Children, Families and Adults Directorate
Workforce Development Team

Training Programme

2016/2017
Welcome to the Children, Families and Adults Directorate Workforce Development Team Training Directory 2016-17

We are delighted to be able to bring you a Directory of our complete training offer for 2016-17.

A lot has happened since our last Directory. The Adults and Children’s Workforce Development Teams have joined forces and you will see the Directory now contains a much broader range of learning opportunities to meet the needs of this wider workforce. We now have an online booking system which makes it quicker and easier to book onto courses, and we have introduced robust evaluation processes into the team to ensure that we continue to provide opportunities that are high quality, relevant and cost effective, and which have a positive impact on service delivery. Delegate comments from our evaluation processes are scattered throughout the Directory.

Social Care has continued to transform, creating a requirement for an increasingly flexible, competent and capable workforce led by highly skilled, qualified and confident leaders and managers. Our greatly expanded offer is designed to assist you to meet this requirement and ultimately improve outcomes for children, families and adults across Cambridgeshire and beyond.

Whether you are a first time user of our learning and development opportunities, or a regular course attendee, we do hope that the Directory makes it easy for you to get the information you need. If you have any suggestions as to how our training programme could be enhanced, we would love to hear from you.

Wishing you a very successful and productive year.

Paul Evans
Head of CFA Workforce Development
How to Book

Unless otherwise stated, all course and vocational qualification bookings and payments can be made online through www.cambridgeshire.gov.uk/learntogether/social

If you have any problems booking on, please contact the Workforce Development Team on 01480 373534 or email us on workforce.development@cambridgeshire.gov.uk

For enquiries relating to vocational qualifications please contact us at vqlearning@cambridgeshire.gov.uk

Course Costs

Our charging policy ensures that we are able to maintain a programme of courses and qualifications to meet needs in terms of both range and content. Where applicable, course costs are given on each page.

Most courses and qualifications are centrally funded for employees of Cambridgeshire County Council and Cambridge and Peterborough Mental Health Foundation Trust.

Adult Social Care Employers may be eligible for Skills for Care’s Workforce Development Funding (see page 173) for further information.

Transferring / Changing a Booking

A booked place on an event can be transferred to another suitable staff member prior to the event date by updating the booking details or by emailing the Workforce Development Team (details above).

Cancellation and Refunds

Full refunds will be given in the following instances –

- Customers cancelling booking up to 15 days prior to the event date
- Workforce Development Team cancelling the course due to unforeseen circumstance, at any time

No refunds will be given for –

- Failure to attend a booked event
- Cancellation of booking within 15 days of the event date
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Courses for the Children’s Workforce

In this section you will find courses to support the Learning and Development needs of those who work with Children, Young People and Families. The courses are available to staff who are employed by Cambridgeshire County Council along with external partners and are designed to develop the skills and knowledge to support Children, Young People and Families.

Please note that there may be a cost for some courses for external partners, this will be highlighted on the individual course details.

Unless otherwise stated, all courses in this section can be booked by going to the Childrens Workforce section of [www.cambridgeshire.gov.uk/learntogether/social](http://www.cambridgeshire.gov.uk/learntogether/social)

Staff should also refer to the Pathway documents in this section to identify the required training for their role.
Alcohol Identification and Brief Advice Training

Cost (where applicable):
Free of Charge

Please note: This course can be found, and places booked through, the Adult Workforce Section of www.cambridgeshire.gov.uk/learntogether/social

Course aim:
To help staff identify people they are caring for who may be misusing alcohol, and give them the skills and confidence to help them in addressing their alcohol misuse.
The training uses internationally recognised and simple to use Alcohol Identification and Brief Advice tools approved by NICE (National Institute of Clinical Excellence).

Intended Audience:
All staff working in Cambridgeshire who may come into contact with people who may be drinking alcohol at levels harmful to their health.

Participants will:
• be able to identify those drinking above lower risk levels
• give simple brief advice
• be able to make referrals to appropriate services

Course Duration: 3 hours

What people said about this course:
“Although I don’t work with alcohol issues on a daily basis, it is helpful to have this training…I can use the learning to follow the Brief Advice model and refer on when appropriate”
“It was really useful to be given some reliable measurement tools to use”
Chairing Meetings – an Introduction

Cost (where applicable):
Cambridgeshire County Council staff: £0
Private/Voluntary/Independent and external agencies: £35 per person

Intended audience:
Staff who lack confidence in, or who are new to chairing meetings. Please note: this is a generic course and will not focus on the particular requirements of different forms of meetings.

Participants will:
• Understand the role and responsibilities of the chair person
• Explore what makes meetings effective
• Examine requirements for opening and closing meetings
• Understand the importance of identifying clear SMART actions within meetings
• Explore the skills needed to effectively manage the meeting and deal with difficult situations

Course Duration: 3 hours 30 minutes
Cost (where applicable):
Free of charge

Intended audience:
This course is for those new to the Designated Person role within localities, children's centres and SEND Specialist Services. They should have line management responsibilities – please check if you are unsure if the suitability.

Participants will:
• Gain knowledge and understanding of the legal framework
• Identify the specific responsibilities of the DCPO
• Understand how to respond appropriately if they or any staff members have concerns about the safety of a child
• Understand Cambridgeshire’s interagency and recording procedures for Child Protection, in particular those relating to Localities and Children's Centres
• Implement learning from Serious Case Reviews

Course Duration: 2 days
Child Protection for Designated Persons – a Refresher

Cost (where applicable):
Free of charge

Intended audience:
This course is for staff with Line Management responsibility in Enhanced and Preventative Services who require the mandatory refresher training for the Designated Persons (DP) role (training should be refreshed every two years)

Participants will:
• Refresh their understanding of role of the DP
• Identify the specific responsibilities of the DP
• Refresh their knowledge of the process for recording information
• Be aware of the latest findings from Serious Case reviews and consider how to implement learning from Serious Case Reviews

Course Duration: 3 hours and 30 minutes
Critically Reflective Supervision

**Cost (where applicable):**
Free of charge

**Intended audience:**
All members of staff with line-management / supervisory responsibilities within Enhanced and Preventative, Children's Social Care and Adults Social Care Services.

You should not need to attend this course, unless you want a refresher, if you have attended the 'Managing and Supervising Learners 3-day course. This is because day two covers supervision.

If you have previously attended 'Developing Effective Supervision' you do not need to attend this training.

This course will meet the Knowledge and Skill Statement 7, ‘Emotionally intelligent practice supervision’ for Practice Supervisors.

**Participants will:**
- Describe tools and strategies to develop and maintain effective supervisory relationships
- List factors that contribute towards effective supervision
- Identify factors affecting performance
- Describe feedback methods to improve performance
- Apply critically reflective supervision to practice
- Identify own responses to emotion in the workplace and that of supervisee's to offer an appropriate approach within supervision

**Course Duration:** 7 hours

"**What people said about this course:**

“Thank you – some excellent tools to help me be a more effective supervisor”

“A valuable course. Good practical tips and resources”
Domestic Abuse Risk Assessment

Cost (where applicable):
Free of charge

Intended audience:
This course is suitable for professionals working at NICE Level 3 (see below for details) with individuals experiencing domestic abuse. It is expected that staff will have attended Introductory training around Domestic Abuse.

NICE Level 3 – At Level 3, staff are able to provide an initial response that includes risk identification and assessment (RIM, DASH), safety planning and continued liaison with specialist support services, including referral to specialist community-based programmes.

Participants will:
• Understand how to complete the DASH Risk Assessment with adults
• Understand how to complete the DASH Risk Assessment with young people
• Understand how to use the DVRIM tool to assess risk to children and young people

Course Duration: 3 hours and 30 minutes

What people said about this course:
“Very good and informative”
“Well presented. I found the exercises very useful, thank you.”
Domestic Abuse Typologies

Cost (where applicable):
Free of charge

Intended audience:
Practitioners working at Levels 3 & 4: Experienced FIP and Senior Family Workers / Social Workers / Police officers / specialist IDVA workers / Marac partners
Pre-course training: It is desirable that delegates should have completed the Introduction to Domestic Abuse Course and /or have a working knowledge in this area, before accessing this course

Participants will:
• Understand the theoretical underpinning of typologies of domestic abuse and be able to apply this theory to their practise
• Be able to identify, through contextual assessment, these differing types of abuse

Course duration: 3 hours
Empowering Disabled Children to Participate

Cost (where applicable):
Free of charge

Please note: This course can be found, and places booked through, the Community Support Services Section of www.cambridgeshire.gov.uk/learntogether/social

Intended audience:
This course is aimed at practitioners and carers who work with disabled children and young people

Participants will:
- Enhance their understanding of the Legislation and Rights of the Child in relation to ‘participation’
- Consider why disabled children and young people should be involved in discussions and decisions about their lives
- Understand the potential barriers to the involvement of disabled children and young people
- Consider opportunities available for employees to involve disabled children and young people in decisions and discussion which affect their lives
- Discuss ways in which our work could be more inclusive

Course duration: 6 hours
Engaging with Perpetrators of Domestic Violence:

Practical techniques for early intervention

Cost (where applicable):
Free of charge

Intended audience:
Social Workers, Senior Family Workers, FIP workers, professionals experienced in working and supporting families through Intensive interventions

Course outline:
When someone is suspected of being violent towards their family, the onus often falls on the victim to keep the children safe. This training turns the attention back to the direct cause of the problem, by helping practitioners to engage with perpetrators, to make brief, safety-focused interventions and motivate them towards seeking more in-depth help.

This training aims to provide practitioners with practical exercises and techniques to help them make the most of their limited client contact with perpetrators of domestic violence. It is designed as a companion to Kate and Chris’s book – Engaging with Perpetrators of Domestic Violence: Practical Techniques for Early Intervention, published by Jessica Kingsley in January 2015. This handbook and training provides guidelines for initial interviews and risk assessment and then outlines techniques for:

• building a working alliance
• encouraging disclosure
• analysing incidents of abuse to aid safety planning and assessment
• raising awareness of the impacts on victims
• working with abuse of cultural privilege, race, nationality, religion and spirituality, extended family or community
• referring onwards

Course duration: 6 hours

What people said about this course:
“This is quite possibly the best training I have received from Cambs CC. It gave me practical and real strategies that I will be able to use in my work immediately”

“Great training – very, very useful!”
Housing Options Training

Cost (where applicable):
Free of charge

Intended audience:
Social care practitioners, locality workers and FIP workers who work with families and adults that live in Cambridge City.

Participants will:
• Understand what options for housing exist using Cambridge City’s example, and what the stresses are;
• Understand what ‘homeless prevention’ is, and how we achieve it;
• Develop an awareness of how to access social and affordable housing (both Council and housing association);
• Understand the role of the Housing Officer (Cambridge City council example)
• Be aware of different types of tenancy
• Explore the typical expectations of a tenant – the Tenancy Agreement
• Be aware of other services available from housing providers

Course Duration: 3 hours
Impact of Parental Substance Misuse

Cost (where applicable):
Cambridgeshire County Council staff: £0
Private/Voluntary/Independent and external sector: £35 per person

Intended audience:
Practitioners working with children and families
Before attending this course you MUST complete the Parental Substance Misuse: Understanding the Impact on Children e-learning which can be found at www.scie.org.uk/assets/elearning/parentalsubstancemisuse/website/module2/main.html

Participants will:
• understand how children may be affected by parental substance misuse
• understand how parenting capacity may be compromised by substance misuse
• refer to relevant research
• have some insight into the wishes and feelings of affected families
• approach assessments with greater confidence

Course duration: 3 hours
Implications of Parental Substance Misuse for Practice

Cost (where applicable):
Cambridgeshire County Council staff: £0
Private/Voluntary/Independent and external sector: £35 per person

Intended audience:
Social Workers, Senior Family Workers and Family Intervention Partnership Workers
It is recommended that professionals complete the Impact of Parental Substance Misuse training prior to attending this course
Before attending this course you MUST complete the Parental Substance Misuse: Implications for Children's Social Work Practice e-learning which can be found at www.scie.org.uk/assets/elearning/parentalsubstancemisuse/website/module3/main.html

Participants will:
• Recognise when an assessment is needed, and at what level
• Have greater confidence in discussing substance misuse with families
• Identify different resources to support the assessment process
• Make balance judgements about any action necessary to safeguard children
• Understand the ongoing support needs of children
• Identify the roles and responsibilities of others within the professional network

Course duration: 3 hours
Induction for Support Staff in Children, Families and Adults Services

Cost (where applicable):
Free of charge

Intended audience:
All new starters who do not directly support children, young people or families eg. Business Support staff

Participants will:
• Understand the principles and values relevant to their role
• Be aware of relevant legislation to their roles
• Understand relevant Safeguarding procedures
• Understand the Structure of Children, Families and Adults
• Have an overview of sources of information via Family Information Service
• Be aware of Information Sharing protocols and procedures

Course duration: 3 hours

“What people said about this course:
“Really good overview of CFA and topics regarding children and families”
Introduction to Autistic Spectrum Disorder in Children

Cost (where applicable):
Free of charge

Please note: This course can be found, and places booked through, the Community Support Services Section of www.cambridgeshire.gov.uk/learntogether/social

Intended audience:
Practitioners and Carers working with disabled children, young people and their families

Participants will:
• Increase their understanding of Autism and Aspergers
• Have an awareness of how Autism and Aspergers can effect everyday life
• Consider practical ways to support children and young people
• Increase knowledge of the resources available to find out further information, advice and practice guidance to support your work with this client group

Course duration: 6 hours

What people said about this course:
“Really positive course – very enjoyable. Thank you”
Introduction to Child and Adolescent Development

Cost (where applicable):
Cambridgeshire County Council staff: £0
Private/Voluntary/Independent and external sector: £35 per person

Intended audience:
Staff new to working directly with children, young people and families.
Those practitioners who already have a good knowledge of Child and Adolescent Development should be aware that this is an introductory level course.

Participants will:
• Be aware of the stages of child development
• Be aware of key theories of child development
• Be aware of the changes that young people face during adolescence
• Have an awareness of the importance of attachment and its effect
• Be aware of risk and resilience factors
• Understand the importance of play

Course duration: 3 hours 30 minutes

“Really useful training for me and lots of ideas of where I can look for further information”

“The trainer is very knowledgeable and presents in a way which makes the subject easy to engage with and understand”
Introduction to Domestic Abuse

Cost (where applicable):
Free of charge

Intended audience:
This is a multi-agency training aimed at front line staff working with children, young people and families, for example Social Workers, Police, Family Workers, Health Visitors and Young People workers in either the statutory or voluntary sector.

Participants will:
• Understand the definition and basic dynamics of domestic abuse.
• Review basic relevant legislation
• Understand the need for risk assessing, safety planning and partnership working
• Have an enhanced awareness of how domestic abuse between parents/carers and guardians impacts upon their parenting capacity, the children’s well-being and development
• Develop their skills to work in a focused, timely and effective manner with DV partner agencies

Course duration: 1.5 days

What people said about this course:
“This difficult subject was delivered with great sensitivity”
“This was a fantastic course – this course is the best ad most engaging one I have ever attended. A brilliant insight into DV and MARAC”
“I would definitely recommend this course to my colleagues”
Introduction to Safeguarding

Cost (where applicable):
Free of charge

Intended audience:
Staff new to working directly with children, young people and families. Please note that the recording and reporting outlines Enhanced and Preventative procedures.
Those practitioners who already have a good knowledge of Safeguarding and Child Protection should be aware that this is an introductory level course.

Participants will:
• Gain an overview of legislation
• Discuss definitions, signs and symptoms of abuse
• Understand how to manage disclosures
• Be introduced to recording and reporting following locality guidance
• Explore lessons learned from Serious Case Reviews

Course duration: 7 hours

"What people said about this course:

“ A very helpful session indeed which will impact a great deal on my practice”

“Very informative, interesting and useful”
Life Story Work

Cost (where applicable):
Cambridgeshire County Council staff: £0
Private/Voluntary/Independent and external sector: £35 per person

Intended audience:
Consultant Social Workers, Social Workers, Residential Workers, Foster Carers and anyone else who will be undertaking life story work with Looked after children and Young People in Cambridgeshire

Participants will:
- Increase their understanding of the importance of life story work and its relationship to ‘identity’
- Explore the key elements of life story work for children and young people who are looked after
- Consider practical ways of working directly with children, taking into account individual needs and issues
- Examine undertaking life story work with children who have experienced abuse and/or trauma
- Explore ways of providing difficult explanations to children about their life histories
- Gain an understanding of the potential impact of life story work on the child and relevant others and how to plan in supportive factors

Course duration: 7 hours

What people said about this course:
“Fantastic course and great delivery. Lots of areas explored and activities that ensured I got to really learn about life story work”
Personal Safety and Conflict Management

**Cost (where applicable):**
Cambridgeshire County Council staff: £0
Private/Voluntary/Independent and external sector: £35 per person

**Please note:** This course can be found, and places booked through, the Adult Workforce Section of www.cambridgeshire.gov.uk/learntogether/social

**Intended audience:**
Staff that work in Children and Young People’s services and Adult Social Care for whom there is a heightened risk to their personal safety (e.g. lone workers, reception staff, those undertaking home visits or meetings with Service Users)

This course may provide some of the underpinning knowledge for the Care Certificate Standards 13. It may also provide some underpinning knowledge towards the VQ unit(s):

Level 2 Contribute to health and safety in health and social care

**Participants will:**
- Gain an increased awareness of the importance of your personal safety at work
- Receive guidance on reducing and controlling the Personal Safety risks
- Learn practical strategies to avoid or manage situations that may threaten your personal safety at work

**Course Duration:** 3 hours
Preparing Children and Young People for Adulthood

Cost (where applicable):
Free of charge

Please note: This course can be found, and places booked through, the Community Support Services Section of www.cambridgeshire.gov.uk/learntogether/social

Intended audience:
This training is aimed at social care practitioners who work with/care for Disabled children and young people and their families. This training is provided as part of the Community support training programme and facilitated on a Saturday

Participants will:
• Gain an increased understanding of new Legislation, SEND reforms and local offer
• Understand the needs of children and YP in developing their independence
• Recognise and practice the skills needed to support children and young people to develop to their full potential
• Gain an awareness of resources available to support working with children, young people and families

Course duration: 6 hours
Prevent – recognising and responding to radicalisation (WRAP3)

Cost (where applicable):
Free of charge

Intended audience:
This course is aimed at Social Workers, other front line staff working directly with adults and children who may be at risk to radicalisation and elected members. Staff in schools and early years settings should access the appropriate training through Education Child Protection Services and Early Years Workforce team.

