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| https://welshrefugeecouncil.org.uk/sites/default/files/partners/logos/WG_Funded_land_mono.png | **NEWSLETTER**  **November**  **2023** | Text  Description automatically generated with medium confidence | |
| **Learning and Skills Wales** | | |

This is a news update regarding some of the learning initiatives that the project support together with details of some of the learning opportunities that are currently available to POA members and all staff of the prison and probation service in Wales.

Don’t forget to checkout our website at [www.poalearnimg.cymru](http://www.poalearnimg.cymru).

The project working collaboratively with HMP Berwyn and Adult Learning Wales has agreed to support the deliver of the second phase of the introduction to youth work initiative.

A group of people in a meeting

Description automatically generated**Introduction to youth work**

An Interesting and exciting development has seen the project collaborating with Adult Learning Wales and the management team at HMP Berwyn to deliver a series of sessions as a pilot, exploring and introducing the concept of skills used in youth work that may prove beneficial for staff when dealing prisoners in the 18- to 25-year-old category.

The six sessions that were conducted weekly during April and May 2023 were attended by over 80 members of staff and the feedback received was both positive and proactive. What members had to say was carefully considered, especially regarding aspects of the input where they felt greater depth and details would be of interest. A review of the first phase of the pilot. was conducted and it was agreed that some changes in emphasis be adopted together with amendments to the delivery model. A decision was made to conduct a second phase of the pilot, that would see a further ten sessions delivered between the end of September and the beginning of April 2024. This phase of delivery would also bring about the creation of a sustainable model that would allow the delivery of information on the principles of youth work to continue after the pilot was conducted.

In the longer term there would be evaluation of the success of the initiative to determine if it delivered the desired objective of reducing incidents of suicide, self-harm and violence among younger inmates, helping to create a safer and more harmonious environment for all.

**MENTORING**;

The project has also agreed to fund the provision of three mentoring days over the coming months.

The workshops will be delivered by Cardiff and the Vale College on three separate dates, in three different locations. There are a limited number of places available on each day.

This is a full day event; the scheduled dates are:

Tuesday 28th November 2023 at HMP Berwyn classroom 1, second floor of building 100

Tuesday 6th February 2024 at the conference room 4th Floor Cardiff Probation Office, Westgate Street.

Wednesday 20th March 2024 at the Learning and Development centre HMP Parc, Bridgend

This is a brief overview of the workshops content.

The day will start by exploring personality profiling and will allow delegates to gain an understanding of their own personality type. The tutor will then lead delegates through mentoring in practice and how the use of questioning and providing feedback can be put into practise. The session will then consider different mentoring models, before using group work exercises to explore the use of the GROW model. This will allow delegates to have an opportunity to try their questioning techniques and learn from the experience and practice of others.

*The GROW Model is a coaching framework used in conversations, meetings and everyday leadership to unlock potential and possibilities. GROW was created by Sir John Whitmore and colleagues in the late 1980s. It has since become the world’s most popular coaching model for problem solving goal setting and performance improvement*.

The workshop will then go on to discuss problem solving through conversation, with some group work activity before the tutor concludes the day by addressing any questions delegates may have.

If you have any questions regarding the mentoring day events, or would like to register your interest in attending one of the scheduled sessions please contact me.

[Nigel.williamson@poauk.org.uk](mailto:Nigel.williamson@poauk.org.uk)

**British Sign Language:**

The project can support individuals wishing to learn British Sign Language:

Premier BSL have developed this online level 1 course, that allows the student to follow their interest.

The course is a creative and innovative option opening access to everyone who wants to learn BSL. This full Level 1 course provides hundreds of bite-sized video tutorials covering the 60 hours of study required to cover the whole Level 1 syllabus.

If you want to get more details, then you can even sample the course before committing to enrolment.

If you follow this hyperlink, it will lead you to the [www.deaf-frindly.co.uk](http://www.deaf-frindly.co.uk/)

[PremierBSL – Deaf Friendly Ltd. (deaf-friendly.co.uk)](https://www.deaf-friendly.co.uk/premier-bsl/)

On the homepage you will notice an option to, “See the demo” this will give you a flavour of the course and how it is delivered.

People choose to learn British Sign Language for a variety of reasons, some because they have deaf or hard of hearing friends or relatives and want to be able to communicate more effectively. Others because they work with deaf children or adults and recognise just how important BSL is in their lives. Whatever the reason, even if it is because it’s something of personal interest and you would like to give it a try.

The project can fund your course cost, your commitment would be that you complete the learning. There is no requirement to take a formal exam, but if having studied the course, you decide that you would like to take the level 1 exam, then we can help with funding that for you.

Whilst learning online offers advantages, as it can be done at any time, and there is no requirement to travel to a college or other venue, it is not without its drawbacks. It requires you to be self-motivated and able to have the self-discipline to set yourself a study regime that sees you progress. As there is no timeframe for your learning, it can be easy to push the learning to one side to accommodate the other things that you need and like to do.

Benefits of the online learning course include:

* *Learn at your own pace.*
* *Practice at work, at home or anywhere with internet access!*

## *24/7 access 365 days a year.*

## *Learn to put signs into conversation.*

## *Includes access to a huge library of BSL videos.*

## *Expert tutor with over 20 years’ experience.*

Not everyone is suited to learning online and there are advantages to learning face-to-face that should be considered. However, if it is something that you have always wanted to learn, but finding an opportunity that fits in with the demands of your existing work life balance has proved difficult, then this may be an option for you to contemplate.

Sarah Lawrence, your tutor has taken literally hundreds of students through BSL Level 1 and has been teaching for more than 25 years, and is known for her passion for the language, and has worked extensively as a television and document translator. Sarah specialises in teaching the South Wales regional dialect, teaching at a local college as well as running her own BSL courses from Level 1 to Level 6. Although there are regional dialect differences between north and south Wales, they are not substantial, which means that this online course is suitable for anyone who wishes to enrol.

If you decide that you would like to pursue your interest, then once we have processed your application you can get started right away.

