support Service staff with an update of their essential core skills / knowledge training to meet NISCC standards.

### Objectives:

At the end of the training staff will have received an update on the understanding current issues in learning relating to the following:

- Current issues in learning disability
- Autism
- Mental health including Dementia
- Epilepsy
- Diabetes
- Sensory impairment
- Physical impairment

**Duration:** 1 day

**Course Provider:** Support Services Training Manager

Booking is via form LD2-2-1

Issue Date	May 2009
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## Update 5

(Core skills / Knowledge training)

### Target Group:

All Progression to Employment staff and managers annually from 2<sup>nd</sup> year in post.

### Application criteria:

Staff must have completed their probationary period and all induction training.

### About the course:

To provide staff with an update of their essential training to meet standards and acceptable practice.

### Objectives:

At the end of the training staff will have received an update on the following:

- Lone working & safety
- Risk assessment
- Incident & significant incident reporting
- Challenging behaviour
- Break-away techniques

**Duration:** 1 day

**Course Provider:** Norman Sterritt, Amanda Crawford and Marie Scullion  
(Accredited Trainers) TRIANGLE

Booking is via form LD2-2-1

Issue Date	May 2009
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## FIRE SAFETY TRAINING

(Core skills / Knowledge training)

### Target Group:

All Support Service projects twice each year.

### About the course:

To provide Support Service staff with the opportunity to practice a local fire drill, and understand the local fire procedure and fire-fighting equipment. *This event should be booked by the Area Manager providing at least 3 months notice to the Training Department.*

### Objectives:

- The training will enable the local staff to reflect on and understand the local fire procedure in context
- The trainer and the local manager will review the effectiveness of staff response, and the fire safety and evacuation plan
- All attending staff and tenants / service users will experience a local fire drill
- Staff will have the opportunity to practice the use of appropriate fire-fighting equipment
- The trainer will review local fire-fighting equipment and advise the manager

**Duration:** 2 hours

**Course Provider:** Joel McBride (Northwest Fire Extinguishers)

Booking is via form LD2-2-1 (the actual date for this training will be in the month identified for the locality on the training calendar, but will be agreed to meet the requirements of the location).

Issue Date	May 2009
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## LEVEL II FOOD CATERING

(Accredited core skills & Knowledge training)

### Target Group:

All Supported Living staff (including first-line managers) 3 years following completion during probation.

### About the course:

This course includes an end of event assessment leading to an accredited certificate. **All staff are required to pass the assessment in order to continue in their appointed role.**

### Objectives:

By the end of the training, staff will

- Be aware of the legislation relating to food safety
- Be aware of the standards required for food safety
- Be aware of the practices that promote food hygiene and safety
- Be assessed as competent working to the required food hygiene and safety standards

**Duration:** 1 day

**Course Provider:** Dobbin & Cahoon (accredited trainers)

Booking is via form LD2-2-1

Issue Date	May 2009
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## National Vocational Qualification in Care Level 2

(Core skills / Knowledge accredited award)

### Target Group:

All Supported Living, Outreach and Registered Unit staff following completion of probationary period.

### Application criteria:

This award achievement is essential for all Social Care staff to ensure that they meet the NISCC requirements. Staff who have a professional health or social care qualification do not need to apply for this award.

*Full criteria are identified in procedure LD2-7*

### About the course:

Designed to assess competence in role related knowledge and skills of support / care staff this City & Guilds accredited qualification meets the Northern Ireland Social Care Council (NISCC) standards. This course is assessed through successful completion of all 6 units.

### Objectives:

By the end of the award staff will have reinforced their knowledge and skills in the following areas:

- Unit 201 Communication
- Unit 202 Health & safety
- Unit 203 Knowledge & practice
- Unit 204 Care, protection & well being
- Unit 207 Daily living
- Unit 209 Domestic & personal needs

**Duration:** Average 1 year

**Course Provider:** Northern Assessment Centre

Booking is via form LD2-2-1

Issue Date	May 2009
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## National Vocational Qualification in Care Level 3

(Core skills / Knowledge accredited award)

### Target Group:

All Senior Support Assistants.

### Application criteria:

This award achievement is for Senior Support Assistants / Support assistants who hold an NVQ Level 2 in care.

***Full criteria are identified in procedure LD2-7***

### About the course:

Designed to assess competence in role related knowledge and skills of support / care staff this City & Guilds accredited qualification meets the Northern Ireland Social Care Council (NISCC) standards. This course is assessed through successful completion of all 8 units.