Please note: staff can also undertake the eLearning programme outlined on the next page, there is no requirement to do both

Participants will:
• Understand Prevent's aims around protection of vulnerable individuals
• Be aware of the national and local context regarding terrorism
• Understand what can make people vulnerable to radicalisation
• Understand the processes used to radicalise an individual
• Be aware of local processes and referral pathways to Channel

Course duration: 2 hours
Prevent – recognising and responding to radicalisation (remote learning option)

Cost (where applicable):
Free of charge

Intended audience:
This course is aimed at Social Workers, other front line staff working directly with adults and children who may be at risk to radicalisation, elected members, partners/contractors and commissioned providers.

Learning pathways:
Prevent – Channel Awareness training. This is an eLearning package which should take no longer than 30 minutes to complete.  
Local picture and process – remote 1 hour CMeX workshop and information booklet

There are two ways of accessing the elearning package:
• For staff with a County Council email address:
  set up an account at lgss.learningpool.com/ or log into your existing account. Once logged in go to course families/essential training and scroll down to Equality and Diversity. You can then click on Prevent – Channel Awareness Training. Once you complete the training, please print your certificate for your own records.
• For those without a County Council email address:
  the course can also be accessed via the following link, again please print a certificate for your own records course.ncalt.com/Channel_General_Awareness/01/index.html

The remote access CMeX session will be run by the Workforce Development team and a place must be booked via the Learn Together Cambridgeshire Website www.cambridgeshire.gov.uk/learntogether/social
Preventing Child Sexual Exploitation

Cost (where applicable):
Cambridgeshire County Council staff: £0
Private/Voluntary/Independent and external sector: £35 per person

Intended audience:
All professionals working with children, young people and families who may be vulnerable to CSE

Participants will:
• Identify young people who are particularly vulnerable to CSE
• Gain an understanding of consent and how it applies to young people
• Identify a range of ways to work with young people to prevent CSE
• Explore ways to reduce the risk of young people being sexually exploited and to increase their resilience
• Identify resources to raise awareness of CSE
• Understand how parents and carers can help protect children from sexual exploitation
• Know the referral pathway to follow if a young person is at risk of CSE

Course duration: 3 hours

What people said about this course:
“Reinforces current practice and understanding”
Putting Adolescents at the Centre of what we do

Cost (where applicable):
Cambridgeshire County Council staff: £0
Private/Voluntary/Independent and external sector: £35 per person

Intended audience:
Anyone who undertakes direct work with Children and young people.

Participants will:
• Gain a better understanding of the needs of Young people in preparation for adulthood
• Be introduced to a range of resources to use with Adolescent young people
• Develop knowledge and skills in using the resources
• Have opportunity to share good practice with colleagues
• Understand how the work fits in with assessment, care planning and review processes

Course duration: 3 hours

What people said about this course:
“Lots of new ideas or ways to use resources”
“I really enjoyed the course and found the exercises and info given useful and interesting”
Putting Babies and Infants at the centre of what we do

**Cost (where applicable):**
Cambridgeshire County Council staff: £0
Private/Voluntary/Independent and external sector: £35 per person

**Intended audience:**
Anyone who undertakes direct work with Children and families

**Participants will:**
- Gain an understanding of how to use child development knowledge to inform understanding of a young child’s world.
- Reflect upon observational skills used to inform practice with young children.
- Have identified positive and negative interactions between young children and their parents and applied their knowledge to inform their understanding of the child’s wishes and feelings.

**Course duration:** 3 hours
Putting Children and young People at the centre of what we do

Cost (where applicable):
Cambridgeshire County Council staff: £0
Private/Voluntary/Independent and external sector: £35 per person

Intended audience:
Anyone who undertakes direct work with Children and families

Participants will:
• Be introduced to a range of resources to use with children and young people
• Develop skills in using resources with children and young people.
• Understand how the work fits in with assessment, care planning and review processes
• Have experience of sharing good practice with your colleagues

Course duration: 3 hours

What people said about this course:
“Brilliant training. Safe atmosphere to share. Relaxed and fun. Lots to get you thinking and loads of great resources. Thank you.”
Resources for communicating with SEN/D Children and Young People

Cost (where applicable):
Free of charge

Please note: This course can be found, and places booked through, the Community Support Services Section of http://www.cambridgeshire.gov.uk/learntogether/social

Intended audience:
Social Care Practitioners, Link or Foster Carers who are working with Disabled Children and/or Young People and their families

Participants will:
• Identify a variety of ways in which disabled children communicate
• Consider the barriers experienced by disabled children in relation to communication, understand how they can be overcome
• Explore the potential impact of communication difficulties
• Gain an awareness of resources available to support communication
• Understand their own role and responsibilities in relation to communicating with children, young people and families including reporting and recording responsibilities.

Course duration: 3 hours
Responding to Child Sexual Exploitation – Exploring Direct Work

Cost (where applicable):
Cambridgeshire County Council staff: £0
Private/Voluntary/Independent and external sector: £35 per person

Intended audience:
Social workers, Young Peoples Workers, Senior Family Workers and Residential Workers carrying out direct work with young people who have been identified as at significant risk of CSE

Participants will:
- Develop their confidence in addressing CSE with young people and their families;
- Understand the on-going support needs of young people who are identified as being at risk of CSE;
- Identify different resources to aid direct work and risk assessments;
- Make balanced judgements about any action necessary to safeguard children;
- Develop safety plans for implementation with young people deemed to be at high risk.

Course duration: 6 hours and 30 minutes
Return Interview Training

Cost (where applicable):
Free of charge

Intended audience:
Professionals within Enhanced and Preventative teams and the Specialist Family Support Service who will be required to undertake Return Interviews.

Participants will:
• Understand the purpose of return interviews and the role of the interviewer.
• Understand the statutory duty to undertake return interviews for young people who have been reported missing.
• Understand how return interviews aid the safeguarding process.
• Know how to engage with children and young people during a return interview.

Course duration: 3 hours

“What people said about this course:
“This is useful training. I feel able to follow procedures if I am required to complete a missing from home interview”
Safeguarding Disabled Children in Community Support Services

Cost (where applicable):
Free of charge

Please note: This course can be found, and places booked through, the Community Support Services Section of http://www.cambridgeshire.gov.uk/learntogether/social

Intended audience:
Social Care Practitioners, Link or Foster Carers who are new to working with Disabled Children, Young People and their families

Participants will:
- Understand lessons learnt from research and serious case reviews and use this knowledge to inform practice
- Identify the different categories of child abuse, including the signs/indicators of child abuse
- Demonstrate an understanding of the contributing factors involved in cases of child abuse
- Know procedures to follow in cases of disclosure, understand the importance of confidentiality boundaries in relation to this

Course duration: 6 hours
Safeguarding Disabled Children Refresher in Community Support Services

Cost (where applicable):
Free of charge

Please note: This course can be found, and places booked through, the Community Support Services Section of http://www.cambridgeshire.gov.uk/learntogether/social

Intended audience:
Social Care Practitioners, Link or Foster Carers who are working with Disabled Children, Young People and their families who have already attended Safeguarding Disabled Children's Training and need to attend a refresher.

Participants will:
- Understand lessons learnt from research and serious case reviews and use this knowledge to inform practice
- Identify the different categories of child abuse, including the signs/indicators of child abuse
- Demonstrate an understanding of the contributing factors involved in cases of child abuse
- Know procedures to follow in cases of disclosure, understand the importance of confidentiality boundaries in relation to this.

Course duration: 3 hours
Safeguarding Update

Cost (where applicable):
Free of charge

Intended audience:
This three hour course is for Practitioners within Enhanced and Preventative who require the bi-annual refresher training.

Participants will:
• Have an understanding of the main legislation that relates to protecting children and young people
• Have an understanding of recent changes to policies and procedures
• Know how to record information in a timely manner following the most recent guidance
• Be able to define whistle blowing and the role of the LADO
• Implement learning from Serious Case Reviews

Course duration: 3 hours

What people said about this course:
“A great way to keep refreshed – to continue to be reminded of themes that emerge from SCRs, and to be reminded of our responsibilities and duties to children and YP”

“(An) absolutely brilliant training session. I have learnt so much and whilst a very emotive issue, I have gained so much from it. Thank you.”
Sensory Processing

Cost (where applicable):
Cambridgeshire County Council staff: £0
Private/Voluntary/Independent and external sector: £35 per person

Intended audience:
This course is aimed at practitioners, carers who work with and support children who have difficulties with Sensory Processing

Participants will:
• Gain an understanding of what Sensory Processing is, including hyper and hypo sensitivity.
• Explore the reasons why children can be hyper and hypo sensitive to stimuli and the behaviours they may be exhibited as a result of this.
• Consider the equipment and strategies available to support children and young people.
• Understand where to go for advice and support

Course duration: 6 hours

“Relaxed, fun and well delivered”
“I’m looking forward to following up the information with the links that you provided”
Special Educational Needs & Disability – SEND

An introduction to key issues in Cambridgeshire

Cost (where applicable):
Cambridgeshire County Council staff: £0
Private/Voluntary/Independent and external sector: £35 per person

Intended audience:
Managers or a nominated individual member of staff from teams within Enhanced and Preventative Services. Please note that the attendee will be expected to disseminate the information to other members of their team

Participants will:
• Gain an understanding of level of SEND
• Recognise areas of SEND and how to respond
• Support those with SEND to access support
• Develop an awareness of SEND reforms
• Gain an understanding of the Local Offer and implications for practice

Course duration: 3 hours
Social Pedagogy – An Introduction

Cost (where applicable):
Cambridgeshire County Council staff: £0
Private/Voluntary/Independent and external sector: £140 per person

Intended audience:
Practitioners who work in Children’s Residential Homes, Foster Carers and Social Care Practitioners who work with Children, Young People and Families.

Participants will:
• Begin to understand the foundations of Social Pedagogy and its philosophical orientation
• Take part in group activities to experience what Social Pedagogy feels like
• Learn about key concepts within Social Pedagogical practice
• Find out through case studies how Social Pedagogues work with children and young people in diverse settings
• Discuss the possibilities for developing Social Pedagogy principles within your own practice

Course Duration: 4 days

“What people said about this course:
“The course was fantastic! I learned a lot about teaching and learning. I have learned to reflect on my practice and my own feelings. A fun and interesting way to learn. Thank you.”
Successful Signposting

Cost (where applicable):
Cambridgeshire County Council staff: £0
Private/Voluntary/Independent and external sector: £35 per person

Intended audience:
Business support staff who deal with the public either face to face or via telephone/e-mail, Children's Centre Workers and other professionals who may be communicating with children and families but not on a one to one basis.

Participants will:
• Understand the relevance of successful signposting
• Have developed opening and closing strategies to a conversation
• Be able to consider what a client’s needs are
• Be able to identify relevant support services and signpost as appropriate
• Have considered how to deal with tricky situations that may arise

Course duration: 3 hours
Think Family – Assessment & Analytical Skills

Cost (where applicable):
Free of charge

Intended audience:
Professionals who will be required to undertake a Lead Professional/Key Working role with a family

A number of commentators, nationally, have observed that workers are generally good communicators and skilled at gathering information about families and their circumstances, but that they then have difficulty in processing the material they have collected. The difficulties seem to lie in analysing the data, evaluating it, drawing conclusions and using these to produce focussed and effective support plans.

This training aims to set out, in an accessible format, the issues identified in practice as essential to support the kind of thinking needed to produce sound, analytical assessments that lead to plans and interventions capable of making a real difference to the lives of children and their families. It identifies some of the key features of good assessments undertaken in a range of circumstances and settings, and provides a framework to support effective thinking in practice.

The aim is to encourage a shift away from merely gathering information and producing plans that list responses and interventions that are service-led rather than needs-led by thinking in terms, ‘This is the story or situation – what does this tell me about need?’ and by focusing on the skills associated with analysis and critical thinking.

Participants will:

• Understand the concept of whole family assessment
• Understand the stages of an analytical assessment
• Be able to apply analytical skills and other thinking process to assessment
• Be able to identify outcomes from assessment

Course duration: 7 hours

What people said about this course:

“Useful and relevant”
Think Family – Engagement, Assertiveness and Challenge

Cost (where applicable):
Free of charge

Intended audience:
Professionals who will be required to undertake a Lead Professional/Key Working role with a family

Participants will:
• Understand why some families are harder to engage
• Know how to challenge effectively
• Explore ways to positively challenge
• Understand the use of consequences in working with families
• Build on reflective practice skills

Course duration: 7 hours

What people said about this course:
“Very informative content. Lots of relevant and thought-provoking points. The trainer is knowledgeable, personable and engaging. Thanks!”
Think Family – Family Support Plans and Outcomes

Cost (where applicable):
Free of charge

Intended audience:
Professionals who will be required to undertake a Lead Professional/Key Working role with a family

Participants will:
- Gain a basic understanding of the theory of Strengths Based Conversations and Approaches
- Be able to identify different types of Strengths and Assets
- Gain a basic understanding of Empowerment and how to use empowerment tools in strengths based practice
- Gain an understanding of using the Family Support Plan
- Gain an understanding of the Outcomes Framework
- Gain an understanding of the Personalisation Budget

Course duration: 7 hours

What people said about this course:
“A very helpful session. Gave me a lot of confidence going forward”

“This has been extremely valuable. I feel it has improved my knowledge and will enable me to develop my approach in a positive way”
Think Family – The Lead Professional Role

Cost (where applicable):
Free of charge

Intended audience:
Professionals who will be required to undertake a Lead Professional/Key Working role with a family

Participants will:
• Understand the Think Family Principles
• Understand the Family CAF and how to start the process
• Understand the role of a lead professional and feel confident to take on the role
• Be able to coordinate and construct support packages
• Be able to empower families in decision making

Course duration: 7 hours

What people said about this course:
“I feel much more confident now!”
“Excellent trainer – I immediately felt at ease”
“Very engaging”
Think Family Common Assessment Framework (CAF) Overview

Cost (where applicable):
Free of charge

Intended audience:
Professionals who will initiate a Family CAF and be part of the Team around a Family

Participants will:
- Understand the Think Family principles
- Understand the Family CAF and how to start the process
- Understand a person’s potential strengths
- Understand protective factors
- Understand the role of the LP and others in a Team around the Family

Course duration: 3 hours 30 minutes
Welfare Benefits – Children’s Disability

Cost (where applicable):
Cambridgeshire County Council staff: £0
Private/Voluntary/Independent and external sector: £35 per person

Intended audience:
The course is suitable for those with limited benefit knowledge, or as a refresher. Aimed at staff who are supporting or advising families who have children with long-term disabilities

Participants will:
• Understand how to claim Disability Living Allowance, Carers Allowance and Tax Credits
• Be aware of the possible changes to benefits at 16
• Understand the process and time limits to challenge a benefit decision

Course Duration: 7 Hours
Welfare Benefits – Disability and Sickness

**Cost (where applicable):**
Cambridgeshire County Council staff: £0
Private/Voluntary/Independent and external sector: £35 per person

**Intended audience:**
The course is suitable for those with limited benefit knowledge, as a refresher. Aimed at staff who are supporting or advising with clients and families who have long-term disabilities or who are unable to work because of sickness.

**Participants will:**
- Understand how the benefit claim process works
- Know how to spot potential entitlement
- Be aware of the claiming assessment processes for Personal Independence Payment and Employment Support Allowance
- Understand the process and time limits to challenge a benefit decision

**Course Duration:** 7 Hours
Welfare Benefits – Universal Credit

Cost (where applicable):
Cambridgeshire County Council staff: £0
Private/Voluntary/Independent and external sector: £35 per person

Intended audience:
Staff working with people of Working Age. This is one of the significant changes brought in by the Welfare Reform Act. This benefit will replace seven means-tested benefits and will affect people who are in or out of work, have children and/or rent or housing costs.

Participants will:
• Receive an overview of how Universal Credit will be calculated and the conditions of entitlement.
• To be aware of when Universal Credit will need to be claimed
• Understand the conditions of Universal Credit
• Know how Universal Credit is calculated
• Understand how the Benefit Cap will be applied

Course Duration: 3 hours and 30 minutes

What people said about this course:
“Outstanding trainer – very engaging and knowledgeable”
“A well presented course…lots of good examples”
Working in Partnership with Families with Complex Needs

Cost (where applicable):
Free of charge

Please note: This course can be found, and places booked through, the Community Support Services Section of http://www.cambridgeshire.gov.uk/learntogether/social

Intended audience:
Social Care Practitioners, Link or Foster Carers who are new to working with Disabled Children, Young People and their families.

This training day will enable social care practitioners to explore the complexity of working with families who look after a disabled child. It will look at other factors that may impact on parenting such as mental ill-health, substance abuse and domestic violence and enable practitioners to consider better ways of working with families.

Participants will:
• Discuss the potential impact of having a disabled child as part of a family unit
• Identify the signs, indicators, other factors which may impact on parenting e.g. Domestic violence, substance misuse, mental ill-health
• Understand how best to work with families who have complex needs looking at who and when, to report concerns to
• Have an understanding of what families want in terms of service provision & consider good practice in working with families, carers

Course duration: 6 hours
Working with Child Sexual Exploitation

Cost (where applicable):
Cambridgeshire County Council staff: £0
Private/Voluntary/Independent and external sector: £35 per person

Intended audience:
All professionals working with children and young people – please note this is an introductory level course to provide an awareness of what Child Sexual Exploitation (CSE) is and how we can identify and work with issues around CSE

Participants will:
• Understand what Child Sexual Exploitation is, the definition that we use within Cambridgeshire and the different types/models of CSE
• Know the signs and indicators of CSE and the impact on children, young people and families
• Have explored the law and legal issues surrounding CSE
• Have an awareness of the grooming processes involved in Child Sexual Exploitation and Child Sexual Abuse
• Have explored the use of social media and technology used in CSE
• Know how to work with children and young people and their families experiencing CSE
• Have improved their confidence and working practices in relation to CSE

Course duration: 6 hours and 30 minutes

What people said about this course:
“I feel much more confident in exploring possible CSE cases with young people”
“Excellent structure, useful case studies and lots of group work. Brilliant”
Courses for the Adult Workforce

Essential Training for Frontline Support Staff and Managers

The courses on the following pages are designed for any person who works or volunteers in an adult social care setting, and will help you to develop the knowledge, skills and approaches to work competently and confidently.

Accessing courses in this section will also enable organisations to show that they are complying with CQC regulation 18 on staffing\(^1\), CQC regulation 19 on fit and proper persons employed\(^2\), relevant health and safety legislation and policy and best practice guidance\(^3\), including Skills for Care’s new Ongoing Learning and Development in Adult Social Care guide\(^4\).

Unless otherwise stated, all courses in this section can be booked by going to the Adult Social Care Workforce section of www.cambridgeshire.gov.uk/learntogether/social

Many of the courses can also be delivered in your service. Further details are given on each page where this applies.