Your registration provides you with up to one year of access to the course materials, and upon completion of the online course, you have the option to sit an exam, which if you pass, will provide you with a level 1 qualification.

The project will pay for your course. However, as our funding comes from the Welsh Government and we must ensure that it is wisely used, we will ask all enrolling on to the course to enter a formal learning agreement, in which they commit to complete the learning, and accept that failure to do so without agreement from the project manager, would see them become personally liable for the incurred costs.

If you wish to enrol or for further information, please send you personal details to [nigel.williamson@poauk.org.uk](mailto:nigel.williamson@poauk.org.uk)

Your Full Name:

Personal email address:

Work email address:

Contact number / Mobile phone:

Place of work:

**Adult Learning Wales** prospectus for the Autumn

**Employability - Writing an effective CV & job applications.**

**Tuesday 24th October 2023 from 0930 to 1230**

Tutor led non-accredited online course

From registering on job websites and effectively uploading your CV to the art of applying for jobs online, you'll gain invaluable insights into maximising your chances in the competitive job market. Dive into the crucial process of dissecting job specifications and descriptions, honing the skill of matching keywords and phrases to stand out to potential employers. Uncover a wealth of useful tips and impactful phrases to create impressive applications, while refining your drafting and proofreading abilities. By the end of this course, you'll be well-equipped to navigate the world of online job applications with confidence and finesse.

## Autism Awareness Course Code: Y23W0013A

**Friday 30th October 2023 from 0930 to 1230**

Tutor led non-accredited online course

This course will look at:  
• Features of the autistic spectrum  
• Difficulties that someone may experience who has autism.  
• Strengths that someone with autism may have  
• Behaviours that may be displayed by a person who has autism  
• Strategies to support someone who has autism.

**Diabetes Awareness.**Course Code: Y23W0008A

**Tuesday 7th November 2023 from 0930 to 1230**

Tutor led non-accredited online course

A diabetes awareness course is designed to educate individuals about diabetes, its types, risk factors, prevention, management, and potential complications. The course aims to raise awareness and promote understanding of the condition to help people make informed lifestyle choices and support those affected by diabetes.

## Understanding Autism and Autistic Spectrum Disorder

A Tutor led non-accredited online six-week course that is scheduled to start:

**Tuesday 7th November 2023 from 0930 to 1200**

**Overview** Course Code: W23C0019A

This course will help you understand:-  
• The nature of autism and autistic spectrum disorders.  
• The range of difficulties that may be experienced by someone who has autism.  
• Possible behaviours that may be displayed by a person who has autism.  
• The strengths that someone with autism may have.  
• What is meant by a person centered approach for providing support.  
• Strategies that can be used to support someone who has autism.

**Train the Trainer**

Level 2: This is an introductory course in the methods and techniques of training.

**Thursday 16th November 2023**

Course is scheduled to run for 7 weeks from 1000 – 1300 via zoom

There will be 7 sessions Thursday 16th November, Thursday 23rd November, Tuesday 28th November, Thursday 30th November, Tuesday 5th December, Thursday 7th December and Tuesday 12th December 2023.

### **Overview**

This online course is a tutor-led learning in the workplace course and is designed to provide the participants with a sound introduction to the concepts of a systematic approach to training. It builds the skills, knowledge and abilities that are required to be an effective trainer.  
**Content**

This course is based on the training cycle, covering three main areas:  
planning, delivery, assessment. The course will look at:  
• Supporting learners needs  
• Different learning styles  
• Assessment methods and activities  
• Planning a training session and resources  
• Giving feedback.

**Safeguarding Training Level 2**

A two-day online tutor led course

Tuesday 21st and 28th November 2023 09:30 – 15.30  
course fee: £80 per person

This course will look at:

* Learn the basic principles of safeguarding,
* Identifying who might be at risk,
* Responsibilities in relation to safeguarding,
* Recognise types of abuse,
* Understand the importance of documenting factual evidence in relation to a disclosure,
* Learn about disclosure management process,

National and local policies that apply to safeguarding

There are also a series of short half day non- accredited tutor led online sessions:

**If you are interested in one of these sessions you can register your interest**

**Assertiveness**

**Monday 30th October 2023 from 0930 – 1230**

**Confidence and Communication Skills**

**Friday 3rd November 2023 from 0930 – 1230**

**Mental Health Awareness**

**Monday 18th December 2023 from 0930-1230**

To apply please provide the following information.

The course or courses you are interested in enrolling onto

Your Full Name:

Personal email address:

Work email address:

Contact number / Mobile phone

Place of work:

Submit these details to [Nigel.williamson@poauk.org.uk](mailto:Nigel.williamson@poauk.org.uk)

Working with partners at FDA Learn we are also able to offer access to the range of success profiles sessions that FDA provide.

FDA are one of the civil service unions representing staff and they have developed their expertise in delivering awareness raising session on aspects of the civil service selection and promotion process “ Success Profiles”

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| Friday 13th October 12.30 - 14.30 via Teams |
| **Success Profiles - Verbal and Numerical Tests in the Civil Service** |
| *In this interactive Teams session, participants will gain a background insight into Civil Service psychometric testing, how the tests are used in the recruitment process and how to prepare.*  *This session is targeted at those considering applying for Graduate level entry schemes such as the Civil Service Fast Stream and HMRC Tax Specialist Programme as well as for advertised roles. The target group for this FREE event include students and current civil servants from diverse backgrounds. Participants may also be offered the chance to be mentored by an existing civil servant on one of the schemes.* |
| To register for a place on the session please follow this hyperlink:  <https://teams.microsoft.com/registration/rjjrlDxOCEW34DRvmE1bIQ,szepU2HPL0-dUsTDrCU9mA,sEUTBg_F3E6aQqCWYQL-Uw,sc-gc04dZEKwLVR8l-QQkA,UOU1bskL3EGvgKWMwBR3VQ,AwbDBiNnjkavNisY_wPjEQ?mode=read&tenantId=94eb38ae-4e3c-4508-b7e0-346f984d5b21> |