### Objectives:

By the end of the award staff will have reinforced their knowledge and skills in the following areas:

- Unit 301 Communication
- Unit 302 Health & safety
- Unit 303 Reflective practice
- Unit 305 Choice protection & well being
- Unit 330 Support individuals to access services
- Unit 506 support individuals to live at home
- Unit 507 Support individuals to retain skills
- Unit 508 Support individuals to manage their finances

**Duration:** Average 18 months

**Course Provider:** Northern Assessment Centre

Booking is via form LD2-2-1

Issue Date	May 2009
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## National Vocational Qualification Assessors Award A1

(Core skills / Knowledge accredited award)

### Target Group:

All Management Officer Grades after completion of probation.

### Application criteria:

Applicants must have NVQ Level 3 or a professional health / social care qualification. **Full criteria are identified in procedure LD2-7**

### About the course:

This course is for those who need to assess National Vocational Qualifications using a range of methods. The course will enable candidates to develop plans for assessing competence, judge evidence against criteria, provide feedback to and contribute to internal quality assurance processes. Delivery will be via workshops with observations in the candidate's workplace.

- **Candidates will be assessed by portfolio production and observation**

**Duration:** Average 6 months

**Course Provider:** Northern Assessment Centre

Booking is via form LD2-2-1

## Learning Disability Marker Training

(Core skills / Knowledge certificated training)

### Target Group:

All Management Officer Grades after completion of probation.

### About the course:

This course enables Management Officers to have a clear understanding of the Learning Disability qualification that their staff participate in. It ensures that Management Officers are able to provide effective learning support to their staff members and enables them to participate in the cross-marking of assessment books.

- **All certificated Management Officers must mark at least 2 assessment books per year and attend one moderation meeting to retain their status.**

**Duration:** 1 day

**Course Provider:** ARC

Booking is via form LD2-2-1

## Management Officer / Coordinator update programme Unit 1

(Core skills / Knowledge training)

### Target Group:

All Management Officers / Coordinators in Support Services from their 2<sup>nd</sup> year in post.

### About the course:

To provide Support Service Management Officers / Coordinators with an update of key activities, legislation, policies and procedures and responsibilities relating to their role in staff management and the Human Resources Department in Triangle. This programme enables social care managers to meet their NISCC requirements.

### Objectives:

By the end of the session participants will have an update of their knowledge and understanding regarding Human Resource management including:

- Recruitment & selection
- Attendance management
- Staff counselling
- Investigation and disciplinarys
- Supervision & appraisal
- Staff learning & development

**Duration:** 1 day

**Course Provider:** Human Resources Manager

Booking is via form LD2-2-1

Issue Date	May 2009
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## Management Officer / Coordinator update programme Unit 2

(Core skills / Knowledge training)

### Target Group:

All Management Officers / Coordinators in Support Services from their 2<sup>nd</sup> year in post.

### About the course:

To provide Support Service Management Officers / Coordinators with an update of understanding key activities, legislation, policies and procedures and responsibilities relating to their role and others in Triangle. This programme enables social care managers to meet their NISCC induction requirements.

### Objectives:

By the end of the session participants will have knowledge and understanding regarding Human Resource management including:

- Leadership of staff teams
- support, supervision, appraisal and competency assessment,
- work-life balance issues
- bullying and anti-harassment
- role modelling and
- staff / team development

**Duration:** 1 day

**Course Provider:** Support Services Training Manager & Human Resources Manager

Booking is via form LD2-2-1

Issue Date	May 2009
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## Management Officer / Coordinator update programme Unit 3

(Core skills / Knowledge training)

### Target Group:

All Management Officers / Coordinators / Supported Employment Officers in Support Services from their 2<sup>nd</sup> year in post.

### About the course:

To provide participants with an update understanding of key activities, legislation, policies and procedures and responsibilities relating to their role and others in Triangle. This programme enables social care managers to meet their NISCC induction requirements.

### Objectives:

By the end of the session participants will have knowledge and understanding regarding service development including:

- consultation processes in services,
- roles and relationships with other agencies,
- community engagement and mapping
- service audit & review
- using internal systems including finance, policy / procedure audit and reporting mechanisms

**Duration:** 1 day

**Course Provider:** Support Services Training Manager & Progression to Employment Manager & Corporate Services Manager & Finance Manager

Booking is via form LD2-2-1

Issue Date	May 2009
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## Manager update programme Unit 1

(Core skills / Knowledge training)

### Target Group:

All Area managers and the Progression to Employment Manager from their 2<sup>nd</sup> year in post.

### About the course:

To provide participants with an update of key activities, legislation, policies and procedures and responsibilities relating to their role in staff management and the Human Resources Department in Triangle. This programme enables social care managers to meet their NISCC requirements.