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1 http://www.cqc.org.uk/content/regulation-18-staffing
2 http://www.cqc.org.uk/content/regulation-19-fit-and-proper-persons-employed
Developed jointly by Skills for Care, Health Education England and Skills for Health, the Care Certificate is a set of 15 standards that set out the areas that should be covered as part of induction training of new care workers. Ensuring new staff work towards the Care Certificate standards during their induction period, enables organisations to demonstrate that they are complying with CQC’s Fundamental Standards of Quality and Safety.

Although the Care Certificate is designed for new staff, it also offers opportunities for existing staff to refresh or improve their knowledge.

The Care Certificate is the start of the career journey and is only one element of the training and education that will make them ready to practice within their specific sector.

Cambridgeshire County Council’s Care Certificate Training Programme covers the complete knowledge requirements of all 15 Care Certificate Standards over 5 separate days within a two week period. Open to internal and external staff, and delivered by highly experienced and qualified trainers, it enables organisations to work flexibly towards relevant standards of the Care Certificate at a pace that suits the needs of the organisation without compromise of quality.

Running approximately every month, the organisation of our Care Certificate Training Programme is as follows:

Day 1  STANDARD 1 Understand your role and STANDARD 2 Your personal development
Day 2  STANDARD 3 Duty of care, STANDARD 4 Equality and diversity and STANDARD 7 Privacy and dignity
Day 3  STANDARD 5 Person centred values, STANDARD 6 Communication, STANDARD 10 Safeguarding adults, STANDARD 11 Safeguarding children and STANDARD 14 Handling information
Day 4  STANDARD 8 Fluids and nutrition, STANDARD 13 Health and safety and STANDARD 15 Infection prevention and control
Day 5  STANDARD 9 Mental health, dementia and learning disabilities

Cost £25 per person per day. Please note this cost will remain at least until March 2018

Please note: Any employee signing up to the Level 2 Health and Social Care Diploma with CCC CFA Assessment Centre following Care Certificate Induction Training, will have the full cost of £125 deducted from their diploma if they complete within 6 months of attending the Care Certificate (This applies only to those attending all 5 days of the Care Certificate Training)

To book a place, please visit please visit www.cambridgeshire.gov.uk/learntogether/social

Please note: STANDARD 12 Basic life support is a practical course and is available separately – please see page 61.
Alcohol Identification and Brief Advice Training

Cost (where applicable):
Free of Charge

Course aim:
To help staff identify people they are caring for who may be misusing alcohol, and give them the skills and confidence to help them in addressing their alcohol misuse.
The training uses internationally recognised and simple to use Alcohol Identification and Brief Advice tools approved by NICE (National Institute of Clinical Excellence).

Intended Audience:
All staff working in Cambridgeshire who may come into contact with people who may be drinking alcohol at levels harmful to their health.

Participants will:
• be able to identify those drinking above lower risk levels
• give simple brief advice
• be able to make referrals to appropriate services

Course Duration: 3 hours

What people said about this course:
“Although I don’t work with alcohol issues on a daily basis, it is helpful to have this training…I can use the learning to follow the Brief Advice model and refer on when appropriate”

“It was really useful to be given some reliable measurement tools to use”
Assisting and Moving Individuals

**Cost (where applicable):**

£85 per person

This course can be delivered in your service (subject to terms and conditions). Please contact the Workforce Development Team if you would like further information.

**Intended audience:**

This course is aimed at all Health and Social Care employees, volunteers and carers who are required to assist people to move. It will provide an opportunity for practical training and advice in safe handling techniques and equipment such as hoists, sliding sheets and wheelchairs.

This course provides some of the underpinning knowledge for the Care Certificate Standard 13. It will also provide some underpinning knowledge towards the VQ unit(s):

- Level 2 Contribute to health and safety in health and social care
- Level 2 Understanding assisting and moving individuals
- Level 2 Understanding and enabling assisting and moving individuals
- Level 2 Select and use appropriate strategies and equipment when assisting and moving individuals

**Participants will:**

- Understand how to care for their back, workings of the spine and be aware of the risk of injury when undertaking moving and handling tasks
- Gain an awareness of current legislation and responsibilities
- Understand the principles of risk assessment and management prior to and during assisting service user to move
- Understand how to reduce the risk of injury to themselves and others when assisting someone to move and the person they are assisting to move
- Be aware of the need to report incidents
- Encourage and empower service users to move from one position to another
- Demonstrate safe handling techniques (as taught during the training)
- Understand the need for adequate infection, prevention and control measures
- Learn how to use equipment such as rota stands, handling belts and wheelchairs
- Learn how to assisting people to move in bed, including sliding up the bed, turning and getting in and out of bed
- Understand principles of hoisting and will practice transfers appropriate to the participants, including chair to bed, bed to chair and from the floor
- Learn how to use equipment such as hoists, walking frames and sliding sheets

**Course Duration:** 7 hours
Assistive Technology & Telehealthcare (ATT) Training

Cost (where applicable):
Free of charge

Level One – Basic Awareness Training

Intended audience:
This course is suitable for anyone working, studying or volunteering in health and social care in Cambridgeshire who would like a basic overview of the ATT service.

This is a two hour course and provides a general overview of the service and some of the technology that we use. Basic Awareness is an interactive session suitable for anyone working, studying or volunteering in health and social care in Cambridgeshire.

Participants will:
• Gain a basic working knowledge of ATT and useful ways in which it might be applied in various situations to support independence.
• Identify potential ATT users and ways that they could be supported to enhance independence and manage risks.
• Gain working knowledge of how to refer to ATT through the appropriate pathway and how to get support and advice when they need it.

Course Duration: 2 hours and 30 minutes

Level Two – Trusted Assessor Award

Intended audience:
Suitable for anyone working or volunteering in health and social care in Cambridgeshire and who benefit from having a better understanding and greater confidence in assessing and referring for ATT interventions.

Participants will:
• Further enhance assessment skills in the area of ATT and gain more confidence in identifying potential ATT solutions.
• Participate in a modular course taught over one full day using a mixture of interactive sessions and reflective group discussion.
• Need to be in a position/role which will allow them to complete two case studies post course in order to complete the course and receive a completion certificate.
• Have completed the Level One training in the last 12 months.

Course Duration: 6 hours
An Introduction to Autism

Cost (where applicable):
£35 per person
This course can be delivered in your service (subject to terms and conditions). Please contact the Workforce Development Team if you would like further information.

Intended audience:
Anyone with an interest in learning more about Autism
This course may provide some of the underpinning knowledge for the Care Certificate. It may also provide some underpinning knowledge towards the VQ unit(s):
Level 2 Principles of diversity, equality and inclusion in adult social care settings

Participants will:
• Gain a basic understanding of autistic spectrum condition
• Receive a brief history of autism
• Consider the triad of impairments
• Gain an insight into the sensory impact of autism
• Understand how autism affects each person individually
• Learn about basic adjustment that maybe necessary to support a person with autism

Course Duration: 3 hours

“What people said about this course:
“This training enhances what I have previously learned about autism and has made me aware of issues facing people with autism”
“A well-presented course in which the trainer showed great awareness of the difficulties associated with autism”
Basic Life Support

Cost (where applicable):
£50 per person

This course can be delivered in your service (subject to terms and conditions). Please contact the Workforce Development Team if you would like further information.

Intended audience:
All staff

This course fully covers the requirements of the Care Certificate Standard 12 and a competency assessment will be undertaken by the trainer as part of the training session. It also provides some underpinning knowledge towards the VQ unit(s):

Level 2 Emergency First Aid Skills

Participants will:
• Understand the importance of scene management
• Carry out a Primary Survey in an emergency situation
• Perform Cardiopulmonary Resuscitation to the Resuscitation Council (UK) guidelines
• Place a casualty in the recovery position
• Treat a casualty who is choking

Course Duration: 3 hours

What people said about this course:

“This was by far the best basic life support training I have ever had. I loved the practical side, short slides and brilliant YouTube clips. Thanks a lot!”

“The course increased my confidence in knowing what to do and when”
Chairing Meetings – an Introduction

Cost (where applicable):
£35 per person

Please note: This course can be found, and places booked through, the Children’s Workforce Section of www.cambridgeshire.gov.uk/learntogether/social

Intended audience:
Staff who lack confidence in, or who are new to chairing meetings. Please note: this is a generic course and will not focus on the particular requirements of different forms of meetings.

Participants will:
• Understand the role and responsibilities of the chair person
• Explore what makes meetings effective
• Examine requirements for opening and closing meetings
• Understand the importance of identifying clear SMART actions within meetings
• Explore the skills needed to effectively manage the meeting and deal with difficult situations

Course Duration: 3 hours 30 minutes
Communication, Recording and Reporting

Cost (where applicable):

£50 per person

This course can be delivered in your service (subject to terms and conditions). Please contact the Workforce Development Team if you would like further information.

Intended audience:

Support staff in any settings

Participants will:

- Consider what effective communication is and a range of communication methods and styles
- Understand how to promote effective communication
- Understand how to establish an individual's communication and language needs, wishes and preferences
- Consider barriers to effective communication and ways to reduce these
- Explore what information and support is available to promote effective communication
- Legislation and agreed ways of working to maintain confidentiality in day-to-day communication
- Why it is important to have secure systems for recording, storing and sharing information
- What confidentiality means in relation to work role and situations where information, normally considered to be confidential, might need to be passed on
- The types of records we keep and the principles of good record keeping

Course Duration: 7 hours
Continence and Catheter Care (including Stoma Care)

Cost (where applicable):
£35 per person
This course can be delivered in your service (subject to terms and conditions). Please contact the Workforce Development Team if you would like further information.

Intended audience:
Support staff in any settings

Participants will:
• Understand Continence is, the importance of maintaining Continence, and the possible causes of Incontinence
• Understand the basic anatomy of the bladder, the bowel and how they work
• Understand how to promote dignity, respect and privacy when undergoing Continence Care/Catheter Care/Stoma Care
• Understand the expected standards for Infection Prevention & Control
• Understand how to use a range of Catheter Care and Stoma Care resources

Course Duration: 4 hours
Critically Reflective Supervision

Cost (where applicable):
Free of charge

Please note: This course can be found, and places booked through, the Children's Workforce Section of www.cambridgeshire.gov.uk/learntogether/social

Intended audience:
Cambridgeshire County Council staff with line-management / supervisory responsibilities within Enhanced and Preventative, Children’s Social Care and Adults Social Care Services.

You should not need to attend this course, unless you want a refresher, if you have attended the ‘Managing and Supervising Learners 3-day course. This is because day two covers supervision.

If you have previously attended ‘Developing Effective Supervision' you do not need to attend this training.

This course will meet the Knowledge and Skill Statement 7, ‘Emotionally intelligent practice supervision' for Practice Supervisors.

Participants will:
• Describe tools and strategies to develop and maintain effective supervisory relationships
• List factors that contribute towards effective supervision
• Identify factors affecting performance
• Describe feedback methods to improve performance
• Apply critically reflective supervision to practice
• Identify own responses to emotion in the workplace and that of supervisee’s to offer an appropriate approach within supervision

Course Duration: 7 hours

What people said about this course:
“Thank you – some excellent tools to help me be a more effective supervisor”
“A valuable course. Good practical tips and resources”
Dementia Awareness

Cost (where applicable):
£50 per person

This course can be delivered in your service (subject to terms and conditions). Please contact the Workforce Development Team if you would like further information.

Intended audience:
For those persons working in the public sector and in the private, voluntary and independent (PVI) sectors, who work with people with dementia, the course aims to introduce learners to a Person-Centred approach to supporting people who have dementia.

This course supports the Alzheimer’s Society Dementia Friends initiative and is trained by an Alzheimer’s Society Dementia Champion Trainer

This course may provide some of the underpinning knowledge for the Care Certificate Standards 9. It may also provide some underpinning knowledge towards the VQ unit(s):

Level 2 Dementia awareness
Level 2 The person centred approach to the care and support of individuals with dementia

Participants will:
• Understand Person-Centred Support and be able to apply this to working practice
• Have a knowledge of different dementias and what this means for the Person
• Understand the difference between Well-being and Ill-being
• Understand different methods of communication and how these can be affected by dementia
• Understand how behaviour can be affected in dementia
• Develop ideas and methods to improve communication
• Be able to use the Pool Activity Level (PAL) checklist

Course Duration: 6 hours and 30 minutes

What people said about this course:
“The best training I have had in six years – well done”
“The trainer really knew what she was talking about. I learnt a lot. Thank you.”
“Brilliant course, informative, interesting, and also fun”
Dignity and Social Care Values

Cost (where applicable):

£35 per person

This course can be delivered in your service (subject to terms and conditions). Please contact the Workforce Development Team if you would like further information.

Intended audience:

Support staff in any settings

Participants will:

- Understand how Social Care Values impact on every task they undertake
- Explore the Codes of Conduct and Practice that relate to their role
- Consider the principles that underpin Social Care Values
- Explore how valuing individuals contributes to active participation
- Consider how to help individuals to make informed choices, and how risk assessment can support this
- Understand how and who to report any concerns

Course Duration: 3 hours
Ear, Nose, Eye drops (ENED) & Inhaled Medicines for Support Staff

Cost (where applicable):
£35 per person

This course can be delivered in your service (subject to terms and conditions). Please contact the Workforce Development Team if you would like further information.

Intended audience:
The course is aimed at Support Workers who work in any care setting.

This course may provide some of the underpinning knowledge for the Care Certificate Standard 13. It may also provide some underpinning knowledge towards the VQ unit(s):

Support use of medication in social care settings

Participants will:

- Describe how to prepare the service user prior to the administration of drops or inhaled medicines
- Describe the anatomy of the eye, ear, nose and respiratory system related to administration
- State the correct positioning of the service user prior to the administration
- Discuss how to apply knowledge of infection control to the administration of these medications
- Explain the current ‘best practice’ of administration
- Discuss how to modify the administration to suit the service user’s individual needs

Course Duration: 2 hours and 30 minutes

What people said about this course:
“Well explained...kept my interest”
“I'm glad I came”
“Interesting and educative”
Ear, Nose, Eye drops (ENED) & Inhaled Medicines for Frontline Managers

Cost (where applicable):
£35 per person

This course can be delivered in your service (subject to terms and conditions). Please contact the Workforce Development Team if you would like further information.

Intended audience:
The course is aimed at frontline managers who work in any care setting and who will be required to assess the competency of Support Workers to administer ear, nose, eye drops and inhaled medicines. This course may provide some underpinning knowledge towards the VQ unit(s):
Support use of medication in social care settings

Participants will:
- Describe how to prepare the service user prior to the administration of drops or inhaled medicines
- Describe the anatomy of the eye, ear, nose and respiratory system
- State the correct positioning of the service user prior to the administration
- Discuss how to apply knowledge of infection control to the administration of these medications
- Explain the current ‘best practice’ of administration
- Discuss how to modify the administration to suit the service user’s individual needs

Course Duration: 4 hours

What people said about this course:
“This training was very helpful and I was able to refresh my knowledge”
“I really enjoyed this session”
Emergency First Aid at Work

Cost (where applicable):
£85 per person
This course can be delivered in your service (subject to terms and conditions). Please contact the Workforce Development Team if you would like further information.

Intended audience:
Applicable to all

Please note: This course begins promptly at 09:00 and late delegates will be turned away.
This course fully covers the requirements of the Care Certificate Standard 12.
It also provides some underpinning knowledge towards the VQ unit(s):
Level 2 Emergency First Aid Skills

Participants will:
• Be able to act safely, promptly, effectively and with confidence in any first aid emergency

Course Duration: 7 hours and 30 minutes

What people said about this course:
“The most practical First Aid training I have ever attended! Combining the trainer’s working experience, true life examples and likely situations within the workplace along with excellent training techniques made for a really good day. Thank you.”
Emergency First Aid at Work Refresher

Cost (where applicable):
£50 per person
This course can be delivered in your service (subject to terms and conditions). Please contact the Workforce Development Team if you would like further information.

Intended audience:
For those who are in the three-year qualification period. This course should only be attended if the one-day course was completed within the last 12 months (year one) or the refresher was completed within the last 12 months (year two).

Please note: This course begins promptly at 09:00 and late delegates will be turned away.

This course may provide some underpinning knowledge towards the VQ unit(s):
Level 2 Emergency First Aid Skills

Participants will:
• Be able to refresh and confirm their skills and knowledge in First Aid

Course Duration: 4 hours

What people said about this course:
“I know feel much more confident if I need to use First Aid”
“It's good to refresh…”
Epilepsy Awareness

Cost (where applicable):
£50 per person

Intended audience:
Support workers/senior support workers and others who provide support to adults with a learning disability and epilepsy.

Participants will:
• Gain an understanding of epilepsy and different types of seizures
• Have information on the safe management of a seizure
• Be able to recognise an emergency situation arising from a seizure and safely manage this
• Increase skills in observing and recording seizures
• Be able to appropriately administer emergency medication

Course Duration: 7 hours
Epilepsy Awareness Refresher

Cost (where applicable):
£35 per person

Intended audience:
This is a follow up to the one day training. It is advisable for support staff to attend this training one to two years after completing the one-day training.

Participants will:
• Have an opportunity to discuss their experiences of supporting service users who have epilepsy and/or require emergency medication
• Reflect on their understanding of epilepsy and the different types of seizures
• Demonstrate an understanding of the safe management of a seizure
• Demonstrate they can recognise and respond to emergency situations arising from a seizure
• Continue to develop skills in observing and recording of seizures
• Share best practice examples

Course Duration: 3 hours and 30 minutes
Equality & Diversity

Cost (where applicable):
£40 per person

Intended audience:
Staff working within Adult Social Care
This course may provide some of the underpinning knowledge for Care Certificate Standard 4. It may also provide some underpinning knowledge towards the VQ unit(s):

Level 2 Principles of diversity, equality and inclusion in adult social care settings

Participants will:
• Understand some of the definitions used in relation to Black Minority Ethnic, Lesbian, Gay, Bisexual, Transgender and Disability
• Recognise the value of Diversity
• Understand what the protected characteristics are that are covered by the Equality Act 2010
• Understand that Human Rights are everyone’s rights
• Realise that there are common themes in relation to clients from different groups
• Obtain an understanding of their role and responsibilities in relation to the Equality Act and Human Rights
• Obtain an understanding of good practice

Course Duration: 5 hours
Fire Safety Awareness Training (In-service)

Cost:
On application (No charge for CCC employees)

Intended audience:
Staff working in Adult Social Care

Participants will:
• Understand the importance of Fire Legislation and Fire Safety Issues
• Identify the causes of fire and good practice recommendations
• Develop an appropriate response to fire situations

For further information and to book this training, please contact:

Barbara Noack
01223 699124
barbara.noack@cambridgeshire.gov.uk
Fluids and Nutrition

Cost (where applicable):
£35 per person
This course can be delivered in your service (subject to terms and conditions). Please contact the Workforce Development Team if you would like further information.