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| Monday 16th October 12.30 – 15.30 via Zoom |
| **Success Profiles – Blended Interviews** |
| *This online interactive course will take you through what to expect in a blended interview under Civil Service Success Profiles, covering the basics of both Behaviours and Strengths questions, scoring and the expectations around answering these types of question at interview.*  *There will be the opportunity to see others attempting to answer both types in short videos, together with the use of breakout rooms enabling participants to discuss issues and have a go at answering Strength-based questions if they wish to.* |
| Contact [fdalearn@fda.org.uk](mailto:fdalearn@fda.org.uk) |
| Wednesday 18th October 13.30 – 15.30 via Zoom |
| **Success Profiles - Verbal and Numerical Tests in the Civil Service** |
| *In this interactive Teams session, participants will gain a background insight into Civil Service psychometric testing, how the tests are used in the recruitment process and how to prepare.*  *This session is targeted at those considering applying for Graduate level entry schemes such as the Civil Service Fast Stream and HMRC Tax Specialist Programme as well as for advertised roles. The target group for this FREE event include students and current civil servants from diverse backgrounds. Participants may also be offered the chance to be mentored by an existing civil servant on one of the schemes.* |
| <https://teams.microsoft.com/registration/rjjrlDxOCEW34DRvmE1bIQ,szepU2HPL0-dUsTDrCU9mA,sEUTBg_F3E6aQqCWYQL-Uw,8bA7etBN-0aECUs07Wxujg,VNPX77ibRUi8gM8nvcwq7Q,eVXVcaKr0062y6LgFrET4Q?mode=read&tenantId=94eb38ae-4e3c-4508-b7e0-346f984d5b21> |
| Thursday 19th October 12.30 – 15.30 via Zoom |
| **Success Profiles – Hints and tips on strengths for InterviewERS** |
| *This interactive Zoom session is for those with a* ***knowledge of strengths specifically as used in the Civil Service Success Profiles*** *(we will not cover the basics in this course).*  *This course comprises a series of video responses to strengths questions offering an opportunity for interviewers to discuss and analyse differences in perception and the various elements they need to be aware of before embarking on this type of interview. It aims to build on the understanding of how interviewers will be expected to measure and score Strengths answers when interviewing. This session is based on one provided by FDAlearn for CS employers.* |
| Contact [fdalearn@fda.org.uk](mailto:fdalearn@fda.org.uk) |

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| Monday 23rd October 12.30 – 15.30 via Zoom |
| **Success Profiles – ‘Strengths & SCS Leadership Potential - Fast stream DTA/ESA’** |
| *This very short 2.5 hour fully interactive course looks at 2 aspects of the End of Scheme assessment (ESA) interview and is* ***not*** *a ‘mock’ or ‘trial run’. It focusses on;*   * *Strengths at Interview (using the twelve strengths used at assessment)* * *Leadership potential*    + *Aspiration:*   + *Engagement:*   + *Ability*   *The session has been updated and adapted for 2023 to take changes into account, in consultation with CS Fast Stream.* |
| Contact [fdalearn@fda.org.uk](mailto:fdalearn@fda.org.uk) |
| Thursday 26th October 12.30 –14.30via Teams |
| **Success Profiles Group Exercise Familiarisation** |
| *This 2-hour session will offer the opportunity to gain insight into group exercises with a view to familiarising participants with this type of exercise.*  *This type of exercise could be used as part of a recruitment process to get onto a Development Scheme in the Civil Service.*  *The session is designed to help those with little or no experience of such an activity to gain an idea of how these exercises work and gain some pointers and tips on how to optimise their performance in one.* |
| <https://teams.microsoft.com/registration/rjjrlDxOCEW34DRvmE1bIQ,szepU2HPL0-dUsTDrCU9mA,sEUTBg_F3E6aQqCWYQL-Uw,4kZwRgWQiEumIAt7xGLL4w,7xm6sQduMked2cCij4HF2A,Bf-IT5TooEeHc_W9uKEk4A?mode=read&tenantId=94eb38ae-4e3c-4508-b7e0-346f984d5b21> |
| Monday 30th October 12.30 – 14.30 via Teams |
| **Success Profiles - Preparing for an Interview** |
| *In this 2-hour session, participants will go through the different elements that they may encounter in an interview in the Civil Service under Civil Service Success Profiles.*  *The session will aim to give participants an insight into what to expect and how they can prepare themselves in order to build confidence prior to an interview. This session will invite participants to interact by answering questions in the chat function (but this is voluntary). No access to a camera or mic will be needed. Participants may then wish to undertake the more detailed and fully interactive sessions on particular aspects of the recruitment process.* |
| <https://teams.microsoft.com/registration/rjjrlDxOCEW34DRvmE1bIQ,szepU2HPL0-dUsTDrCU9mA,sEUTBg_F3E6aQqCWYQL-Uw,Ps1QodJL2kmtGgZnJwWgtw,ipZcuC3vbk6hs8YEfVzjKg,jYXHAYywaUehrCoLCKg-zg?mode=read&tenantId=94eb38ae-4e3c-4508-b7e0-346f984d5b21> |
| Thursday 2nd November 2023 1300 – 1500 via Zoom |
| **Success Profiles - Verbal and Numerical Tests in the Civil Service** |
| In this interactive Teams session, participants will gain a background insight into Civil Service psychometric testing, how the tests are used in the recruitment process and how to prepare.  This session is targeted at those considering applying for Graduate level entry schemes such as the Civil Service Fast Stream and HMRC Tax Specialist Programme as well as for advertised roles. The target group for this FREE event include students and current civil servants from diverse backgrounds. Participants may also be offered the chance to be mentored by an existing civil servant on one of the schemes. |
| <https://teams.microsoft.com/registration/rjjrlDxOCEW34DRvmE1bIQ,szepU2HPL0-dUsTDrCU9mA,sEUTBg_F3E6aQqCWYQL-Uw,lryWHBq9Jkey3pHeoaKEBg,LPWHAGOaBkq_xG3YcFsnLg,Ce5SDhznm0CWGXKrn9R2WQ?mode=read&tenantId=94eb38ae-4e3c-4508-b7e0-346f984d5b21> |
| Tuesday 7th November 0930 – 1100 |
| **Success Profiles – ‘Strengths & SCS Leadership Potential - Fast stream DTA/ESA’** |
| *This very short 2.5 hour fully interactive course looks at 2 aspects of the End of Scheme assessment (ESA) interview and is* ***not*** *a ‘mock’ or ‘trial run’. It focusses on;*   * *Strengths at Interview (using the twelve strengths used at assessment)* * *Leadership potential*    + *Aspiration:*   + *Engagement:*   + *Ability*   *The session has been updated and adapted for 2023 to take changes into account, in consultation with CS Fast Stream.* |
| Contact [fdalearn@fda.org.uk](mailto:fdalearn@fda.org.uk) |
| Wednesday 8th November 13.00 – 15.00 Teams |
| **Success Profiles Group Exercise Familiarisation** |
| *This 2-hour session will offer the opportunity to gain insight into group exercises with a view to familiarising participants with this type of exercise.*  *This type of exercise could be used as part of a recruitment process to get onto a Development Scheme in the Civil Service.*  *The session is designed to help those with little or no experience of such an activity to gain an idea of how these exercises work and gain some pointers and tips on how to optimise their performance in one.* |
| <https://teams.microsoft.com/registration/rjjrlDxOCEW34DRvmE1bIQ,szepU2HPL0-dUsTDrCU9mA,sEUTBg_F3E6aQqCWYQL-Uw,ZYm0lAwzeE2TWubg6bw3ew,Z_FJgQhPCkO6j5nkwLnX3A,mAexcxvhS0Wkdh_SZ81Sfw?mode=read&tenantId=94eb38ae-4e3c-4508-b7e0-346f984d5b21> |