### Objectives:

By the end of the session participants will have an update of their knowledge and understanding regarding Human Resource management including:

- Recruitment & selection,
- Attendance management,
- Staff counselling,
- Investigation and disciplinarys
- Supervision & appraisal
- Staff learning & development

**Duration:** 1 day

**Course Provider:** Human Resources Manager

Booking is via form LD2-2-1

Issue Date	May 2009
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## Manager update programme Unit 2

(Core skills / Knowledge training)

### Target Group:

All Area Managers and the Progression to Employment Manager from their 2<sup>nd</sup> year in post.

### About the course:

To provide participants with an update of understanding key activities, legislation, policies and procedures and responsibilities relating to their role and others in Triangle. This programme enables social care managers to meet their NISCC induction requirements.

**Objectives:** by the end of the session participants will have knowledge and understanding regarding Human Resource management including:

- Leadership of staff teams
- Support, supervision, appraisal and competency assessment,
- Work-life balance issues
- Bullying and anti-harassment
- Role modelling and
- Staff / team development

**Duration:** 1 day

**Course Provider:** Support Services Training Manager and Human Resources Manager

Booking is via form LD2-2-1

Issue Date	May 2009
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## Manager update programme Unit 3

(Core skills / knowledge training)

### Target Group:

All Area Managers and the Progression to Employment Manager from their 2<sup>nd</sup> year in post.

### About the course:

To provide participants with an update and understanding of key activities, legislation, policies and procedures and responsibilities relating to their role and others in Triangle. This programme enables social care managers to meet their NISCC induction requirements.

### Objectives:

By the end of the session participants will have knowledge and understanding regarding service development including:

- Consultation processes in services,
- Roles and relationships with other agencies,
- Community engagement and mapping
- Service audit & review
- Using internal systems including finance, policy / procedure audit and reporting mechanisms

**Duration:** 1 day

**Course Provider:** Support Services Training Manager, Progression to Employment Manager, Corporate Services Manager and Finance Manager

Booking is via form LD2-2-1

Issue Date	May 2009
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**Support Services**  
**supplementary skills &**  
**knowledge training**

All training related to this section of the brochure will be developed / sourced in response to arising needs identified by changing tenant / service user needs or practice.

Managers need to advise the Training Manager whenever such needs arise by using form LD2-8-1 (see below). This form is accessed in the Learning & Development Manual via the Intranet.

Such events can be delivered locally to teams or centrally to key staff.

Please complete the outline to enable the Training Manager to ensure effective commissioning of a required staff development event. Once completed the form should be forwarded for the attention of the Training Manager at 29 Market Street, Ballymoney, BT53 6EA or email to [supportservicetraining@trianglehousing.org.uk](mailto:supportservicetraining@trianglehousing.org.uk).

Service Name: .....

Location: .....

<b>Is this development request connected to: (please tick appropriate response(s))</b>	The Corporate Business Plan.....YES / NO The Service Plan.....YES / NO Staff Plans.....YES / NO Changes in service user need.....YES / NO Changes in regulation / standard requirements.....YES / NO Response to an incident / investigation / inspection, etc.....YES / NO None of the above (please explain further).....YES / NO
<b>Please identify the subject matter of the development request:</b>	
<b>What do you hope to achieve by accessing this development:</b>	1. FOR THE STAFF INVOLVED:  2. FOR THE SERVICE USERS:  3. FOR THE SERVICE:  4. FOR THE ORGANISATION:
<b>Which grades of staff will be involved and how many:</b>	Area Managers: Project Coordinator: Management Officers: Senior Support Assistants: Support Assistants:  TOTAL = _____

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<b>How much time can you afford to give from your service for this event:</b>	1-2 hours.....YES / NO Half day.....YES / NO Full day.....YES / NO More (please specify).....YES / NO
<b>When would you like this to be achieved by:</b>	
<b>How will you measure the impact of this event within your service:</b>	
<b>Please give this request a level of priority for your service (please circle):</b>	URGENT                      HIGH                      MEDIUM                      LOW

**NAME:** .....

**DATE:** .....

**Support Services  
professional &  
managerial  
qualifications**

## HIGHER PROFESSIONAL DIPLOMA IN LEARNING DISABILITY SERVICES (HPD) Unit 20

Supporting people who have learning disability during significant changes in their lives

(Professional / Management qualification accredited award)

### Target Group:

These learning units are mandatory for all managers in the Support Services Directorate. **Accreditation assessment for the units is optional.**

***N.B. the units in this award and potential to gain accreditation are only available until the end of the 09 / 10 training year due to resource availability within Triangle.***

### About the course:

Designed for those in management roles within learning disability services, this course is assessed through attendance at teaching days and successful completion of assignments. It is equivalent to an NVQ Level 4, is City & Guilds accredited and also carries 'CATS' points to assist towards accessing higher level qualifications.