Intended audience:
All support staff
This course fully covers the knowledge requirements of Care Certificate Standard 8.

Participants will:
- Gain a general understanding of food safety and hygiene in the preparation and handling of food
- Understand the importance of good nutrition and hydration in maintaining health and wellbeing
- Recognise signs and symptoms of poor nutrition and hydration
- Understand how to promote adequate nutrition and hydration

Course Duration: 3 hours

What people said about this course:
“The delivery of this event was excellent. Very informative and a lot of opportunity for discussion. An enjoyable morning”
“I found the assistive aids fascinating”
Food Safety Awareness

Cost (where applicable):

£35 per person

This course can be delivered in your service (subject to terms and conditions). Please contact the Workforce Development Team if you would like further information.

Intended audience:

All support staff including residential, respite, adult placement, and day services who are directly involved in food and drink preparation and cooking activities.

Participants will:

• Understand the importance of food safety
• Know of suitable food preparation methods that will ensure prevention of contamination, multiplication of bacteria and the spread of infection
• Know of the consequences and deviation of good food hygiene practices
• Understand ways in which good hygiene practices can be promoted

Course Duration: 3 hours
Health & Safety – IOSH Managing Safely (4 days)

**Cost (where applicable):**
£400.00 per person

**Intended audience:**
Managing Safely is a course for managers and supervisors in any sector and any organisation. It's designed to give managers all they need to know to help them handle health and safety issues and includes a session covering the environment.

**Participates will:**
Receive instruction in the following:
- Managing Safely
- Assessing risks
- Controlling risks
- Understanding your responsibilities
- Identifying hazards
- Investigating accidents and incidents
- Measuring performance
- Protecting our environment

On successful completion of a project based on the workplace and a written assessment delegates will receive an IOSH Certificate.

**Course Duration:** This is a four day course

**What people said about this course:**
“"A great course – triggered lots of ideas that I can use in the workplace”"
Health & Safety – IOSH Working Safely

**Cost (where applicable):**

£100.00 per person

**Intended audience:**

Employees and others who wish to be more aware of Health and Safety issues. This is an ideal course for new employees.

This course provides some of the underpinning knowledge for the Care Certificate Standard 13. It may also provide some underpinning knowledge towards the VQ unit(s):

**Level 2 Contribute to health and safety in health and social care**

**Participants will:**

Gain an awareness of health and safety issues and their responsibilities in relation to:

- Introducing working safely
- Defining hazard and risk
- Identifying common hazards
- Improving safety performance
- Protecting our environment

Delegates will receive an IOSH Certificate on successful completion of written assessment.

**Course Duration:** 7 hours
Housing Options Training

Cost (where applicable):
Free of charge

Please note: This course can be found, and places booked through, the Children’s Workforce Section of www.cambridgeshire.gov.uk/learntogether/social

Intended audience:
Social care practitioners, locality workers and FIP workers who work with families and adults that live in Cambridge City.

Participants will:
• Understand what options for housing exist using Cambridge City’s example, and what the stresses are;
• Understand what ‘homeless prevention’ is, and how we achieve it;
• Develop an awareness of how to access social and affordable housing (both Council and housing association);
• Understand the role of the Housing Officer (Cambridge City council example)
• Be aware of different types of tenancy
• Explore the typical expectations of a tenant – the Tenancy Agreement
• Be aware of other services available from housing providers

Course Duration: 3 hours
Inclusive Communication:

Communicating with People who have Profound and Multiple Learning Disabilities (PMLD)

Cost (where applicable):
£50 per person

Intended audience:
This course is aimed at everyone who comes in contact with, or works directly with people who have profound and multiple learning disabilities.

Participants will:
• Learn more about the communication needs of people with PMLD
• Develop an understanding of the stages of language development as related to adults with PMLD
• Look at how people with PMLD can use their behaviour to communicate
• Learn strategies to develop the communication of those who are non-verbal, ‘hard to reach’ or who use only a few signs or words

Course Duration: 7 hours
Inclusive Communication:
Developing and using Visual Support

Cost (where applicable):
£50 per person

Intended audience:
This course is aimed at everyone who comes in contact with, or works directly with people who have learning disabilities.

Participants will:
- Develop knowledge of the impact of Learning Disability on communication
- Identify and build on people's communication strengths
- Identify and use specific communication tools eg. signing, talking mats, visual timetables etc
- Describe the key actions needed to support people in communication
- Explore the benefits of symbols/visual communication
- Learn to develop ways in which visual prompts and symbols can be used to help understanding
- Learn ways to improve an individual's ability to make choices
- Learn to make and use simple communication aids

Course Duration: 7 hours
Inclusive Communication:

An Introduction to Communicating with Adults with Learning Disabilities

Cost (where applicable):

£50 per person

Intended audience:

This course is aimed at everyone who comes in contact with, or works directly with people who have profound and multiple learning disabilities.

This course will enable staff to improve the communication of their individuals, aid choice, develop their own skills, and provide a good communication environment for their individuals which will help facilitate their work. It will also be fun and practical.

Registered Speech and Language Therapists run all courses.

Participants will:

• Understand how communication develops, and also how it can be complex
• Understand the huge impact of a learning disability on communication
• Know how to adapt their communication to the needs of their service users
• Understand barriers to communication and find ways to overcome them using a range of simple practical tools and strategies (including some key signs)
• Understand the complexity of making real choices and how to make it easier

Course Duration: 7 hours
Infection, Prevention & Control

Cost (where applicable):
£35 per person

This course can be delivered in your service (subject to terms and conditions). Please contact the Workforce Development Team if you would like further information.

Intended audience:
Anyone working within the public sector and/or the private, voluntary and independent (PVI) sectors, that need to develop their understanding of Infection Prevention and Control and of managing the risks associated with it.

This course fully meets the knowledge requirements of Care Certificate Standard 15. It may also provide some underpinning knowledge towards the VQ unit(s):

**Level 2 The principles of infection prevention and control**

Participants will:

- Know what micro-organisms are, and the sources of transmission
- Have knowledge of the ‘Chain of Infection’ and how the chain can be broken within the working environment and by best practice
- Know about the risks, how to protect themselves, and the service users from infection
- Be able to practice safe hand washing techniques, and putting on/removal and disposal gloves and aprons safely

Course Duration: 3 hours

What people said about this course:

“Very well presented and helpful”

“Refreshed my knowledge. My confidence has now improved in this area”
Introduction to Learning Disability

**Cost (where applicable):**
£35 per person

**Intended audience:**
This course is for anyone who may encounter people with Learning Disabilities. It offers a basic knowledge of the nature and characteristics of Learning Disability, its history and how to promote communication with people affected by Learning Disability.

This course provides some of the underpinning knowledge for the Care Certificate Standard 9. It may also provide some underpinning knowledge for the VQ unit(s):

**Level 2 Understand the context of supporting individuals with learning disabilities**

**Participants will:**
- Be able to explain what is meant by the term ‘Learning Disability’ and the impact that this label could have
- Be able to give examples of the causes of Learning Disability and have an awareness of different types of Learning Disability
- Explain the types of services that have been provided over time
- Have an understanding of the communication difficulties people may face and how to adapt their communication accordingly

**Course Duration:** 3 hours and 30 minutes

“What people said about this course:
“This has been very useful training, in particular the perspective of service users”
“Very useful and thought-provoking”
An Introduction to Working with People with Profound & Complex Needs

Cost (where applicable):
£50 per person

Intended audience:
Staff who support service users with multiple and complex physical and learning disabilities.

Participants will:
• Have started to examine what life may be like for people with complex needs
• Consider the impact of sensory loss and the importance of environment
• Have knowledge of some different methods of communication
• Discuss participants’ experiences of working with this group of people and have shared knowledge and ideas
• Think about ways of promoting choice and empowerment for this group of people

Course Duration: 7 hours

What people said about this course:
“Brilliant course...very informative”
Medication Administration Record (MAR Chart) Training

Cost (where applicable):
£35 per person

This course can be delivered in your service (subject to terms and conditions). Please contact the Workforce Development Team if you would like further information.

Intended audience:
This course is aimed at staff producing and maintaining MAR Charts working in domiciliary care settings, day services, supported living services and extra-sheltered services.

This course provides some of the underpinning knowledge for the Care Certificate Standard 13. It may also provide some underpinning knowledge towards the VQ unit(s):

Support use of medication in social care settings

Participants will:
• Understand the levels of support that require a MAR Chart
• Use the Cambridgeshire Health and Social Care Organisations Medication Policy
• Be able to sign medicines in/out of the establishment safely
• Be able to produce the Medication Administration Record in practice
• Know about The Standard operating procedure for the safe production of a MAR Chart
• Know about Homely remedies and their use in care Homes

Course Duration: 3 hours
Medication Administration for Support Workers

Cost (where applicable):
£50 per person

This course can be delivered in your service (subject to terms and conditions). Please contact the Workforce Development Team if you would like further information.

Intended audience:
This course is aimed at support staff working in domiciliary care settings, day services, supported living services and extra-sheltered services.

This course provides some of the underpinning knowledge for the Care Certificate Standard 13. It may also provide some underpinning knowledge towards the VQ unit(s):

Support use of medication in social care settings

Participants will:
At the end of the course the support worker will have knowledge of:

• Where their responsibilities lie from start and finish i.e. to follow the Care Plan and ensure they are training and competent
• The medication policy including the levels of medication support
• All relevant documentation related to safe administration of medicines
• What to do if they make a mistake, can they take a verbal instruction, when, how and from whom
• The importance of hygiene, when to wear gloves and a safe no-touch technique
• Accurate administration, recording and record keeping
• Different forms, uses and routes of medication administration
• Safe disposal of medication including responsibilities

Course Duration: 7 hours

What people said about this course:
“Very good training…made me more aware and confident in this area”
“A positive day – the information went in! Many thanks”
Medication Administration Refresher for Support Workers

Cost (where applicable):
£35 per person

This course can be delivered in your service (subject to terms and conditions). Please contact the Workforce Development Team if you would like further information.

Intended audience:
Support workers who work in domiciliary care settings, day services, supported living services and extra-sheltered services who have previously attended the full-day Medication Administration for Support Workers course.

This course provides some underpinning knowledge for the VQ unit(s):
Support use of medication in social care settings

Participants will gain a refreshed knowledge of:
• Where their responsibilities lie from start and finish i.e. to follow the Care Plan and ensure they are training and competent
• The medication policy including the levels of medication support
• All relevant documentation related to safe administration of medicines
• What to do if they make a mistake, can they take a verbal instruction, when, how and from whom
• The importance of hygiene, when to wear gloves and a safe no-touch technique
• Accurate administration, recording and record keeping
• Different forms, uses and routes of medication administration
• Safe disposal of medication including responsibilities

Course Duration: 4 hours
Medication Management for Frontline Managers (2 days)

Cost (where applicable):
£100 per person
This course can be delivered in your service (subject to terms and conditions). Please contact the Workforce Development Team if you would like further information.

Intended audience:
The course is aimed at Frontline Managers who work in social care settings. It covers the knowledge and skills needed to ensure the safe administration of medication and to undertake a medication competency assessment.

This course provides some underpinning knowledge for the VQ unit(s):
Support use of medication in social care settings

Participants will:
• Use the Cambridgeshire Health and Social Care Organisations Medication Policy, to underpin all assistance with medication
• Identify the different levels of support with medication, as described in the Medication Policy
• Assess medication risks using the Medication Risk Assessment Protocol
• Be able to use the Medication Administration Record in practice
• Identify the responsibilities of the line manager and the care worker, related to the safe administration of medication
• Use an effective method of assessment for medication administration competency using the Medication Competency Framework
• Name who to contact in cases where the practical administration of medication is not adequate

Course Duration: 2 days

What people said about this course:
“This has been the best medication training I have had ever! Good trainer with lots of experience and knowledge”
“This has built up my confidence in this area and has covered what gaps I had in my knowledge. I found the trainer to be very approachable. Thank you.”
Medication Management Refresher for Frontline Managers

Cost (where applicable):
£50 per person
This course can be delivered in your service (subject to terms and conditions). Please contact the Workforce Development Team if you would like further information.

Intended audience:
This course is designed as a refresher to provide Frontline Managers with up to date information related to Medication Management in Cambridgeshire.

Participants will:
- Use the Cambridgeshire Health and Social Care Organisations Medication Policy, to underpin all assistance with medication
- Identify the different LEVELS of SUPPORT with medication, as described in the Medication Policy.
- Assess medication risks using the Medication Risk Assessment Protocol
- Be able to use the Medication Administration Record in practice.
- Identify the responsibilities of the line manager and the care worker, related to the safe administration of medication
- Use an effective method of assessment for medication administration competency using the Medication Competency Framework
- Name who to contact in cases where the practical administration of medication is not adequate

Course Duration: 8 hours
Medication Administration for those working in Care Homes

Cost (where applicable):
£50 per person

This course can be delivered in your service (subject to terms and conditions). Please contact the Workforce Development Team if you would like further information.

Intended audience:
Support staff working in Residential Care services.

This course provides underpinning knowledge for the Care Certificate Standard 13. It may also provide some underpinning knowledge for the VQ unit(s):

Support use of medication in social care settings

Participants will:
- Learn safe procedures for ordering, checking and storing medication
- Learn about accurate recording and record keeping
- Understand the legislation framework and how it fits into medication management
- Understand problem-solving in medication
- Learn about the medication competency framework

Also have a raised awareness of the importance of:
- Safe administration of medication
- Doses, dose timings and instructions for use
- Good hand hygiene
- Basic knowledge of medication use and common side-effects
- Routes of medication administration
- Different forms
- What medicines are used for what illness

Course Duration: 7 hours

What people said about this course:
“Really good delivery. New learning and reinforcing good practice. Excellent study session – thank you!”

“Good information – I certainly learned some things I wasn't aware of that I can take back to the workplace”
Moving and Handling (Inanimate Objects)

Cost:
On application (No charge for CCC employees)

Intended audience:
Staff working in Adult Social Care who are not required to assist people to move

Manual handling covers any form of lifting, pushing, pulling or carrying loads, by hand or using bodily force. Handling loads using incorrect techniques can cause strains – particularly back strain – fractures, cuts and other injuries. These can mean lost working days, and in severe cases even permanent disablement.

Participants will:
- Learn how to avoid manual handling where there is a risk of injury, wherever reasonably practicable
- Learn how to assess all manual handling operations
- Learn how to record all relevant assessments and review the assessments regularly
- Understand the importance of providing adequate information, instruction and training for staff.

Course Duration: 1 hour and 30 minutes

For further information and to book this training, please contact:
Health.andSafetyTeam@cambridgeshire.gov.uk
Supporting People with their Oral Hygiene

Cost (where applicable):
£35 per person

Intended audience:
All Social Care staff who support people with their oral hygiene.

Participants will:
• Understand basic techniques and routines of supporting people with their oral hygiene
• Understand the difficulties individuals can experience when having their teeth cleaned and learn techniques to support them
• Develop skills and techniques to encourage people to clean their own teeth
• Understand the role diet plays in oral hygiene

Course Duration: 3 hours
Outcome Focused Support Planning for the PVI sector and in-house services

Cost (where applicable):
£50 per person

Intended audience:
This course is designed for support staff working in the Private, Voluntary & Independent (PVI) sector and in Cambridgeshire County Councils in-house services who support service users and carers with care and support planning. It is also suitable for managers of community based support teams in the PVI sector.

This course is not for employees of Cambridgeshire County Council or the Cambridge & Peterborough Foundation Trust who work in a Social Worker or Adult Support Coordinator role. A separate course is available to those staff.

Course Aims:
The course aims to provide delegates with the skills and knowledge to undertake outcome focused support planning with service users and carers.

It will provide clarity around what an outcome is and cover the need to consider prevention, developmental outcomes and progression towards greater independence within the care and support planning process.

The course also covers the legislative background to care and support planning and introduces delegates to the use of a variety of tools for effective outcome focused support planning.

Using an outcome focused approach can lead to service users and carers having an improved quality of life and it ensures staff will be working in line with the outcome focused, strengths based approach and preventative themes captured within the Care Act 2014.

Participants will:
• Gain an understanding of the legislative background to support planning
• Gain an understanding of what an outcome is
• Gain an understanding of how to undertake outcome focused support planning with service users and carers.

What people said about this course:
“Excellent course, very thought provoking. Made me refocus my and my company’s thinking on outcome focused support planning”

“Great course and very useful. We’ll use at our work when devising outcomes”
Oxygen Awareness

Cost (where applicable):
£50 per person (full day for Frontline Managers)
£35 per person (half day)

Intended audience:
All healthcare workers, support workers, frontline managers, care managers, district nurses and all interested health professionals workers who support service users in their own homes and in residential homes.
This course may provide some of the underpinning knowledge for the Care Certificate Standard 13.

Participants will:
• Have a knowledge of common respiratory diseases
• Have a raised awareness of oxygen used in the home environment, including health and safety
• Have an overview of the basic oxygen modalities (oxygen delivery devices)
• Know how to support the service user in relation to relaxation, breathing, comfort, positioning, pacing and planning

Frontline managers are required to attend the whole day (15.30) to receive further guidance on how to assess Oxygen competence.

Course Duration: 6 hours and 30 minutes or 4 hours and 15 minutes

What people said about this course:
“Very clear, good information”
“Training course well presented and very interactive”
PEG Awareness

Cost (where applicable):
£35 per person

Intended audience:
This course is designed for frontline managers or those who have responsibility for assessing the competency of their staff who administer medication via an enteral feeding tube.

This training is provided through partnership working between Nutricia, Cambridgeshire Community Service NHS Trust and Cambridgeshire County Council.

(Support Workers requiring Level 3 specialist enteral feeding training should contact their Manager, in the first instance, who will contact Nutricia direct to arrange this.)