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| Monday 13th November 13.00 – 15.00 Teams |
| **Success Profiles - Preparing for an Interview** |
| *In this 2-hour session, participants will go through the different elements that they may encounter in an interview in the Civil Service under Civil Service Success Profiles.*  *The session will aim to give participants an insight into what to expect and how they can prepare themselves in order to build confidence prior to an interview. This session will invite participants to interact by answering questions in the chat function (but this is voluntary). No access to a camera or mic will be needed. Participants may then wish to undertake the more detailed and fully interactive sessions on particular aspects of the recruitment process.* |
| <https://teams.microsoft.com/registration/rjjrlDxOCEW34DRvmE1bIQ,szepU2HPL0-dUsTDrCU9mA,sEUTBg_F3E6aQqCWYQL-Uw,RJ3qsD6ORkqCkIvQCVJgBw,IgVUs7TG1EqKM-RsNwLdcw,21tfQe5bYk2o1pVjvJXt9Q?mode=read&tenantId=94eb38ae-4e3c-4508-b7e0-346f984d5b21> |

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| Thursday 16th November 12.30 – 15.30 Zoom |
| **Success Profiles – Strengths for the interviewee** |
| This fully interactive session will offer an outline of Strengths within Civil Service Success Profiles when used for recruitment, from the perspective of understanding what to expect as an interviewee. It is primarily aimed at Civil Servants who may need to understand the system when applying for roles or going through Gateways.  The course includes interactive ‘break out’ exercises. |
| Contact [fdalearn@fda.org.uk](mailto:fdalearn@fda.org.uk) |

The project is also able to provide access to a range of distance learning qualification. These courses range from level 1 to level 3.

Details of specific courses can be provided on request. The learning is carried out online and there are no exams. Similar in style to an NVQ the student works through the course information provided using the knowledge acquired to answer a series of assessment questions. The course will be divided into a series of modules and on completion of the assessment question aligned to each module the student submits their work for assessment.

The assessor’s role is to ensure that the student has provided enough information to achieve a clearly defined standard that demonstrates their understanding. The assessor will provide feedback directing the student to additional information that can bulwark their understanding or in instances where it is felt the submission did not reach the required standard ask the student to revisit a question or answer a new question. Their response is then added to their portfolio and once the evidence to substantiate their understanding has been amassed, they move on to the next module.

Below is a listing of the current qualifications that we can support individuals to study.

**Childcare and Education**

Level 2 Certificate in Awareness of Bullying in Children and Young People

Level 2 Certificate in Behaviour that challenges in Children.

Level 2 Certificate in Special Education needs and disabilities.

Level 2 Certificate in introducing caring for children and young people.

Level 2 Certificate in understanding common childhood illnesses.

Level 2 Certificate in understanding children and young people’s mental health

**Business Leadership and Management**

Level 2 Certificate in Principles of Business Administration

Level 2 Certificate in Principles of Customer Service

Level 2 Certificate in Principles of Team Leading

Level 2 Certificate in Lean Organisation Management Techniques

Level 2 Certificate in Event Planning

Level 3 Certificate in the principles of Leadership and Management

Level 3 Certificate in Principles of Customer Service

**Retail and Hospitality**

Level 2 Certificate in Cleaning knowledge and skills

Level 2 Certificate in understanding retail operations

**Health and Well-Being**

Level 2 Certificate in allergy awareness for those working with children.

Level 2 Certificate in allergy awareness for those working in the service sector.

Level 2 Certificate in allergy awareness for those working in adult social care.

Level 2 Certificate in improving personal exercise, health, and Nutrition.