### Objectives:

- To explore the impact on individuals with learning disability of different types of life events, transition and changes.
- To recognise how to make sure a service is effective in supporting people with learning disabilities through change.

**Duration:** 2 / 3 teaching days dependant on tutor advice

**Course Provider:** ARC

Booking is via form LD2-1-1

Issue Date	May 2009
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## HIGHER PROFESSIONAL DIPLOMA IN LEARNING DISABILITY SERVICES (HPD) Unit 10

Performance management systems in a learning disability service  
(professional / management qualification accredited award)

### Target Group:

These learning units are mandatory for all managers in the Support Services Directorate.  
**Accreditation assessment for the units is optional.**

***N.B. the units in this award, and potential to gain accreditation, are only available until the end of the 09 / 10 training year due to resource availability within Triangle.***

### About the course:

Designed for those in management roles within learning disability services, this course is assessed through attendance at teaching days and successful completion of assignments. It is equivalent to an NVQ Level 4, is City & Guilds accredited and also carries 'CATS' points to assist towards accessing higher level qualifications.

### Objectives:

- To understand the role & responsibilities in relation to performance management and how to use appropriate organisational systems.
- Know how to communicate with individuals, the team and service users in ways that involve and motivate them when reviewing and improving staff and team performance.

**Duration:** 2 / 3 teaching days dependant on tutor advice

**Course Provider:** ARC

Booking is via form LD2-1-1

Issue Date	May 2009
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## HIGHER PROFESSIONAL DIPLOMA IN LEARNING DISABILITY SERVICES (HPD) Unit 14

Citizenship & inclusion of people who have learning disabilities  
(professional / management qualification accredited award)

### Target Group:

These learning units are mandatory for all managers in the Support Services Directorate.  
**Accreditation assessment for the units is optional.**

***N.B. the units in this award, and potential to gain accreditation, are only available until the end of the 09 / 10 training year due to resource availability within Triangle.***

### About the course:

Designed for those in management roles within learning disability services. This course is assessed through attendance at teaching days and successful completion of assignments. It is equivalent to an NVQ Level 4, is City & Guilds accredited and also carries 'CATS' points to assist towards accessing higher level qualifications.

### Objectives:

- To consider the importance of citizenship & inclusion & the legislative framework which underpins them.
- Review factors that have prevented people with learning disabilities from exercising their rights, & ways of working against these.
- Explore ways of empowering people with learning disabilities to represent their own rights & interests.

**Duration:** 2 / 3 teaching days dependant on tutor advice

**Course Provider:** ARC

Booking is via form LD2-1-1

Issue Date	May 2009
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## HIGHER PROFESSIONAL DIPLOMA IN LEARNING DISABILITY SERVICES (HPD) Unit 16

Providing information to support decision-making in a learning disability service

(Professional / Management qualification accredited award)

### Target Group:

These learning units are mandatory for all managers in the Support Services Directorate. **Accreditation assessment for the units is optional.**

***N.B. the units in this award, and potential to gain accreditation are only available until the end of the 09 / 10 training year due to resource availability within Triangle.***

### About the course:

Designed for those in management roles within learning disability services. This course is assessed through attendance at teaching days and successful completion of assignments. It is equivalent to an NVQ Level 4, is City & Guilds accredited and also carries 'CATS' points to assist towards accessing higher level qualifications.

### Objectives:

- Understand the legislation, organisational policies & codes of practice around the collection, storing & transferring of information.
- Reflect on ways that service users may meaningfully take part in the process to support decision-making.
- Use information gained in a way that will ensure continual improvement of services.

**Duration:** 2 / 3 teaching days dependant on tutor advice

**Course Provider:** ARC

Booking is via form LD2-1-1

Issue Date	May 2009
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## HIGHER PROFESSIONAL DIPLOMA IN LEARNING DISABILITY SERVICES (HPD) Unit 3

Personal development & reflective practice in a learning disability service

(Professional / Management qualification accredited award)

### Target Group:

This unit is mandatory for all managers who attended the initial 2 days of the unit and wish to seek accreditation for it.

***N.B. the units in this award, and potential to gain accreditation are only available until the end of the 09 / 10 training year due to resource availability within Triangle.***

### About the course:

Designed for those in management roles within learning disability services, this course is assessed through attendance at teaching days and successful completion of assignments. It is equivalent to an NVQ Level 4, is City & Guilds accredited and also carries 'CATS' points to assist towards accessing higher level qualifications.

### Objectives:

- To complete the learning explored in the first 2 days of Unit 3
- To consolidate and reflect on learning and practice developed throughout the course of the HPD

**Duration:** 1 day

**Course Provider:** ARC

Booking is via form LD2-1-1

Issue Date	May 2009
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