This course may provide some underpinning knowledge for the VQ unit(s):

Level 3 Prepare for and carry out extended feeding techniques

Participants will:
- Know of relevant basic anatomy and physiology
- Gain a broad appreciation of the reason for home enteral feeding
- Gain awareness of the need for specialist training and where to find it
- Gain awareness of the issues involved with medicines
- Know of the competencies required when administering medicines to people with home enteral feeding

Course Duration: 6 hours

What people said about this course:
“I have enjoyed this course and learned a lot today. Thank you!”
“Comfortable pace. All knowledgeable, approachable trainers”
Personal Safety and Conflict Management

Cost (where applicable):
£35 per person

Intended audience:
Staff that work in Children and Young People’s services and Adult Social Care for whom there is a heightened risk to their personal safety (e.g. lone workers, reception staff, those undertaking home visits or meetings with Service Users)

This course may provide some of the underpinning knowledge for the Care Certificate Standards 13. It may also provide some underpinning knowledge towards the VQ unit(s):

Level 2 Contribute to health and safety in health and social care

Participants will:
• Gain an increased awareness of the importance of your personal safety at work
• Receive guidance on reducing and controlling the Personal Safety risks
• Learn practical strategies to avoid or manage situations that may threaten your personal safety at work

Course Duration: 3 hours
Person-Centred Care

Cost (where applicable):

£35 per person

This course can be delivered in your service (subject to terms and conditions). Please contact the Workforce Development Team if you would like further information.

Intended audience:
Support staff in any settings

Participants will:

• Consider the Social Care Values and Principles that relate to Person-Centred Care
• Understand how to put Person Centred Values into practice in day to day work
• Discuss the Standards and Code of Conduct and Practice that relates to Person-Centred Care
• Gain an understanding of the The 6 C’s – Care, Compassion, Competence, Communication, Courage and Commitment
• Understand the importance of finding out the History, Preferences, Wishes and Needs of an individual
• Consider the importance of ensuring the changing needs of an individual are reflected in their Care and/or Support Plan

Course Duration: 3 hours
Pressure Ulcer Prevention

Cost (where applicable):
£35 per person
This course can be delivered in your service (subject to terms and conditions). Please contact the Workforce Development Team if you would like further information.

Intended audience:
Support staff in any settings

Participants will:
- Learn about the skin and its function
- Understand what a pressure ulcer is and who might be most at risk
- Explore some of the possible causes of pressure ulcers
- Understand how to recognise the potential development of a pressure ulcer and how pressure ulcers are graded
- Understand the sites that may be most at risk
- Learn how to prevent the development of a pressure ulcer
- Know when, how and to whom to report concerns

Course Duration: 3 hours and 30 minutes
Prevent – recognising and responding to radicalisation (WRAP3)

Cost (where applicable):
Free of charge

Please note: This course can be found, and places booked through, the Children's Workforce Section of www.cambridgeshire.gov.uk/learntogether/social

Intended audience:
This course is aimed at Social Workers, other front line staff working directly with adults and children who may be at risk to radicalisation and elected members. Staff in schools and early years settings should access the appropriate training through Education Child Protection Services and Early Years Workforce team.

Please note: staff can also undertake the eLearning programme outlined on the next page, there is no requirement to do both

Participants will:
• Understand Prevent's aims around protection of vulnerable individuals
• Be aware of the national and local context regarding terrorism
• Understand what can make people vulnerable to radicalisation
• Understand the processes used to radicalise an individual
• Be aware of local processes and referral pathways to Channel

Course duration: 2 hours
Prevent – recognising and responding to radicalisation (remote learning option)

Cost (where applicable):
Free of charge

Intended audience:
This course is aimed at Social Workers, other front line staff working directly with adults and children who may be at risk to radicalisation, elected members, partners/contractors and commissioned providers.

Learning pathways:
Prevent – Channel Awareness training. This is an eLearning package which should take no longer than 30 minutes to complete.

Local picture and process – remote 1 hour CMeX workshop and information booklet

There are two ways of accessing the elearning package:

• For staff with a County Council email address:
  set up an account at http://lgss.learningpool.com/ or log into your existing account
  Once logged in go to course families/essential training and scroll down to Equality and Diversity. You can then click on Prevent – Channel Awareness Training. Once you complete the training, please print your certificate for your own records.

• For those without a County Council email address:
  the course can also be accessed via the following link, again please print a certificate for your own records.
  http://course.ncalt.com/Channel_General_Awareness/01/index.html

The remote access CMeX session will be run by the Workforce Development team and a place must be booked via the Learn Together Cambridgeshire Website
www.cambridgeshire.gov.uk/learntogether/social
Providing Personal Care with Dignity

Cost (where applicable):
£50 per person

This course can be delivered in your service (subject to terms and conditions). Please contact the Workforce Development Team if you would like further information.

Intended audience:
All social care support workers who work with adults in a domiciliary care or residential care home setting.

This course provides some underpinning knowledge for Care Certificate It may also provide some underpinning knowledge towards the VQ unit(s):

Level 2 Support individuals to meet personal care needs

Participants will:
- Understand their responsibilities as a social care worker when assisting with practical skills
- Understand the health and social care values and what privacy and dignity means in practice
- Understand how to support your service user in a person centred way
- Understand how to communicate effectively
- Know a range of practical skills

Course Duration: 6 hours and 30 minutes

What people said about this course:
“I really enjoyed this course – nice and relaxed”
Risk Assessor

Cost (where applicable):
£35 per person

Intended audience:
Line managers, supervisors, and safety representatives with responsibility for carrying out risk assessments.

Risk assessments are central to health and safety management. They are an important step in protecting your workers and your workplace, as well as complying with the law. It helps you focus on the risks that really matter in your workplace – the ones with the potential to cause harm. In many instances, straightforward measures can control risks. For most, that means simple, cheap and effective measures to ensure your workforce is protected. The law does not expect you to eliminate all risk, but you are required to protect people as far as is “reasonably practicable”.

Participants will:
• Explain why we carry out risk assessments
• Describe what should be risk assessed
• Identify when to risk assess, including when to review
• Carry out risk assessments, including
  – Hazard spotting
  – Identifying what we already do to manage this
  – Rating risk
  – Identifying further control measures
  – Setting timescales for action

Course Duration: 3 hours

What people said about this course:
“This course has given me a greater understanding of how to rate a risk”
“Very useful – the trainer was really good at explaining things”
Sensory Awareness

Cost (where applicable):
Free of charge

Intended audience:
Staff who come into contact with people with sensory impairments.

Participants will:
• Understand the implications of loss/reduction of the senses
• Gain a basic introduction to eye and ear anatomy
• Understand the main causes of vision loss and hearing loss and the implications for visual/hearing functioning
• Understand basic positive interventions
• Gain an understanding of different approaches in different cultures

Dates:
By arrangement

For further information please contact Helena Melbourne, Senior Rehab Therapist, PD & SS Teams by telephone on 01480 373250 or email Helena.melbourne@cambridgeshire.gov.uk
Strengths Based Approaches and Conversations for the PVI sector and in-house services

Cost (where applicable):
£50 per person

Intended audience:
This course is designed for support staff working in the Private, Voluntary & Independent (PVI) sector and in Cambridgeshire County Councils in-house services who support service users and carers.

This course is not for employees of Cambridgeshire County Council or the Cambridge & Peterborough Foundation Trust who work in a Social Worker or Adult Support Coordinator role. A separate course is available to those staff.

Course Aims:
This course aims to provide delegates with the skills and knowledge to work with service users and carers using a strengths based approach. They will be able to support people to utilize their own strengths such as personal resilience, and enable them to tap into the strengths offered by their circle of support and their local community.

The course provides some theory on strength based approaches and conversations and how they can be applied within daily working practice and it will introduce delegates to a number of tools that can be used in practice.

This approach can lead to service users and carers having an improved quality of life and it ensures staff will be working in line with the strengths based approach and preventative themes captured within the Care Act 2014.

Participants will:
- Gain a basic understanding of the theory of Strengths Based Approaches
- Understand the drivers for transformation
- Be able to identify different types of Strengths and Assets
- Understand how to undertake and deliver a Strengths Based Approach within assessments and support planning

What people said about this course:
“A great course. I will recommend it to my colleagues”
“Well facilitated, lots of group discussion and very interactive”
“I’ll definitely use what I have learnt today and it will also help with my on-site supervisors’ role”
Supporting Service Users to Eat & Drink Safely

Cost (where applicable):
£50 per person

Intended audience:
Staff who support service users that experience difficulty with eating/drinking (swallowing)

This course may provide some of the underpinning knowledge for the Care Certificate. It may also provide some underpinning knowledge towards the VQ unit(s):

Level 2 Support individuals to eat and drink

Participants will:
• Learn how make eating and drinking as safe and pleasant as possible
• Identify ways of supporting service users who have difficulty with seating and using cutlery at meal times
• Recognise the signs that may mean a service user is at risk of swallowing food/drink down the wrong way (aspiration)

Course Duration: 1 day

What people said about this course:
“It was great to have a variety of trainers all together. The group discussions were very valuable. Thank you”
“Great delivery. Found out a lot and now have some good ideas”
Welfare Benefits – Benefits for Older People Living in the Community

Cost (where applicable):
£50 per person

Intended audience:
Staff working with older people, carers and relatives. The course is suitable for those with limited benefit knowledge, or as a refresher.

Participants will:
• Recognise the importance of benefits for this client group
• Understand the basic rules of relevant benefits
• Understand the interaction of different benefits
• Understand how means-tested benefits are calculated and how disability benefits are assessed

Course Duration: 7 hours

What people said about this course:
“Very interesting…lots of useful information that I can take back to use with my clients”
“Excellent training – very easy to pick up all the details”
Welfare Benefits – Disability & Sickness

Cost (where applicable):
£50 per person

Intended audience:
Staff working with disabled adults, carers and families. The course is suitable for those with limited benefit knowledge, or as a refresher

Participants will:
• Receive an overview of the benefit system for people of working age who have a long-term disability or are unable to work because of sickness or disability
• Help you spot potential entitlement and have an understanding of how benefits are assessed
• Look at Employment Support Allowance and Personal Independence Payments
• Recognise the importance of benefits for this client group
• Understand the basic rules of relevant benefits
• Understand the interaction of different benefits
• Understand how means-tested benefits are calculated

Course Duration: 7 hours

What people said about this course:
“Trainer very knowledgeable and enthusiastic – made the subject matter more interesting and the training more enjoyable”
“Thank you – a very useful and informative course”
“Excellent training”
Welfare Benefits – Universal Credit

Cost (where applicable):
£35 per person

Intended audience:
Staff working with people of Working Age. This is one of the significant changes brought in by the Welfare Reform Act. This benefit will replace seven means-tested benefits and will affect people who are in or out of work, have children and/or rent or housing costs.

Participants will:
• Receive an overview of how Universal Credit will be calculated and the conditions of entitlement.
• To be aware of when Universal Credit will need to be claimed
• Understand the conditions of Universal Credit
• Know how Universal Credit is calculated
• Understand how the Benefit Cap will be applied

Course Duration: 3 hours and 30 minutes

What people said about this course:
“Outstanding trainer – very engaging and knowledgeable”
“A well presented course…lots of good examples”
PROACT-SCIPr-UK® Centre, Training and Support

PROACT-SCIPr-UK® provides a person-centred, whole service approach to working with people who may use behaviour seen by others as challenging. It supports positive behaviour and meeting individual need thereby lessening the need to use behaviour that may be considered challenging. Skills are developed to recognise early warning signs, actively avoid difficult situations and create reactive plans to better manage times of crisis.

Cambridgeshire County Council is a licenced PROACT-SCIPr-UK® Centre of Loddon Training and Consultancy. The approach is accredited by the British Institute of Learning Disabilities and conforms with the “BILD Code of Practice for minimising physical interventions: planning, developing and delivering training”. This training is a team approach which requires full management support.

N.B. Please see managers’ note below

Aims

• To improve the quality of life for the individual by providing staff with the necessary skills and information to provide a therapeutic environment
• To increase the competence and confidence of all those who manage crisis situations
• To develop a proactive approach to the management of a crisis

Courses Offered:

Introductory: A one day course for all staff which provides an overview of the principles and practices central to the PROACT-SCIPr-UK® approach

Foundation: A one day course for all staff which follows on from the Introductory and is applicable to those that need a working knowledge and skills to work appropriately and safely where there are behaviours or concern

Advisor training: A three-day course for those who have the relevant experience to support the service Instructor with implementation of the approach within a service

PROACT-SCIPr-UK® Instructor: A four day course, requiring an additional assessment day after six months and is for those who have the relevant knowledge, experience and/or qualifications to become trainers of the approach within their own service in Cambridgeshire.

Refresher training: A one-day course, required annually for all courses listed above

Induction and Specific Training: Organised as required

Managers’ Note:

Prior to staff being booked on a PROACT-SCIPr-UK® course, managers will need to sign an agreement with the Cambridgeshire PROACT-SCIPr-UK® Management Board. This details the commitment of both parties to ensure successful implementation of the PROACT-SCIPr-UK® approach.
PROACT-SCIPr-UK® Introductory (1 day)

Cost: £60 per person

Participants will:
- Understand the philosophy of the PROACT-SCIPr-UK® approach
- Explore the impact of values and behaviour on the way we work
- Demonstrate an understanding of behaviour and the link between this and unmet needs
- Consider health and safety when working with people who may challenge
- Understand the importance of record keeping with regard to the legal context of working with people who may challenge
- Understand proactive interventions based on positive behaviour support and a ‘whole person approach’
- Recognise, through an understanding of crisis escalation, how to use calming and redirection techniques in active interventions
- Consider effects of working in challenging environments and importance of debriefing
- Demonstrate competency in Proactive Working Practices (assessed on the day)

Foundation & PI Assessment (1 day)

Cost: £60 per person

Participants will:
- Have completed Introductory one day course
- Use principles of reflection to consider society values on social practices
- Develop understanding of the function of behaviour to determine unmet needs
- Explore health and safety risks to self and others when working in challenging environments
- Understand current legislation in respect of restrictive practices, risk assessment and record keeping
- Develop proactive interventions using positive behaviour support and a ‘whole person approach’
- Develop a graded management response to crisis escalation and active interventions, incorporating calming and redirection techniques
- Understand the necessity of reactive interventions to respond to times of crisis, including the use of physical interventions when necessary
- Understand the effect of stress and working in crisis situations and develop ways of managing this
- Demonstrate competency in physical interventions (assessed on the day)
- Successfully complete a written assessment of the Introductory and Foundation training days

Note: Physical interventions will only be taught when a multi-disciplinary risk assessment of their use has taken place
PROACT-SCIPr-UK® Refresher Training for Introductory and Foundation level

Cost: £60 per person

Course Content:
This course will be taken from the PROACT-SCIPr-UK® Curriculum and is a refresher of basic training and physical interventions where used. It provides updates and develops understanding of using the approach. A whole service Refresher training can be arranged by contacting the Administrators.

PROACT-SCIPr-UK® Advisor Training (3 days)

Cost: £200 per person (includes attendance at following years quarterly standardisation sessions)

Intended audience:
Those appointed to play a lead role supporting PROACT-SCIPr-UK® Instructors and implementation of the approach in their service.

Note: An Advisor is recommended in each service as per the PROACT-SCIPr-UK® Agreement.

Participants will:
• Consider the philosophy and principles of SCIP in relation to the Advisor Role
• Promote Health and Safety awareness and legal implications
• Develop confidence in fulfilling the Advisor role in their service
• Practice and complete competency assessments in physical interventions that could be used within Cambridgeshire services
• Support staff in working proactively and actively
• Understand psychological reactions of working in crisis situations and how to support colleagues in this
• Complete written assessments of using the PROACT-SCIPr-UK® Approach
• Promote staff consistency in responding to service user needs and maintaining good records
• Know where to get further training and support to fulfil the role
**PROACT-SCIPr-UK® Advisor Refresher**

**Cost:** £100 per person (includes attendance at following year’s quarterly standardisation sessions)

**Course Content:**
This course will be taken from the PROACT-SCIPr-UK® Advisor Curriculum and is a refresher of basic training and physical interventions. It provides updates and develops understanding of supporting staff using the approach.

**PROACT-SCIPr-UK® Induction/Whole Service Specific Training**

**Cost:** Dependent on number of delegates and duration of training
This is based around the needs of an individual service user or staff team.
Dates and locations are to be agreed with services as appropriate.

**PROACT-SCIPr-UK® Instructor Training**

*(4 days + 1 day assessment)*

**Cost:** £800 per person + £200 Training Materials and attendance at following years quarterly standardisation sessions

**Intended audience:**
This is a certificated course for those who have the relevant knowledge, experience and/or qualifications to train the approach within their own service in Cambridgeshire.

**Note:** An Instructor is required in each service as per the PROACT-SCIPr-UK® Agreement.

**Pre-requisite Knowledge/Skills/Experience:**
- Successfully completed the application and selection process
- Hold or agree to work towards a nationally recognized teaching qualification e.g. Level 3 Award in Education and Training (formerly PTLLS).
- Hold nationally recognised qualification(s) that demonstrate occupational competence or be working towards achieving this at Level 3 or above.
- Have at least 2 years’ experience in supporting individuals that challenge in a hands on role.
- Have completed the PROACT-SCIPr-UK® Introductory & Foundation Course or a PROACT-SCIPr-UK® Refresher Course within the preceding 12 months in accordance with the PROACT-SCIPr-UK® core curriculum
- Have a detailed knowledge of the people you support and the administrative processes in place when supporting with behaviours of concern.
- Are fit to participate in the physical aspects of the course by the completion of a medical declaration form, and where you have any pre-existing conditions a risk assessment is attached.
Participants will:

- Be able to attend all four days of the course, plus one assessment day within six months
- Fulfil the assessment criteria when demonstrating physical intervention.
- Be able to undertake assessments that are valid, sufficient, authentic and reliable.
- Demonstrate knowledge of the importance of adapting a practice leadership model for the successful implementation of PROACT-SCIPr-UK®.
- Contribute to and implement organisational support strategies.
- Undertake organisational risk assessment in relation to PROACT-SCIPr-UK®.
- Be able to inform others of the process of risk assessment in PROACT-SCIPr-UK®.
- Be able to contribute to the process of ‘best interest’ decision making in relation to PROACT-SCIPr-UK®.
- Be able to describe the current requirements for the implementation of safe services within their sector
- Implement monitoring process and systems for the implementation of PROACT-SCIPr-UK®
- Be able to implement quality audit processes and respond to audit findings within the context of PROACT-SCIPr-UK®.
- Be able to contribute to the development of a strategy for the implementation of PROACT-SCIPr-UK® in their organisation.

Assessment Method:

Exam, Presentations, Physical Intervention Assessment, Group work, Quiz, Assignments, Portfolio, Session Plans, Reflective Diary.