Level 2 Certificate in understanding nutrition and health

Level 2 Certificate in self-harm and suicide awareness and prevention

**Personal Development and Employability**

Level 2 Certificate in Equality and Diversity

Level 2 Certificate in IT User skills

Level 2 Certificate in principles for digital skills in employment

Level 2 Certificate in Safeguarding, Prevent and British Values

Level 2 Certificate in living in a fair and diverse society

Level 2 Award in Prevention and Control of infection

Level 2 Certificate in the principles of warehousing

**Health and Social Care**

Level 1 Award in Alcohol Awareness

Level 1 Award in Sexual Health Awareness

Level 1 Award in Mental Health Awareness

Level 1 Award in Awareness of Substance Misuse

Level 2 Certificate in Awareness of Mental Health Problems

Level 2 Certificate in the Principles of the Mental Health Care Worker

Level 2 Certificate in Common Health Conditions

Level 2 Certificate in Counselling Skills

Level 2 Certificate in Falls Prevention Awareness

Level 2 Certificate in Improving Service User Experience in Health and Social Care

Level 2 Certificate in Information, Advice and Guidance

Level 2 Certificate in Preparing to Work in Adult Social Care

Level 2 Certificate in Working with Individuals with Learning Disabilities

Level 2 Certificate in the Principles of Care Planning

Level 2 Certificate in the Principles of Dementia Care

Level 2 Certificate in the Principles of End-of-Life Care

Level 2 Certificate in Prevention and Control of Infection in Health and Care Settings

Level 2 Certificate in Understanding Autism

Level 2 Certificate in understanding Behaviour that Challenges

Level 2 Certificate in Dignity and Safeguarding in Adult Health and Social Care

Level 2 Certificate in understanding Specific Learning Difficulties

Level 2 Certificate in understanding care and management of diabetes

Level 2 Certificate in understanding Safe handling of Medication in Health and Social Care

Level 2 Certificate in Caring for the Elderly

Level 3 Certificate in understanding Autism

Level 3 Certificate in understanding Mental Health

Level 3 Certificate in understanding the principles of Dementia Care

Level 3 Certificate in understanding the principles of End-of-Life care

**Additional Level 2 Qualifications**

Level 2 Certificate in understanding working with people with mental health needs.

Level 2 Certificate in customer service in Health and Social Care settings.

Level 2 Certificate in understanding cancer support (B&T)

Level 2 Certificate in understanding personal care needs.

Level 2 Certificate in understanding technology enables care.

Level 2 Certificate in understanding adverse childhood experiences (B&T)

Level 2 Certificate in understanding safeguarding and prevent.

Level 2 Certificate in understanding business improvement techniques

Level 2 Certificate in understanding workplace violence and harassment

Level 2 Certificate in understanding data protection and data security

Level 2 Certificate in creating a business startup.

Level 2 Certificate in cleaning principles

Level 2 Level 2 Level 2 Certificate in understanding excellence in customer service for hospitality.

Level 2 Certificate in understanding climate change and environmental awareness.

Level 2 Certificate in understanding mental health first aid and mental health advocacy in the workplace.

Level 2 Certificate in understanding working in mental health.

Level 2 Level 2 Extended Certificate in Health and Social care professions

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| **CONTINUING PROFESSIONAL DEVELOPMENT** | |
| The courses are in the main relatively short taking around four hours to complete. There is practically no limit to the number of courses that you can do but you can only enrol on to one course at a time. Then once you have successfully completed a course you can download your certificate to benchmark your learning and then chose if you wish to enrol on to another course. They can be a wonderful way to refresh and update learning that you have previously undertaken or can be used to provide an insight into a topic of interest before deciding to perhaps enrol onto a more formal course such as a qualification. | See the source image |
| The CPD courses are delivered by The Skills Network online and progress is auto marked, meaning you don’t have to wait for appraisal of your work by an assessor, you get to know there and then if you have answered correctly and can move onto the next section of the course. You decide on the pace of study and can chose to do the course in small bites as your time allows or to do it in bigger chunks or opt to complete the course in one go. You will be contacted periodically by the project to check on an update your progress. | |

If you are interested in the CPD options, please contact:

[Nigel.williamson@poauk.org.uk](mailto:Nigel.williamson@poauk.org.uk)

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| **Continuing Professional Development** | |
| **Personal Development and Employability** | |
| Personal Money Management | GDPR |
| Principles of Safeguarding | Induction Essentials |
| Rights and Responsibilities | Sexual Consent for Students |
| The importance of British Values | Sexual Consent for Staff |
| The importance of Online Safety | Spiking Awareness |
| The Prevent Duty and its importance in Society | Career Development (Essentials) |
| Understanding Equality and Diversity | Personal Development for Success (Essentials) |
| Workers’ Rights & Labour Exploitation | Developing Behaviours & Attitudes for Life and Work (Essentials) |
| Understanding Domestic Abuse | ICT For Employment |
| Maintaining Work Standards | Developing Personal Confidence & Self Awareness |
| Communicating With Others at Work | Managing Personal Finance |
| CV Writing | Exploring Job Opportunities |
| Preparing For Interviews | The importance of online safety |
| Introduction to First Aid Zone 1  The role of a first aider, how to approach different incidents and manage an emergency, basic patient assessment skills used by first-aiders and minor injuries such as cuts, burns and scalds | |
| Introduction to First Aid Zone 2  Study asthma, shock, severe bleeding and bone, muscle, and joint injuries. Signs and symptoms of each condition and will also look at how to treat these conditions and injuries | |
| Introduction to First Aid Zone 3  Signs of choking and chest pains – including heart attacks and angina. The signs & symptoms of a seizure. How to respond to each of these incidents as a first aider. | |
| Introduction to First Aid Zone 4  Head injuries, severe allergic reactions, unconsciousness, resuscitation & strokes. Signs and symptoms of each condition, and what the appropriate treatment is for each. How to carry out CPR for children of different ages, and each learner will gain an understanding of the legal protection for first aiders. | |

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| **Health and Social Care** | **Business, Leadership & Management** |
| Alcohol Awareness | Conflict Management |
| Dementia Awareness | Discipline in the Workplace |
| Safeguarding Adults and Children | Induction of New Staff |
| Sexual Health Awareness | Leading and Motivating a Team |
| Substance Misuse Awareness | Organising and delegating |
| Understanding Anxiety | Performance Management |
| Understanding Depression | Planning and Allocating Work |
| Understanding Eating Disorders | Solving Problems & Making Decisions |
| Understanding Stress | Stress Management |
| Understanding the Safe Handling of Medication | Understanding Leadership |
| Mental Health Awareness | **Health and Safety** |
| Mental Capacity Act | COSHH Risk Assessment |
| Forced Marriage and Honour Based Violence (Social Series) | DSE Risk Assessment |
| Stalking & Harassment Awareness (Social Series) | Fire Safety Principles |
| Suicide Awareness  (Social Series) | Health and Safety in the Workplace |
| Menopause  (Social Series) | Manual Handling Safety at Work |
|  | Prevention and Control of Infection |

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| **Childcare and Education** | **Retail and Hospitality** |
| Principles of Internet Safety | Prepare to Deliver Excellent Customer Service |
| Safeguarding Adults and Children | Food Safety Awareness |
| Understanding Bullying and Discrimination in Children and Young People | **Digital** |
| Understanding Bullying and Discrimination in Children and Young People | Social Media for Business |
| Understanding Food Hygiene and Safety | Email as a Promotional Tool for Business |
| Safeguarding in Out of School Settings (Social Series) | Digital Marketing Review |
| Keeping Young People Safe Online (Social Series) | Understanding Search Engine Optimisation for Business |
| **Health and Fitness** | Digital Marketing for Business |
| Explore the Principles of Healthy Eating |  |
| Understand the Principles of Exercise and Fitness |  |
| **Sustainability** | |
| Principles Of Sustainable Development | Sustainability in the Construction Sector |
| Principles Of Sustainable Communities | Sustainability in the Beauty and Personal Care Sector |
| Social Responsibility of Businesses in Relation to Sustainability | Sustainability in the Hospitality Sector |
| Principles Of Sustainable Energy Management | Sustainability in Business Admin and Digital Careers |
| Principles Of Sustainable Transport | Sustainability in the Healthcare Sector |
| Principles Of Waste Management |  |
| **Functional Skills** | |
| Entry Level Functional Skill  Maths and English | |
| Level 1 Functional Skills  Maths and English | Level 2 Functional Skills  Maths and English |