PROACT-SCIPr-UK® Instructor Recertification Training (1 day)

(This is an annual requirement)

Cost: £200 per person (includes attendance at following year’s standardisation sessions) plus £200 for Refresher training materials

Course Content:

This course will be taken from the PROACT-SCIPr-UK® Instructor Certification Programme and is a reassessment and recertification of training and physical interventions. It provides updates and develops knowledge and skills of training the PROACT-SCIPr-UK® approach and supporting staff in their services.
Courses for Adult Support Coordinators, Social Workers & Senior Social Workers

The following courses are aimed at Cambridgeshire County Council, CCS and CPFT practitioner staff in the Adult Support Coordinator, Social Worker and Senior Social Worker roles. These courses can also be accessed by CCC, CCS and CPFT team managers. Some of these courses are viewed as core training for certain roles. Please see the table below to identify which courses are viewed as core for your role.

<table>
<thead>
<tr>
<th>Course title</th>
<th>Adult Support Coordinator</th>
<th>Social Workers</th>
<th>Senior Social Workers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transforming Lives: Attachment-based systemic practice in adult social care</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Care Act: Analysis &amp; Assessment</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Care Act: Carers assessments, support planning and reviews</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Transforming Lives: Crisis resolution</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Transforming Lives and Strength Based Conversations in adult social care</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Transforming Lives: Outcome Focused Support Planning</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Care Act: Direct Payments</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Transforming Lives: Complex Conversations</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>
Transforming Lives: Attachment-Based, Systemic Practice in Adult Social Care

Cost:
Free of charge

Intended audience:
This course is for social care practitioners working within Cambridgeshire County Council, CCS & CPFT. This course is also appropriate for CCC team managers who oversee practice at a team and individual level. It is an optional course for CCC Adult Support Coordinators and viewed as core training for CCC social workers and CCC senior social workers.

Course aims:
This two-day course will provide participants with an introduction to Attachment theory and systemic practice. There is a focus on understanding the different attachment based behavioural strategies that people use and how attachment and systems based thinking can be used in holistic, strengths based practice.

Participants will have the opportunity to engage in activities based on both fictional scenarios and on their own casework.

There is a two-week break between day one and day two of the course. This is to allow participants the time to reflect on the learning from day one and to then apply it in practice to some of their casework prior to attending day two.

Disclaimer: Please be aware that the content of the course may cause delegates to reflect on their own personal relationships and the attachment strategies that they use in their lives.

Participants will:
- Understand and apply key concepts of developmental attachment theory to their practice
- Purposefully adapt their practice based on an understanding of a person's individual attachment behavioural strategies
- Work with an understanding of the two-speed brain and the five different memory systems
- Apply attachment and systems based thinking in holistic based practice

What people said about this course:
“Training was clear, engaging and informative. Interesting and enjoyable.”
Care Act: Assessment and Analysis

Cost:
Free of charge

Intended audience:
This course is for social care practitioners from Cambridgeshire County Council, CCS and CPFT who work in a practitioner, Social Worker, Senior Social Worker or Adult Support Coordinator role and who complete adult social care assessments (ASC 4) with service users and carers.
This course is also appropriate for CCC team managers who oversee practice at a team and individual level. It is an optional course for CCC Adult Support Coordinators and viewed as core training for CCC social workers and CCC senior social workers.

Course Aims:
The course aims to provide delegates with an understanding of how to undertake personalised, analytical assessments with service users and covers the use of analysis, evidence informed decision making, critical thinking and reflection within the assessment process.
The day will include a focus on completing the assessment form, practical exercises and use of the relevant CCC documentation.

Participants will:
• Gain an understanding of how to complete the different sections of the adult assessment form
• Gain an understanding of the eligibility criteria and how to apply it in practice
• Gain an understanding of analysis, evidence informed decision making, critical thinking and reflection within the assessment process.
• Gain an understanding of how to undertake personalised, analytical assessments with service users.

What people said about this course:
“I feel the training was beneficial in enabling me to consider other ways of working and approaches to use when analysing within assessments, and considering alternative resources available within the community”
Care Act: Carers Assessments, Support Planning & Reviews

Cost:
Free of charge

Intended audience:
This course is for Cambridgeshire County Council and CPFT employees in the Adult Support Coordinator, Social Worker and Senior Social Worker role who will be completing carers assessments, carers support plans and carers reviews.

This course is also appropriate for CCC team managers who oversee practice at a team and individual level.

It is viewed as core training for CCC Adult Support Coordinators, Social Workers and Senior Social Workers.

This course can also be accessed by organisations that complete carers assessments as a delegated function for Cambridgeshire County Council or CPFT (Carers Trust Cambridgeshire, Making Space & the Alzheimer’s Society)

Course Aims:
The course aims to provide delegates with an overview of the approach to working with carers in line with the principles of the Care Act 2014 and the Transforming Lives service delivery model.

The course includes a section on completing the ASC6 carers assessment, a brief section on support planning and a section on how to complete the ASC32 carers review forms. The course also informs delegates about the support, funding and services a carer can access.

Participants will:
- Gain an understanding of how the Care Act 2014 and Transforming Lives relate to working with carers
- Gain an understanding of how to complete a carers assessment & support plan
- Gain an understanding of what funding, services and support can be accessed by carers
- Gain an understanding of how to complete a carers review

What people said about this course:
“The discussions that were had during the training course allowed me to rethink how I complete carers assessments and how I approach them. Very well delivered and run. Thank you”
Transforming Lives: Crisis resolution

Cost:
Free of charge

Intended audience:
This course is for social care practitioners working within Cambridgeshire County Council, CCS & CPFT. This course is also appropriate for CCC team managers who oversee practice at a team and individual level. This course is viewed as core training for CCC Adult Support Coordinators, CCC social workers and CCC senior social workers.

Course Aims:
The course aims to provide delegates with a basic understanding of crisis theory. They will learn about the different stages and different dimensions of a crisis and how they can impact on different people’s lives.

The course also aims to provide delegates with an understanding of the skills required to undertake crisis intervention and tier-two work under the Transforming Lives service delivery model and how to integrate the theory into their day-to-day practice.

Participants will:
• Gain basic knowledge about crisis theory and how to apply it in practice
• Understand the different dimensions and stages of a crisis
• Gain knowledge of the different skills that practitioners require for effective crisis intervention and tier-two interventions
• Understand how to apply crisis theory in day-to-day practice

What people said about this course:
“The interactive nature of the course made the message more memorable and made me feel more confident”
“I am more confident and able to have challenging discussions because I know that by asking open questions I can breakdown barriers and get all parties to move towards an agreed solution”
“Easy to understand and put into practice”
Transforming Lives and Strengths Based Conversations in Adult Social Care Practice

Cost
Free of charge

Intended audience
This course is for Adult Support Coordinators, Social Workers and other practitioners within the Council and its partner organisations (CCS & CPFT) who interact with service users as part of their role.
This course is also appropriate for CCC team managers who oversee practice at a team and individual level.
This course is viewed as core training for CCC Adult Support Coordinators, CCC social workers and CCC senior social workers.

Course aims:
The course will provide training for practitioners on how to work with service users in line with the new social work model being introduced under the Transforming Lives project, with the focus being on using a strength based approach to working with people and having strength based conversations.
The course provides the context for change, some theory on strength based approaches and conversations and how they can be applied within our working practice.

Participants will:
• Gain a basic understanding of the theory of Strengths Based Approaches
• Understand the drivers for transformation
• Be able to identify different types of Strengths and Assets
• Understand how to undertake and deliver a Strengths Based Approach within assessments and support planning

What people said about this course:
“A very upbeat delivery. Varied and hugely interesting”
“I really really enjoyed this workshop”
“Excellent day, really useful. Thank you”
Transforming Lives: Strengths-Based Conversations Part 2

Cost
Free of charge

Intended audience:
This exciting new course is for Adult Support Co-ordinators, social workers, senior social workers and other practitioners employed by Cambridgeshire County Council and CPFT.

Course aims:
The day builds on previous learning from strength-based conversations part one. It will provide delegates with an experiential learning opportunity to further develop their knowledge and skills in relation to conducting strengths-based conversations with service users and carers.
Please be aware this course will be offered for a limited period only and demand is expected to be high.

Participants will:
• Develop their knowledge relating to strengths-based approaches
• Develop their social care practice in relation to undertaking strengths-based conversations
• Be proficient in undertaking strength-based conversations in their day-to-day practice

What people said about this course:
“(It) was incredibly valuable as it enables all to reflect upon their practice styles.”

“Very relevant to my role and has been beneficial to me.”

“I feel more comfortable highlighting the strengths and resilience of the people I come into contact with especially when they do not recognise these aspects of themselves.”
Transforming Lives: Outcome Focused Support Planning

Cost
Free of charge

Intended audience:
This course is for social care practitioners from Cambridgeshire County Council and its partner organisations who work in a practitioner, Adult Support Coordinator, Social Worker, or Senior Social Worker role and who support service users and carers with care and support planning.

This course is also appropriate for CCC team managers who oversee practice at a team and individual level. This course is viewed as core training for CCC Adult Support Coordinators, CCC social workers and CCC senior social workers.

Course Aims:
The course aims to provide delegates with an understanding of how to undertake outcome focused support planning. It includes the legislative background to current care and support planning, clarity around what an outcome is and the need to consider prevention, developmental outcomes and progression towards greater independence within the support planning process.

The day will include practical exercises and use of the relevant CCC documentation.

Participants will:
• Gain an understanding of the legislative background to support planning
• Gain an understanding of what an outcome is
• Gain an understanding of how to undertake outcome focused support planning with service users and carers.

What people said about this course:
“I found the learning around support planning and outcomes very useful and it will help me with the assessment and support planning throughout my daily practice”

“Brilliant, will use it in my practice on a daily basis. Made me reflect on my own practice even more”

“I do feel it is essential to have this training. It helps practice so much”
Care Act: Direct Payments

Cost
Free of charge

Intended audience
This course is for Adult Support Coordinators, Social Workers, Senior Social Workers and other practitioners within the Council, CCS and CPFT who provide information about Direct Payments and/or who assist service users to set up Direct Payments as part of their role.

This course is also appropriate for CCC team managers who oversee practice at a team and individual level.

This course is viewed as core training for CCC Adult Support Coordinators, CCC social workers and CCC senior social workers.

Course Aims
The course aims to provide delegates with an understanding of what a direct payment is and what it can be used for. The course also covers how direct payments are set up and monitored and has a section on support planning in relation to direct payments. The day will include practical exercises and use of the relevant CCC documentation.

The course includes guest speakers from Penderels Trust, the Councils Direct Payment Support Service provider and there is Q&A session incorporated into the day.

Participants will:
• Gain an understanding of what a direct payment can and cannot be used for
• Gain an understanding of who can receive a direct payment
• Gain an understanding of the process of implementing a direct payment
• Gain an understanding of the role of the Direct Payment Monitoring officer
• Be able to advise people about what support is available
Transforming Lives: Complex Conversations

Cost
Free of charge

Intended audience:
This course is for social care practitioners from Cambridgeshire County Council and its partner organisations who work in a practitioner, Adult Support Coordinator, Social Worker, or Senior Social Worker role and who experience complex conversations.
This course is also appropriate for CCC team managers who oversee practice at a team and individual level.
This course is viewed as core training for CCC Adult Support Coordinators, CCC social workers and CCC senior social workers.

Course Aims:
It's recognised that social care practitioners can encounter complex conversations about a range of things in their day-to-day practice with service users and carers.
This course aims to provide delegates with an understanding of how to approach these types of conversations and aims to provide them with the skills to be able to manage them in day-to-day practice.
The course identifies the different types of complex and difficult to manage conversations that social care practitioners encounter, breaks down the elements of conversations and includes practical exercises to support skill development.

Participants will:
- Gain an understanding of what a complex conversation is
- Gain an understanding of the elements of a conversation
- Gain an understanding of how to approach complex conversations
- Be proficient in managing complex conversations in day-to-day practice
Social Work Learning and Professional Development

A career in Social Work is challenging yet rewarding. You might work in a variety of specialisms and with diverse needs, in statutory settings, or charities and non-profit organisations. It is important that before you start applying you do some research to get a better understanding of what social work is; a good place to start is the British Association of Social Workers website – [www.basw.co.uk/social-work-careers/](http://www.basw.co.uk/social-work-careers/)

Open University Secondments

The Open University works with local employers, including Cambridgeshire County Council to offer a self-funding work based route for social work qualification. To take this route you need to have the support of your manager and service that will be prepared to hold your post open whilst you take the placement days, and who will allow you study leave. You will still receive your salary whilst on placement. To discuss this more if you work for Cambridgeshire County Council please contact karen.rodgers@cambridgeshire.gov.uk

Step Up to Social Work
[www.gov.uk/guidance/step-up-to-social-work-information-for-applicants](http://www.gov.uk/guidance/step-up-to-social-work-information-for-applicants)

Step Up to Social Work is a Post Graduate Diploma 14 month accelerated course run at Anglia Ruskin University which is focussed on preparing graduates for working in Children and Families social work. Selection is via the Department for Education application process and applicants meeting the selection criteria are interviewed by partnerships of Local Authority Employers, Cambridgeshire are leading the East Regional partnership, which consists of Cambridgeshire, Peterborough, Norfolk, Suffolk and Thurrock. The Department for Education have announced funding for a new cohort to start in 2018. Please contact stepuptoSW@cambridgeshire.gov.uk for further details.

Think Ahead
[http://thinkahead.org](http://thinkahead.org)

The Think Ahead programme is a new route into social work, for graduates and career-changers who would like to work with people with mental health problems. The fast track route gives you initial academic learning and a placement within a unit working with fellow students and a Consultant Social Worker/Practice Educator. Cambridgeshire will have one unit, based within CPFT mental health services.
Interested in Social Work as a career? How to apply and prepare for selection

Course Aim:
To enable candidates to Social Work qualifying courses to understand what preparation they can do and what knowledge they need to apply.

Please note: This course can be found, and places booked through, the Children's Workforce Section of www.cambridgeshire.gov.uk/learntogether/social

Intended Audience:
This half day training is aimed at Family Workers, Senior Family Workers, Youth Workers, Unit Coordinators, Residential Workers, Support Workers, Community Support Workers, Adult Support Coordinators.

Participants will:
• Understand the requirements of the Professional Capability Framework at entry level.
• Complete an Application form for a social work qualifying programme
• Create a personal development plan detailing what personal preparation is needed to apply for social work qualifying courses

Course Duration: 3 hours
Assessed and Supported Year of Employment

*(the first step in your social work career after qualification)*

The Assessed and Supported Year of Employment (ASYE) was introduced following the work of the Social Work Reform Board to provide a comprehensive programme to support newly qualified workers in their first year of employment.

The ASYE training programme is for all Social Workers in Children’s and Adult’s services who have qualified within the last two years and is a mandatory requirement for Cambridgeshire County Council Employees. The launch day for the programme for 2016/17 will be on September 6th 2016 at Stanton House. If you are a new starter in Cambridgeshire County Council or in Cambridge and Peterborough Foundation Trust services who has just qualified please let us know by email and we will then send you registration and information documents. The supporting documentation is on our website:

**www.cambridgeshire.gov.uk/learntogether/homepage/229/asye**

The Programme will consist of 10 training days over the year which will include Action Learning Sets in the afternoons. The programme runs on the first Tuesday of each month between October and July the following year. You will be expected to attend all 10 days. Details of the programme will be provided at the Launch session.

The Assessed and Supported Year of Employment (ASYE) starts with your HCPC registration. As soon as you get this please contact the Workforce Development Team (WFDT) to start the registration process followed by a meeting between your assessor and a coordinator from the WFDT. This meeting will kick start your year and identify any training or learning needs in a Professional Development Plan.

Over the course of the year you will complete a Critical Reflection Log, will have 3 direct observations of your work with your assessor and will collect feedback from service users and colleagues towards your final assessment. Together with your assessor you will complete a Learning agreement, and will be joined by a Professional Educator from Workforce Development in 3 monthly review meetings that will discuss your progress and identify learning needs.

At present the Cambridgeshire programme is based on the Skills for Care paperwork and more details on the programme can be found at **www.skillsforcare.org.uk/Topics/Social-work/Social-work.aspx**

Email for more information: asye@cambridgeshire.gov.uk

Additional courses that you can take during your Assessed and Supported year of Employment if you are a Children and Families Social Worker include:
Proving Your Case in Court

**Intended Audience:**
Social Workers including those within their ASYE

**Please note:** This course can be found, and places booked through, the Children's Workforce Section of www.cambridgeshire.gov.uk/learntogether/social

**Participants will:**
Have a good understanding of how to prove your case including:

- considerations of what constitutes primary evidence;
- the importance of structured evidence gathering;
- the continued impact of Re B-S (Children) [2013] including subsequent developments in case law.

Know how to prepare for court. This will include:

- practical guidance from two family law barristers on how to be a good witness;
- an opportunity to practice at dealing with cross-examination.

**Course Duration:** 6 hours
Multi-Agency Parenting Skills Assessment (MAPSA) for Parents with a Learning Disability

Intended Audience:
Consultant Social Workers and experienced Social Workers, who work with children and families and have experience of chairing complex meetings

Please note: This course can be found, and places booked through, the Children’s Workforce Section of www.cambridgeshire.gov.uk/learntogether/social

Course Aim:
To introduce the new Multi-Agency Parenting Skills Assessment for use with parents with a learning disability, in line with the new joint working protocol between the Learning Disability Partnership and Children’s Social Care, and explore its effective implementation in case management and decision making.

MAPSA is a community based assessment conducted by experienced, knowledgeable and skilled frontline practitioners from a range of disciplines who know the individual, the local context and the local resources. It has been well received within the court arena when used and enables practitioners to consider the trajectory of a case at an early stage in order to effectively target resources where change could and should be anticipated AND ensure children are safeguarded.

Participants will:
• have a greater understanding of the difficulties that can arise in assessing and planning for families where the parent(s) have learning disabilities;
• have greater knowledge of the CCC and LDP joint protocol for working with parents who have learning disabilities;
• have knowledge of the background for MAPSA and its local context;
• be able to chair multi-agency parenting skills assessment meetings;
• understand the use of MAPSA in identifying risk and thresholds, and how to utilise this within decision making and planning;
• know where to access further information and advice around learning disability and parenting.

Course Duration: 3 hours
Practice Education

An important element of Social Work education is the work based learning delivered in a placement in a statutory or a voluntary agency. The final placement must be in a statutory social work setting, where the student can experience the legal responsibilities of social work practice. Cambridgeshire County Council provides a wide range of placement experiences in our services, and a smaller number of first level placements in provider services and Children Centres. We mainly provide placements for Anglia Ruskin students and OU students on the self-funding route.

Taking a social work student is a valuable professional development activity as experience in practice increases. It is often the first step to take on management responsibilities. The first step might be to provide a placement as an On Site Supervisor, working with a more experienced Off Site Practice Educator, before moving on to taking full responsibility with a student as a Practice Educator. To provide you with the knowledge and skills you would need before taking a student we offer a 3 day course ‘Managing and Supervising Learners’ that will provide you with the know how to manage the placement as an On Site Supervisor and set up the placement as an On Site Practice Educator.