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| Monday 23rd October  12.30 to 1.30pm | Stress Management | Ella Stewart returns as an FDA provider to deliver this popular session. Ella is a qualified Wellness and Resilience Coach and heads up her own social enterprise, Bake Well Being, which aims to promote mental health awareness and support through the joys, benefits and skills that baking provides. The focus for this session is identifying our most common ‘life stressors’ and how these translate into ‘stress’. Participants will be encouraged to reflect on how ‘stress’ affects them personally through guided activities and discussion. We will delve into what ‘stress’ fundamentally means to the individual and how we can better manage our unique stressors and responses to stress. Ella Stewart |
| [Stress Management - crowdcast](https://www.crowdcast.io/c/stress-management)  PW: Ella | | |
| Tuesday 24th October  10am to 11am | The Science of Building Great Relationships | In this session you’ll learn the psychology behind how great relationships are formed and maintained, in a work, family and personal perspective. We’ll explore the different dynamics at play and how you can become more self-aware around your relationship styles as well of those of others, in order to understand each other better. Sophie Bryan |
| [The Science of Building Great Relationships - crowdcast](https://www.crowdcast.io/c/science-of-building-great-relationships)  PW: Science | | |
| Wednesday 25th October 10am – 11am | Thinking about our thinking | This session will look at how we think, why we think, and how we can change our thinking. It will provide an initial introduction to metacognition, and to help you develop your metacognitive skills. The session will be delivered by Phil Denning. Phil is a retired Civil Servant and was a member of the FDA's National Executive for several years. He is an experienced trainer and educator by profession and regularly delivers training for the FDA, STUC and TUC Phil Denning |
| Thinking about our thinking  [Thinking about our thinking - crowdcast](https://www.crowdcast.io/c/thinking-about-our-thinking)  PW: Thinking | | |
| Friday 27th October  10am to 11am | Delivering and Leading Change in the Public Sector | The years of austerity and achieving savings across the public sector has seen unprecedented levels of change across all organisations. This webinar focuses on the challenges leaders face in developing and delivering change, from a local team level through to multi agency organisational changes. How do you bring staff with you and utilise them to enable effective and efficient implementation? How do you balance the organisational benefits of the change against the personal impact on staff?  This session is delivered by Andy Cribbin a retired Detective Superintendent, who as the Head of Major Crime for Lancashire Police led the policing response to homicides and other significant criminality, as well as personally leading investigations into high profile murders. Working as a senior leader in a corporate development role, he delivered change programmes that encompassed policing and partner agencies. **Andy Cribbin** |
| <https://www.crowdcast.io/c/delivering-leading-change>  PW: Delivering | | |
| Friday 27th October  10am to 12pm | Black History Month event  Black leaders in the civil service – Strategies and tips for success | Claudette Sutton has held senior leadership positions across a variety of departments and was chief executive officer of the Minority Ethnic Talent Association (META). She established her coaching and consultancy practice in 2016. Since then, she has coached representatives from large international corporations, senior Civil Servants, senior NHS staff, senior members of the Judiciary and of the Armed Forces.  This two-hour remote session will highlight black success, primarily in the Civil Service. The session would look at how successful careers have been built, what were the significant factors and what barriers had to be overcome. We would hear of different career experiences followed by breakout groups where delegates could discuss and reflect on their own careers and ambitions. Claudette Sutton MBE |
| <https://teams.microsoft.com/registration/rjjrlDxOCEW34DRvmE1bIQ,szepU2HPL0-dUsTDrCU9mA,sEUTBg_F3E6aQqCWYQL-Uw,_H61_g5otEiH-oYtpcdiOg,tn-TD2F8VUSUKWLy7BqUWA,KWJ8Z2gN_ES4qBW2OaM3Cg?mode=read&tenantId=94eb38ae-4e3c-4508-b7e0-346f984d5b21> | | |
| Monday 30th October  3pm to 4pm | Introvert myth-busting | Are introverts just shy? Are they all great listeners? What can and can’t they do? This webinar will explore some of the myths and misconceptions about introverts and help you build a clearer picture of the qualities you, or your introverted colleagues, bring to the table. Katie Driver |
| <https://teams.microsoft.com/registration/rjjrlDxOCEW34DRvmE1bIQ,szepU2HPL0-dUsTDrCU9mA,sEUTBg_F3E6aQqCWYQL-Uw,s-wGCOrKBEitp5YngzoWHQ,9n-s7x--4kKymCXmHRshzQ,DokecmUlIEua_y9O70kp2A?mode=read&tenantId=94eb38ae-4e3c-4508-b7e0-346f984d5b21> | | |
| Tuesday 31st October  10am to 11am | Introduction to emotional intelligence. | *This webinar will look at the power of emotions and thinking patterns on behaviours. Participants will learn about how to recognise and effectively label emotions in order to harness them to motivate, inspire and empower themselves and others and to enhance their communication skills by becoming alert to and taking control of emotional ‘blind spots’.* Judith Jackson |
| Intro to Emotional Intelligence  [Introduction to emotional intelligence - crowdcast](https://www.crowdcast.io/c/introduction-to-emotional-intelligence)  PW: Emotional | | |
| Wednesday 1st November  2PM TO 3PM | Suicide prevention  Tracy Douthwaite | Three-quarters of all suicides are men. In this session, we will understand some of the reasons behind this statistic, and what we can do as individuals to support ourselves and others. How to have a suicide conversation and bring awareness of suicide into the workplace. |
| [Suicide prevention - crowdcast](https://www.crowdcast.io/c/suicide-prevention)  PW: Tracy | | |
| Friday 3rd November    10am to 12pm | Delivering and Leading Change in the Public Sector | The years of austerity and achieving savings across the public sector has seen unprecedented levels of change across all organisations. This presentation focuses on the challenges leaders face in developing and delivering change, from a local team level through to multi agency organisational changes. How do you bring staff with you and utilise them to enable effective and efficient implementation? How do you balance the organisational benefits of the change against the personal impact on staff?  This session is delivered by Andy Cribbin a retired Detective Superintendent, who as the Head of Major Crime for Lancashire Police led the policing response to homicides and other significant criminality, as well as personally leading investigations into high profile murders. Working as a senior leader in a corporate development role, he delivered change programmes that encompassed policing and partner agencies. **Andy Cribbin** |
| <https://teams.microsoft.com/registration/rjjrlDxOCEW34DRvmE1bIQ,szepU2HPL0-dUsTDrCU9mA,sEUTBg_F3E6aQqCWYQL-Uw,Ud_eqzGjQEyt7OT6CH2GZQ,jNT7Ff3Tt0CfmCmgKmPXag,UIMAhnqw_Uq1FpbzwRfKfw?mode=read&tenantId=94eb38ae-4e3c-4508-b7e0-346f984d5b21> | | |
| 7th November  10am to 11am | Listening skills | Listening is the most underrated of the communication skills yet it is arguably the most important. This webinar introduces participants to the benefits of good listening habits and also how to avoid getting into bad listening habits that are a real barrier to effective communication. By using the 7 levels of listening we explore some easy techniques to improve your skills. Judith Jackson |
| Listening Skills  [Listening Skills - crowdcast](https://www.crowdcast.io/c/listening-skills)  PW: JJackson | | |
| Friday 10th November  11am to 12pm | Functional Reviews - models and techniques | A Functional Review examines an organisation's operations in detail, then finds ways to make it more agile, effective, and efficient. Typically, a review generally involves charting out all the functions an organisation performs and comparing their relevance to the organisation's strategic direction. This webinar follows up but stands alone from the previous webinar ‘functional review – the basics’ and lays the ground for the interactive workshop on December 6th. It is delivered by Quentin Oliver who has over 25 years’ experience of CS leadership and has worked as an international adviser in FCDO within the Office of Conflict, Stabilisation and Mediation. **Quentin Oliver** |
| Function Review  [Functional Reviews - models and techniques - crowdcast](https://www.crowdcast.io/c/fr-models-and-techniques)  PW: Techniques | | |