Practice Education and Supervision in Social work www.anglia.ac.uk/study/professional-and-short-courses/practice-education-and-supervision-in-social-work Anglia Ruskin University (Starts September annually). In order to take on the full role of Practice Educator you will need to complete a 30 credit academic module that will match your learning to the Practice Educator Professional Standards at Level 2. This module will provide you with the necessary learning and practice experience to assess and teach a final year Social Work student and become registered on the Quality Assurance of Practice Learning (QAPL) register at ARU. You will need to provide a placement for a social work student to take the module. You will complete a portfolio of your work with the student, reflection on your learning from the process and you will be observed twice giving supervision to the student. To support your learning you will be allocated a mentor who will meet with you at least 3 times during the course of the placement and also will provide the written feedback on your observed supervision session.

As a Practice Educator you should endeavour to increase your experience through additional ongoing professional development. To assist with this there are Workshops for Practice Educators and On Site Supervisors running throughout the year at Anglia Ruskin University. These can be attended whilst you have a student, or as part of your continual professional development and requirements for continued QAPL registration. We will send out information to all providers of placements each year. Another learning activity is to attend the Practice Assessment Panel where placement portfolios are moderated. This gives you a wider view of the assessment process and how others approach this. Further development after taking responsibility for at least 2 placements would be to provide a mentoring experience for a Practice Educator candidate. Please contact SW.placements@cambridgeshire.gov.uk if you would like more information.
Managing and Supervising Learners

**Intended audience:**

All Social Workers, Senior Social Workers, Consultant Social Workers and Team Managers who are planning, as part of their Professional Development, to take a student or are managing an NQSW undertaking their ASYE.

Social Workers need to have completed their ASYE programme before applying for the course to undertake the role of On-Site Supervisor. All applicants must have their line-manager’s consent before applying for this course.

**Please note:** This course can be found, and places booked through, the Children’s Workforce Section of www.cambridgeshire.gov.uk/learntogether/social

**Participants will:**

- Be able to identify and organise learning opportunities for the demonstration of assessed capability and Knowledge and Skill Statements in the workplace
- Identify and plan effective inductions for learners
- List factors that contribute towards effective supervision
- Apply critically reflective supervision to practice
- Describe feedback methods to improve performance
- Explore the supervision process and understand the links to the learning experience
- Be able to guide a student or NQSW through the requirements of the portfolio
- List evidence and understand the use of standards for assessment of practice at both ASYE and student levels

**Course Duration:** 3 days
Children’s Safeguarding Training for Social Workers

The following courses are available to Social Workers working with children and the families. Both are accessed by Group Manager nomination only.
Safeguarding Children’s Investigation Training (SCIT)

Intended audience:
This training is aimed only at qualified Social Workers who are expected to conduct Section 47 child protection enquiries. Prior to the course attendees should have either shadowed or co-worked a Section 47 enquiry.

There is a separate five day course for visually recorded interviews that can only be accessed following completion of this course.

Course information:
A training course to give participants an understanding of the issues related to the investigative process and to adopt best practice when investigating suspected cases of child abuse

Participants will:
• Understand the legal framework between safeguarding children and the criminal investigation.
• Identify all potential lines of enquiry that would inform decisions in a child abuse investigation.
• Understand the rules of evidence and forensic issues.
• Effectively plan and prepare an initial contact with a child

Course Duration: 4 days
Visually Recorded Interview (VRI) Training

Intended audience:
Social Workers, Senior Social Workers and Consultant Social Workers who are regularly conducting Section 47 Investigations with children and young people.

Please note: Social Workers need to have completed and passed the Safeguarding Children Investigations Training (SCIT), or equivalent, before applying for VRI training. All applicants must have their line manager and Group Manager’s consent before applying for this course.

Course information:
This is a course to equip social workers with the skills and knowledge to conduct visually recorded interviews with children and young people. This is an assessed course and attendees will be required to conduct a recorded mock interview with a child actor and complete a written test.

Participants will gain a better understanding of:
- the national and local guidelines, and legislation, that impact on visually recorded interviews
- how to plan and prepare effectively for an interview while using knowledge of the emotional, social, cognitive and physical features of children throughout their development to plan the four phased interview
- how to conduct a four phased interview
- how to self-evaluate the interview and own performance
- how to outline how the cognitive elements work within the phased interview
- how to examine the different types of questions and use appropriate questioning techniques for children/young people
- the elements of PEACE
- how to describe the special measures available for child witnesses
- roles and responsibilities within the interview process
- how to complete a witness assessment
- effective note taking
- the rules of evidence
- the types of contingencies that may arise in these interviews
- how and when to use interview aids
- how to evaluate the interview and own performance
- the key child development theories that may have an impact on a child witness.
- the skills in the interviewing of vulnerable/intimidated witnesses in accordance with the guidance framework.
- how to recognise and apply the principles of multi-agency working.
- the requirements for the support and preparation of witnesses
- the emotional impact of the work and be able to identify support systems

Course Duration: 5 days
Vocational Qualifications

Vocational qualifications are designed to support the workforce through learning and developing the knowledge and skills used every day to ensure a high quality service is delivered to the individuals and services we work with.

We offer a wide range of qualifications to support individuals (you and your employees) who are new into the sector or for those who want to progress professionally with their career. The qualifications are offered flexibly to meet individual's needs whilst ensuring quality and timely provision is delivered.

We offer Awards, Certificates and Diplomas from level 2 to level 6 in a variety of subjects allowing individuals to complete full qualifications or specific units to support continual professional development (CPD).

- Adult Workforce qualifications for those working in the health and social care sector, including – residential settings, community based services, primary care environments, healthcare environments, workers in multi-disciplinary services, domiciliary care, personal assistants, day services, supported living and specialist care

- Children's Workforce qualifications for those working with children and young people within a social care environment, including – foster carers, residential childcare, key workers delivering intense support to families, family intervention workers, community workers

- Youth work qualifications for those working in youth work

- Supporting Teaching and Learning in Schools qualifications for those in supportive roles working in primary, secondary or specialist support schools

- Learning and development qualifications for those wanting to progress their careers and share their expertise and knowledge with others, including – education & training, assessor and internal quality assurance (IQA) roles

- Advice and Guidance qualifications for those providing advice and guidance services to others and/or careers guidance,

Funding

Adult Social Care Employers may be eligible to claim Skills for Care's Workforce Development Funding, at £15 per credit to a maximum of 60 credits per learner per year to contribute to the qualification and associated costs. For further information please contact ruth.heard@cambridgeshire.gov.uk
### CCC (CFA) Vocational Qualification Costs 2016-2017

<table>
<thead>
<tr>
<th>Qualification Credit Value</th>
<th>Cost</th>
<th>Assessment hours provided</th>
<th>Completion timeframe targets</th>
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<tbody>
<tr>
<td>Up to 8</td>
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<td>Max 10</td>
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<tr>
<td>8-12</td>
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<td>Max 15</td>
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<td>13-24</td>
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<td>Max 20</td>
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<tr>
<td>25-37</td>
<td>£650</td>
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<td>38-49</td>
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<td>50-69</td>
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<td>Max 40</td>
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<td>70-90</td>
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<td>Max 50</td>
<td>18 – 24 months</td>
</tr>
</tbody>
</table>

**Please note:** Learners will have agreed assessment hours allocated on induction to the qualification that ensures appropriate time to enable them to complete the qualification. Should there be additional assessment hours required they will be considered on an individual case by case basis and additional costs may be incurred.

**Quality**

Cambridgeshire County Council (CFA) Assessment Centre is monitored regularly by the awarding organisations whose qualifications we deliver and you can be confident in the integrity and quality of both the qualifications and our delivery teams. We also self-assess through learner and employer feedback to ensure we continually improve the learner experience.
Level 2 or 3 Diploma in Health and Social Care

Who is this qualification for?
These flexible qualifications are designed for health and social care employees in a wide range of roles and areas.

Roles – care assistants, support workers, key workers, healthcare assistants, community based care assistants, personal assistants and new types of workers in multidisciplinary services roles.

Areas – residential settings, the community, primary care environments, acute health environments, domiciliary areas, day services, supported living projects and specialist areas e.g. mental health, learning disabilities, physical and sensory disabilities.

Qualification Aims:
Develop your skills as a care worker with the competence based Diploma in Health and Social Care to give you a nationally recognised qualification. This is a flexible qualification to suit all fields of health and social care and you can choose a pathway that suits your role:

- Generic
- Learning Disability
- Dementia

Learning Outcomes
Successful completion will give you

- The role of a health and social care employee
- Health and safety
- An understanding of the discipline and attitudes required at work
- Equality and inclusion
- Personal development

You may also cover specific skills and knowledge for the options that you choose and these might be:

- Administering medication
- Supporting people with disabilities
- Helping people to eat and drink
**Dates:**
This qualification has a rolling admission. Credit value: L2: 46, L3: 58

**Delivery:**
This is an evidence based qualification where learners produce a portfolio of different types of evidence to demonstrate their knowledge and work place practice. A web-based electronic portfolio called OneFile is used to support learners to build their portfolio and training to use this will be given as part of the induction.

All learners are allocated a vocational assessor who will provide one to one support to enable them to achieve the qualification.

For further information on the course or to apply for a place on this qualification please email us on: vqlearning@cambridgeshire.gov.uk

Employers may be eligible to claim Workforce Development Funding – for further information, please contact ruth.heard@cambridgeshire.gov.uk
Level 2 or 3 Award in Awareness of Dementia or Certificates in Dementia Care

Who is this qualification for?
The qualification in awareness of dementia and dementia care are aimed at occupational areas across all service groups and ages, working in statutory (including NHS), private, voluntary and independent sectors. This includes healthcare/are assistants, support/key workers, family support workers, personal assistants, team leaders, care managers, first line supervisors.

Qualification Aims:
To support employees in the development of their knowledge, skills and understanding of people who have dementia

Learning Outcomes:

Awards in Awareness of Dementia
- A basic knowledge of dementia care
- Person centred approach and understanding of equality
- Advanced knowledge of dementia care (level 3)
- Communication
- Administration of medication (level 3)

Certificates in Dementia Care
- Knowledge of dementia care
- Communication
- Person centred approach
- Support risk taking
- Optional units of your choice

Dates:
Various dates offered for this course, and a rolling admission for the certificate qualifications.
Credit value: L2 Award: 8, L2 Certificate: 18, L3 Award: 11, L3 Certificate: 21

Delivery:
These are evidence based qualifications, with the awards being knowledge only and the certificates requiring knowledge and performance evidence to be provided.
For the awards we do provide a programme of learning sessions and it is expected all learners undertaking the qualification will attend all sessions.
All learners are allocated a vocational assessor who will provide one to one support to enable them to achieve the qualification and a web–based electronic portfolio called OneFile is used to support learners to build their portfolio and training to use this will be given as part of the induction.
For further information on the course or to apply for a place on this qualification please email us on: vqlearning@cambridgeshire.gov.uk
Employers may be eligible to claim Workforce Development Funding – for further information, please contact ruth.heard@cambridgeshire.gov.uk
Level 4 Diploma in Adult Care

Who is this qualification for?
The Level 4 Diploma in Adult Care (England) is specifically designed for learners wanting to work in Adult Social Care in England in the following roles:

- Community Care/Support Officers
- Social Care Assessor
- Care Assessment Officer
- Community Care Assessment Officer
- Social Services Officer
- Social Care Assistant
- Social Work Assistants Brokerage Worker
- OT Assistant
- Occupational Assessment Officer
- Physiotherapy Assistant
- Rehabilitation and Reablement Assistant
- Reablement Support Workers/Officer
- Telecare Assistant/Technology Co-ordinator

Qualification Aims:
This qualification supports learners to learn, develop and practise the skills required for employment and/or career progression in Adult Care in England.

Learning Outcomes
Examples of skills and knowledge you will achieve on successful completion:

- Advanced communication skills
- Understand personalisation in care and support services
- Safeguard children and young people who are present in the adult social care sector
- Professional practice in health and social care for adults or children and young people
- Facilitate support planning to ensure positive outcomes for individuals and to support well being

You may also cover specific skills and knowledge for the options that you choose which might include:

- Understand public funding of individual care needs in adult social care
- Understand how to manage a team
- Support the development of community partnerships
- Develop and implement re-enablement plans
- Support the use of assistive technology
- Assess the needs of carers and families
Dates:
This course has a rolling admission. Credit value: 70

Delivery:
This is an evidence based qualification where learners produce a portfolio of different types of evidence to demonstrate their knowledge and workplace practice. A web-based electronic portfolio called OneFile is used to support learners to build their portfolio and training to use this will be given as part of the induction.

All learners are allocated a vocational assessor who will provide one to one support to enable them to achieve the qualification.

For further information on the course or to apply for a place on this qualification please email us on: vqlearning@cambridgeshire.gov.uk

Employers may be eligible to claim Workforce Development Funding – for further information, please contact ruth.heard@cambridgeshire.gov.uk
Level 5 Diploma in Leadership
for Health and Social Care and Children and Young People’s Services – Adult Health & Social Care Pathways

Who is this qualification for?
This qualification is for those people who are already working in health and social care and are in senior or management roles.

Qualification Aims:
To demonstrate that you have the skills needed to keep a care-provision organisation running smoothly with the opportunity to further develop your managerial and care skills. It also fulfils the regulatory requirements for those looking to become managers of adult residential and domiciliary services.

There are 3 pathways to choose from: Adults Residential Management, Adults’ Management, Adults’ Advanced Practice.

Learning Outcomes:
On successful completion you will have studied

- Manage and develop yourself and your workforce with care services
- Lead and manage the provision of care services that respect, protect and promote the rights and responsibilities of people
- Develop and maintain systems, procedures and practice of care services to manage risk and comply with health and safety requirements
- Leading and managing effective communication that promotes positive outcomes for people within care services
- Managing the provision of care services that deal effectively with transitions and significant life events
- Meet regularity requirements
- Provide opportunities for progression

Delivery:
This is an evidence based qualification where learners produce a portfolio of different types of evidence to demonstrate their knowledge and work place practice. A web–based electronic portfolio called OneFile is used to support learners to build their portfolio and training to use this will be given as part of the induction.

All learners are allocated a vocational assessor who will provide one to one support to enable them to achieve the qualification.
**Dates:**

This course has a rolling admission. Credit value: 90

For further information on the course or to apply for a place on this qualification please email us on: vqlearning@cambridgeshire.gov.uk

Employers may be eligible to claim Workforce Development Funding – for further information, please contact ruth.heard@cambridgeshire.gov.uk
Work with Parents

Who are these qualifications for?
These qualifications are for those working with parents. Level 2 is designed for those looking to start a career in working with parents/carers, level 3 is suitable for those who deliver frontline services to parents/carers, including children’s centres and extended school and level 4 is ideal if you are a manager or potential manager delivering parenting services.

Qualification Aims:
The aims of the qualifications are to help you develop the skills you need to work effectively with parents, helping them to understand their role and meet their children’s social, emotional, intellectual and physical needs in family life. The Work with Parents qualifications can help you start a career, develop your role and continue your professional development.

Learning Outcomes
At level 2 you will achieve 12 credits:
- 6 credits from the mandatory unit – Build and maintain relationships in work with parents and 6 credits from two optional units

At level 3 there are two qualifications available:
- Level 3 Award in Work with Parents you will achieve 12 credits from a range of units, including build and maintain relationships in work with parents, enable parents to reflect on the influences in parenting and the parent-child relationship and provide environments that are sensitive to the culture, religion, gender or disability of the parents
- Level 3 Certificate in Work with Parents you will achieve 30 credits from a range of mandatory and optional units

At level 4 you will achieve 6 credits by completing one core unit:
- Build and maintain relationships in work with parents

Dates:
This qualification has a rolling admission. Credit value: between 6 & 30
Delivery:

This is an evidence based qualification where learners produce a portfolio of different types of evidence to demonstrate their knowledge and work place practice. A web–based electronic portfolio called OneFile is used to support learners to build their portfolio and training to use this will be given as part of the induction.

All learners are allocated a vocational assessor who will provide one to one support to enable them to achieve the qualification.

For further information on the course or to apply for a place on this qualification please email us on: vqlearning@cambridgeshire.gov.uk
Level 3 Diploma for the Children and Young People’s Workforce

Who is this qualification for?
This qualification is for those people already working in the Children and Young People sector and who may have some supervisory responsibilities. It is aimed at individuals working in a variety of roles supporting children and families.

Qualification Aims:
The aim of the qualification is to support the development of knowledge and skills of those working in the varied field of the children’s and young people’s workforce. There is a wide selection of optional units to support individuals in their current and future work roles giving a real flexibility to the programme.

Learning Outcomes
On successful completion you will achieve 65 credits:
- 27 credits from the mandatory units including, safeguarding, communication, health & safety, reflective practice and equality, diversity & inclusion
- 13 credits from the social care pathway, including assessment & planning, promoting well-being and professional practice
- At least 25 credits from the optional units, including supporting disabled children, promoting creativity, working with parents & families and supporting speech, language & communication

Dates:
This qualification has a rolling admission. Credit value: 65

Delivery:
This is an evidence based qualification where learners produce a portfolio of different types of evidence to demonstrate their knowledge and work place practice. A web–based electronic portfolio called OneFile is used to support learners to build their portfolio and training to use this will be given as part of the induction.

All learners are allocated a vocational assessor who will provide one to one support to enable them to achieve the qualification.

For further information on the course or to apply for a place on this qualification please email us on: vqlearning@cambridgeshire.gov.uk
Level 3 Diploma for Residential Childcare

Who is this qualification for?
This qualification is for those who work in a care role in residential childcare and are 18yrs+. The qualification is relevant to those who have not already achieved an existing relevant qualification, for example the Level 3 Diploma for the Children and Young People’s Workforce. As of 5th January 2015 in order to meet the statutory requirement, those working in residential childcare will need to register to complete this diploma and complete within 2 years of their employment.

Qualification Aims:
The qualifications aim is to raise standards and ensure those working in residential childcare have the necessary skills and knowledge to provide quality provision to those most vulnerable with our society. This qualification will be the accepted qualification for registration and regulation.

Learning Outcomes
On successful achievement you will have achieved 53 credits from the mandatory units and at least 8 credits from the optional units:
• You will achieve 16 mandatory units covering core knowledge and skills and professional practice, including – developing relationships, supporting positive outcomes and risk management
• You will complete 3 optional units, young people leaving care, youth justice system, working with families

Dates:
This qualification has a rolling admission. Credit value: 61

Delivery:
This is an evidence based qualification where learners produce a portfolio of different types of evidence to demonstrate their knowledge and work place practice. A web–based electronic portfolio called OneFile is used to support learners to build their portfolio and training to use this will be given as part of the induction.
All learners are allocated a vocational assessor who will provide one to one support to enable them to achieve the qualification.