| Wednesday 8th November  11am to 12.30pm | Emotional resilience toolkit | This session explores how we can build better wellbeing and mental health through strategies from positive psychology and cognitive behavioural therapy. Victoria English |
| <https://teams.microsoft.com/registration/rjjrlDxOCEW34DRvmE1bIQ,szepU2HPL0-dUsTDrCU9mA,sEUTBg_F3E6aQqCWYQL-Uw,uOYWuPHDtEuj2YA7xnqw4A,PwqiEGp9CEqhotSweuf46Q,1CBn4hr3H0-F1eZo9oaj7w?mode=read&tenantId=94eb38ae-4e3c-4508-b7e0-346f984d5b21> | | |
| **Thursday 9th November**  **11am to 12pm** | Project Management Primer  Paul Askew | We all appreciate that change is a given these days. So the real challenge is to change well, and that means achieving the right things and doing it in the right way. Project Management is the professional discipline and structure for that. That said, the underlying ideas and principles of project management are quite straightforward, and quite long standing: "First, have a definite, clear practical ideal; a goal, an objective. Second, have the necessary means to achieve your ends; wisdom, money, materials, and methods. Third, adjust all your means to that end." (Aristotle 322BC). So the disciple of Project Management is about the rigour of focussing on the right outcomes (effectiveness) and achieving that in the best way (efficiency), using a package of proven and evolving tools and processes.  This webinar provides an overview and introduction to Project Management. It covers: the overall body of knowledge and specific frameworks for example from “PRINCE2” through to “Agile”; the key elements of successful project management and how they are applied and adapted in practice; and a series of tips or traps to help increase the success of projects. |
| [Project management primer - crowdcast](https://www.crowdcast.io/c/project-management)  PW: PaulA | | |
| **Friday 10th November**  **11am to 12pm** | Functional Reviews - models and techniques  **Quentin Oliver** | A Functional Review examines an organisation's operations in detail, then finds ways to make it more agile, effective, and efficient. Typically, a review generally involves charting out all the functions an organisation performs and comparing their relevance to the organisation's strategic direction. This webinar follows up but stands alone from the previous webinar ‘functional review – the basics’ and lays the ground for the interactive workshop on December 6th. It is delivered by Quentin Oliver who has over 25 years’ experience of CS leadership and has worked as an international adviser in FCDO within the Office of Conflict, Stabilisation and Mediation. |
| Function Review  [Functional Reviews - models and techniques - crowdcast](https://www.crowdcast.io/c/fr-models-and-techniques)  PW: Techniques | | |
| **Tuesday 14th November**  **11am to 12.30pm** | Suicide and self harm – workplace awareness  Victoria English | This course provides participants will the tools to understand suicide and self harm, Learning the risk factors that make people vulnerable how to effectively respond and offer support and alternative coping strategies. |
| <https://teams.microsoft.com/registration/rjjrlDxOCEW34DRvmE1bIQ,szepU2HPL0-dUsTDrCU9mA,sEUTBg_F3E6aQqCWYQL-Uw,iSSHoZ4c00yaAJSVEsSeSg,9JgfwzNRFUiHOTeMfSCp2A,lwmmX7IlxEShcPE-rZZXVw?mode=read&tenantId=94eb38ae-4e3c-4508-b7e0-346f984d5b21> | | |
| **Wednesday 15th November**  **11am to 12pm** | Budget basics  Paul Askew | Budgets are under ever increasing pressure these days, and we’re often having to achieve more with less. This is especially so in the public sector environment where every penny counts and is accountable. Hence effective financial management is an ever increasing fundamental component of managing well.  This session provides an introduction and overview to the headline principles and practicalities of budget management. The webinar is built around three central and integrated themes. The first theme is the Budget Cycle, including planning, managing and closing. The second theme is about the key budget dimensions and the categories of income and expenditure, such as capital and revenue, internal and external, and fixed and variable costs. The third theme is about the spending journey, from specification and purchase order, through to invoice and payment. We’ll also consider the broader context for budget management and some general tips and pointers too. |
| [Budget basics - crowdcast](https://www.crowdcast.io/c/budget-basics)  PW: Budget | | |
| **Thursday 16th November**  **11am to 12pm** | Intro to MHFA  Tracy Douthwaite | You may have heard of MHFA but not sure what is all about. This session will explore the key principles of MHFA , give you a taster of the content and understand the role of a MHFAider. We will look at the impact of stigma, language and how to build mental health awareness as individuals and organisations. |
| [Intro to Mental Health First Aid - crowdcast](https://www.crowdcast.io/c/mental-health-first-aid)  PW: Health | | |
| **Monday 20th November**  **11am to 1pm** | Managing difficult people  Siobhan OReilly | The workplace is a hotbed of differing personality types, consisting of multiple traits, values and opinions which can lead to conflicts. This interactive course explores why we get in with and communicate with some people far better than others. When things are not working well in relationships it can cause enormous difficulties with effective communication, leading to stress, anxiety and conflict.  We will be looking at how insight into yourself and others can help navigate these difficulties. We will be discussing the concept of passive/ aggressiveness – why and how it can manifest and what you can do to combat it. |
| <https://teams.microsoft.com/registration/rjjrlDxOCEW34DRvmE1bIQ,szepU2HPL0-dUsTDrCU9mA,sEUTBg_F3E6aQqCWYQL-Uw,sK_WY4669UiNjgTYPi4CVA,mJbZodPxxkunkiriMB7a5Q,8nV0jLX1gU2OEhVd7zVJ9Q?mode=read&tenantId=94eb38ae-4e3c-4508-b7e0-346f984d5b21> | | |
| **Tuesday 21st November**  **10am to 11am** | The Art of Storytelling  Sophie Bryan | In this session we’ll discuss why stories are important in a work context, how to create and bring them alive and when and where you can use stories to engage and enlist people. |
| [The Art of Story Telling - crowdcast](https://www.crowdcast.io/c/art-of-story-telling)  PW: Story | | |
| **Monday 27th November**  **2pm to 3pm** | Working from strengths to strength  Katie Driver | When we work with the grain of our strengths, we can accomplish more and better things and enjoy our work more. This webinar will show you the value of working with strengths and how to identify your own and those of your team. We’ll also explore how to gently craft roles so you can make better use of what comes naturally to you and bring out the best from your team. |
| Contact [fdalearn@fda.org.uk](mailto:fdalearn@fda.org.uk) | | |
| **Tuesday 28th November**  **11am to 12.30pm** | Supporting neurodiversity in the workplace | This session explores how we can create more inclusive workplaces where the neurodiverse can thrive. Giving practical suggestions as a starting point for action to develop greater confidence in talking about and embracing neurodiversity at work., Victoria English |
| <https://teams.microsoft.com/registration/rjjrlDxOCEW34DRvmE1bIQ,szepU2HPL0-dUsTDrCU9mA,sEUTBg_F3E6aQqCWYQL-Uw,_6jJfhfos0ehLtCq2e3Ljg,KbN0gaD-8kmv_K5dDEzUPA,BdlWtz4qEkKXaEx7P-l9ww?mode=read&tenantId=94eb38ae-4e3c-4508-b7e0-346f984d5b21> | | |
| **Wednesday 29th November**  **11am to 12pm** | Project Management Primer  Paul Askew | We all appreciate that change is a given these days. So the real challenge is to change well, and that means achieving the right things and doing it in the right way. Project Management is the professional discipline and structure for that. That said, the underlying ideas and principles of project management are quite straightforward, and quite long standing: "First, have a definite, clear practical ideal; a goal, an objective. Second, have the necessary means to achieve your ends; wisdom, money, materials, and methods. Third, adjust all your means to that end." (Aristotle 322BC). So the disciple of Project Management is about the rigour of focussing on the right outcomes (effectiveness) and achieving that in the best way (efficiency), using a package of proven and evolving tools and processes.  This webinar provides an overview and introduction to Project Management. It covers: the overall body of knowledge and specific frameworks for example from “PRINCE2” through to “Agile”; the key elements of successful project management and how they are applied and adapted in practice; and a series of tips or traps to help increase the success of projects. |
| [Project Management Primer - crowdcast](https://www.crowdcast.io/c/pm-primer2)  PW: Primer | | |