For further information on the course or to apply for a place on this qualification please email us on: vqlearning@cambridgeshire.gov.uk
Level 4 Award in Work with Parents
(Intense Support for Families with Multiple and Complex Needs)

Who is this qualification for?
The qualification is for workers in roles delivering intense support to families with multiple and complex needs. You may be working in family intervention projects or social care settings using the family intervention model.

Qualification Aims:
The aim of the qualification is to support practitioners with the knowledge and skills needed when providing sustained, intense and whole family support in a multi-agency setting.

Learning Outcomes
On successful achievement you will have achieved 12 credits by completing these three mandatory units:

- Build and maintain relationships in work with parents
- Understand and use persistent and proactive intervention methods when working with families with complex needs
- Work with families with complex and multiple needs to reduce and prevent anti-social behaviour and increase positive behaviour.

Dates:
This qualification has a rolling admission. Credit value: 12

Delivery:
This is an evidence based qualification where learners produce a portfolio of different types of evidence to demonstrate their knowledge and work place practice. A web–based electronic portfolio called OneFile is used to support learners to build their portfolio and training to use this will be given as part of the induction.

All learners are allocated a vocational assessor who will provide one to one support to enable them to achieve the qualification.

For further information on the course or to apply for a place on this qualification please email us on: vqlearning@cambridgeshire.gov.uk
Level 5 Diploma in Leadership
for Health and Social Care and Children and Young People’s Services – Children & Young Peoples Pathways

Who is this qualification for?
This qualification is for those people who are already working in children and young people’s social care services, including day services, respite services, community based services and adoption & fostering services and are in senior or management roles.

Qualification Aims:
The aim of the qualification is to support practitioners with the knowledge and skills needed to keep children and young people’s services running smoothly with the opportunity to further develop your managerial and care skills.

There are two pathways to choose from – management and advanced practice.

Learning Outcomes:
On successful completion of the qualification you will achieve 90 credits from the following mandatory units and a number of appropriate optional units:

- Communication
- Professional development
- Equality, Diversity & Inclusion
- Health & Safety and Risk Management
- Working in partnership
- Children and young people’s development
- Leading practice on positive outcomes
- Developing policies and procedures for safeguarding
- Leading practice on well-being and resilience
- Undertaking a research project

Delivery:
This is an evidence based qualification where learners produce a portfolio of different types of evidence to demonstrate their knowledge and work place practice. A web–based electronic portfolio called OneFile is used to support learners to build their portfolio and training to use this will be given as part of the induction.

All learners are allocated a vocational assessor who will provide one to one support to enable them to achieve the qualification.

Dates:
This course has a rolling admission. Credit value: 90

For further information on the course or to apply for a place on this qualification please email us on: vqlearning@cambridgeshire.gov.uk
Level 5 Diploma in Leadership and Management for Residential Childcare

Who is this qualification for?
This qualification is for learners wanting to work in residential care with children in a management role who do already hold a recognised qualification. As of 5th January 2015 in order to meet the statutory requirement, those working in a management role in residential childcare will need to register to complete this diploma and complete the qualification within three years of their employment as a manager.

Qualification Aims:
The qualifications aim is to raise standards and ensure those working in management roles in residential childcare have the necessary skills and knowledge to provide quality provision to those most vulnerable with our society. This qualification will be the accepted qualification for registration and regulation.

Learning Outcomes
On successful achievement you will have achieved 65 credits from the mandatory units and at least 8 credits from the optional units:

- You will achieve 15 mandatory units covering core knowledge and skills and professional practice, including – leading practice to support the development of relationships, supporting positive outcomes and risk management
- You will complete 3 optional units, including leading a residential childcare service, undertaking a research project and leading practice with others

Dates:
This qualification has a rolling admission. Credit value: 65

Delivery:
This is an evidence based qualification where learners produce a portfolio of different types of evidence to demonstrate their knowledge and work place practice. A web–based electronic portfolio called OneFile is used to support learners to build their portfolio and training to use this will be given as part of the induction.

All learners are allocated a vocational assessor who will provide one to one support to enable them to achieve the qualification.

For further information on the course or to apply for a place on this qualification please email us on: vqlearning@cambridgeshire.gov.uk
Level 1 Certificate in an Introduction to Youth Work

Who is this qualification for?
This qualification has been developed with The Prince’s Trust and its partners for young people (16+) who have an interest in working with young people and would like to gain a basic understanding of the youth work sector.

Qualification Aims:
The level 1 Certificate in an Introduction to Youth Work provides the opportunity for learners to gain a basic understanding of the scope of the youth work sector. They will explore issues that affect young people, the role of youth work in addressing these and the different youth work settings in which the work takes place.

Learning Outcomes
On successful completion of level 1 you will have achieved 18 credits from the mandatory units including, an introduction to the youth work sector, sage working practice, effective team work, working with young people, planning, implementation & evaluation of youth work and your own self-assessment.

Dates:
This qualification has a rolling admission. Credit value: 18

Delivery:
This is an evidence based qualification where learners produce a portfolio of different types of evidence to demonstrate their knowledge and work place practice. A web–based electronic portfolio called OneFile is used to support learners to build their portfolio and training to use this will be given as part of the induction.

All learners are allocated a vocational assessor who will provide one to one support to enable them to achieve the qualification.

For further information or to apply for a place on this qualification please email us on: vqlearning@cambridgeshire.gov.uk
Level 2 in Youth Work Practice

Who is this qualification for?
These qualifications are for people already working in a youth work environment (public, voluntary or private sector, paid or unpaid) in an assisting or supportive role.

Qualification Aims:
The level 2 Award and Certificate in Youth Work Practice aims to support the skills and knowledge needed to become an Assistant Youth Worker. The Level 2 Certificate in Youth Work Practice is the minimum qualification required for those wanting to work as a JNC qualified Youth Support Worker Assistant.

Learning Outcomes
The level 2 offers two qualifications within its structure:

- Level 2 Award in Youth Work Practice – 11 credits from the mandatory units – theory of youth work, safeguarding, development, engaging and communicating with young people
- Level 2 Certificate in Youth Work Practice – 26 credits in total 23 from the units in the award and additional mandatory units, including group work, challenging behaviour and reflective practice and 3 credits from the optional units.

Dates:
This qualification has a rolling admission. Credit value: 11 or 26

Delivery:
This is an evidence based qualification where learners produce a portfolio of different types of evidence to demonstrate their knowledge and work place practice. A web–based electronic portfolio called OneFile is used to support learners to build their portfolio and training to use this will be given as part of the induction.

All learners are allocated a vocational assessor who will provide one to one support to enable them to achieve the qualification.

For further information or to apply for a place on this qualification please email us on: vqlearning@cambridgeshire.gov.uk
Level 3 in Youth Work Practice

Who is this qualification for?

These qualifications are for people already working in a youth work environment (public, voluntary or private sector, paid or unpaid) and who deliver operational youth work, undertake duties on their own initiative and who may carry supervisory responsibility for small projects.

We recommend that you undertaking a minimum of 5 hours per week of youth work practice to help you meet the practice evidence requirements.

Qualification Aims:

The level 3 Certificate and Diploma in Youth Work Practice aims to support the skills and knowledge needed to become a Youth Support Worker. The Level 3 Certificate in Youth Work Practice is the minimum qualification required for those wanting to work as a JNC qualified Youth Support Worker.

Learning Outcomes

The level 3 offers two qualifications within its structure:

- Level 3 Certificate in Youth Work Practice – 27 credits in total, 24 credits from the mandatory units – theory of youth work, safeguarding, development, group work, challenging behaviour, reflective practice and engaging & communicating with young people and at least 3 credits from the optional units.

- Level 3 Diploma in Youth Work Practice – 37 credits in total 24 from the mandatory units of the certificate, and at least 13 credits from the optional units, including interviewing skills, supporting young people to achieve their learning potential, reducing involvement in anti-social and criminal activities and supporting young people with mental health problems.

Dates:

This qualification has a rolling admission. Credit value: 27 or 37

Delivery:

This is an evidence based qualification where learners produce a portfolio of different types of evidence to demonstrate their knowledge and work place practice. A web–based electronic portfolio called OneFile is used to support learners to build their portfolio and training to use this will be given as part of the induction.

All learners are allocated a vocational assessor who will provide one to one support to enable them to achieve the qualification.

For further information or to apply for a place on this qualification please email us on: vqlearning@cambridgeshire.gov.uk
Level 2 Supporting Teaching and Learning in Schools

Who is this qualification for?
These qualifications are for those who are working in primary, secondary or special needs schools and directly support pupils and class teacher.

Qualification Aims and Learning Outcomes:
The qualifications aim is to provide a professional development opportunity and to encourage progression within the sector.
The level 2 offers two qualifications within its structure:
- Level 2 Award in Support Work in Schools – 12 credits in total, 9 from the mandatory units and 3 from the optional unit – including development, communication, professional relationships, safeguarding, equality, diversity & inclusion and schools as organisations
- Level 2 Certificate in Supporting Teaching and Learning in Schools – 30 credits in total, 24 credits from the award and further mandatory units including health & safety, behaviour, improving practice and supporting learning activities and 6 credits from the optional units, including displays, snack or mealtimes and supporting extra-curricular activities

Dates:
This qualification has a rolling admission. Credit value: 12 or 30

Delivery:
This is an evidence based qualification where learners produce a portfolio of different types of evidence to demonstrate their knowledge and work place practice. A web–based electronic portfolio called OneFile is used to support learners to build their portfolio and training to use this will be given as part of the induction.
All learners are allocated a vocational assessor who will provide one to one support to enable them to achieve the qualification.

For further information or to apply for a place on this qualification please email us on: vqlearning@cambridgeshire.gov.uk
Level 3 Diploma in Specialist Support for Teaching and Learning in Schools

Who is this qualification for?
These qualifications are for those who are experienced in working in primary, secondary or special needs schools and directly support pupils and class teachers.

Qualification Aim:
The qualifications aim is to provide a professional development opportunity and to encourage progression within the sector.

Learning Outcomes:
The level 3 offers four qualifications within its structure:

• Level 3 Award in Supporting Teaching and Learning in Schools – 12 credits from the mandatory units including development, communication, professional relationships, safeguarding and schools as organisations

• Level 3 Certificate in Supporting Teaching and Learning in Schools (STLS) – 32 credits covering the award and further mandatory units including health & safety, behaviour, equality, diversity & inclusion, improving practice and supporting learning activities and assessment

• Level 3 Certificate in Cover Supervision – 30 credits from some of the above mandatory units as well as specific mandatory units that cover supervising a whole class and team working

• Level 3 Diploma in Specialist Support for teaching and Learning in Schools – is the full level 3 qualification and includes 32 credits from the Certificate in STLS and 12 credits from the optional units (totally 44 credits) that have been divided into six groups;

  Group A – Supporting learning
  Group B – English as an additional language
  Group C – Special educational needs

  Group D – Providing pastoral support
  Group E – Supporting the wider work of the school
  Group F – Working with colleagues

Dates:
This qualification has a rolling admission. Credit value: between 12 & 44

Delivery:
This is an evidence based qualification where learners produce a portfolio of different types of evidence to demonstrate their knowledge and workplace practice. A web-based electronic portfolio called OneFile is used to support learners to build their portfolio and training to use this will be given as part of the induction.

All learners are allocated a vocational assessor who will provide one to one support to enable them to achieve the qualification.

For further information or to apply for a place on this qualification please email us on: vqlearning@cambridgeshire.gov.uk
Level 3 Award in Education and Training

Who is this qualification for?
This knowledge-based introduction to teaching and/or training which has no teaching/training practice requirement can be undertaken by learners who are not in a teaching role. Learners will need to be competent in their area of specialisation.

Qualification Aims
The Level 3 Award in Education and Training (previously PTLLS) is an introduction to teaching that will give an insight into the roles, responsibilities and relationships in education and training, how to plan and deliver inclusive teaching/training sessions and how to assess and give constructive and developmental feedback.

Learning Outcomes:
To achieve the Level 3 Award in Education and Training, learners must achieve all of the three units listed below, complete skills assessment in English, Mathematics and ICT, attend introductory session, attend all taught sessions, prepare lesson plans, undertake observed and assessed practices and successfully complete the assignment for each unit.

• Understand the roles, responsibilities and relationships in education and training
• Understanding and using inclusive teaching and learning approaches in education and training
• Understand assessment in education and training

Dates:
This course is run every 3 months, subject to demand. Credit value: 12

Delivery:
The course is delivered over a total of 8 training sessions. See dates and times below. Learners will be expected to include personal study time outside of the learning environment and work to tight deadlines for the completion of written assignments. A web-based electronic portfolio called OneFile is used to support learners to build their portfolio and training to use this will be given as part of the induction.

For further information or to apply for a place on this qualification please email us on: vqlearning@cambridgeshire.gov.uk
Level 3 Assessor qualifications (TAQA)

Who is this qualification for?

These qualifications are for those who are interested in becoming a vocational qualification assessor with possible progression onto further education training or onto quality assurance roles.

To achieve this qualification you must:

- Be competent in your field (the subject you want to assess)
- Have access to learners you can assess (we may be able to help you with this)

Qualification Aims:

The qualifications aim is to provide a sound educational basis for the assessor’s role and develop the necessary knowledge, skills and attitudes to become an effective assessor, as well as promoting personal and professional development and encourage critical reflection on personal and professional practice

Learning Outcomes:

The level 3 offers four qualifications within its structure:

- Level 3 Award in Understanding the Principles and Practices of Assessment – Unit 1 only and for those who wish to gain an understanding of the principles and practices of assessment without any requirement to practice as assessors Credit value: 3
- Level 3 Award in Assessing Competence in the Work Environment – Unit 1 & 2 and for those who assess occupational competence in an individual’s work environment Credit value: 9
- Level 3 Award in Assessing Vocationally Related Achievement – Unit 1 & 3 and for those who assess vocational skills, knowledge and understanding in environments other than the work environment (for example a workshop, classroom or other training environment) Credit value: 9
- Level 3 Certificate in Assessing Vocational Achievement – Unit 1, 2 & 3 and for those who assess vocational skills, knowledge and understanding in environments other than the work environment (for example a workshop, classroom or other training environment) Credit value: 15

Dates:

This course is run every 3 months, subject to demand. Credit value: between 3 & 15
Delivery:

This is an evidence based qualification where learners produce a portfolio of different types of evidence to demonstrate their knowledge and work place practice. A web–based electronic portfolio called OneFile is used to support learners to build their portfolio and training to use this will be given as part of the induction.

All learners are allocated a vocational assessor who will provide additional one to one support to enable them to achieve the qualification.

For further information or to apply for a place on this qualification please email us on:vqlearning@cambridgeshire.gov.uk

Employers may be eligible to claim Workforce Development Funding – for further information, please contact ruth.heard@cambridgeshire.gov.uk
Level 4 Internal Quality Assurer (IQA) qualifications (TAQA)

Who is this qualification for?
These qualifications are for those whose role requires you to conduct internal quality assurance of the assessment process for qualifications within your occupational area.

• Be competent in your field (the subject you want to quality assure)
• Hold an Assessor’s qualification

Qualification Aims:
The qualifications aim is to provide a sound educational basis for the IQA role and develop the necessary knowledge, skills and attitudes to become an effective IQA, as well as promoting personal and professional development and encourage critical reflection on personal and professional practice.

Learning Outcomes:
The level 4 offers three qualifications within its structure:

• Level 4 Award in Understanding the Internal Quality Assurance of Assessment Processes and Practice – Unit 1 only and for those who wish to gain an understanding of the principles and practices of internal quality assurance without any requirement to practice Credit value: 6

• Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice – Unit 1 & 2 and for those who maintain the quality of assessment from within an organisation or assessment centre Credit value: 12

• Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice – Unit 1, 2 & 3 and for those who lead the internal quality assurance process within a centre/organisation and have responsibility for managing the quality of the assessment process, practice and the performance of assessors Credit value: 17

Dates:
This course is run every 3 months, subject to demand. Credit value: between 6 & 17
Delivery:

This is an evidence based qualification where learners produce a portfolio of different types of evidence to demonstrate their knowledge and work place practice. A web–based electronic portfolio called OneFile is used to support learners to build their portfolio and training to use this will be given as part of the induction.

All learners are allocated a vocational assessor who will provide additional one to one support to enable them to achieve the qualification.

For further information or to apply for a place on this qualification please email us on: vqlearning@cambridgeshire.gov.uk

Employers may be eligible to claim Workforce Development Funding – for further information, please contact ruth.heard@cambridgeshire.gov.uk
Level 3 Certificate in Advice and Guidance

Who is this qualification for?
This qualification is suitable for those whose work includes giving clear advice and guidance directly to others, providing information that is often interpreted by others or those working in designated advice and/or guidance organisations. This could include roles providing advice and guidance in both face to face and remote situations.

Qualification Aims:
The qualification aim is to provide a professional development opportunity for those currently working within the advice and guidance sector and to encourage progression within the sector.

To achieve this qualification you will achieve a total of 21 credits, made up of:
- Four mandatory units totally 12 credits
- At least three optional units totalling 9 credits, of which 3 credits must be at level 3

Learners could register for individual units if unable to meet the full qualification requirements.

Learning Outcomes
On successful completion you will have studied
- Establishing communication with clients for advice and guidance
- Supporting clients to make use of the advice of the advice and guidance service
- Reviewing your own contribution to the service
- Understanding the importance of legislation and procedures

You may also cover specific skills and knowledge for the options that you choose and these can include:
- Preparing and assisting clients with a course of action
- Negotiating on clients behalf
- Liaising and operating with other services and networks
- Providing and maintaining materials used within the service
- Promoting careers education guidance
- Facilitating learning in groups
Dates:
Credit value: 21
This qualification has a rolling admission.

Delivery:
This is an evidence based qualification where learners produce a portfolio of different types of evidence to demonstrate their knowledge and work place practice. A web–based electronic portfolio called OneFile is used to support learners to build their portfolio and training to use this will be given as part of the induction.

All learners are allocated a vocational assessor who will provide one to one support to enable them to achieve the qualification.

For further information or to apply for a place on this qualification please email us on: vqlearning@cambridgeshire.gov.uk
Level 4 Diploma in Advice and Guidance

Who is this qualification for?
This qualification is suitable for those whose work includes creating and providing information, advice and guidance on behalf of a service or practice and has managerial or training responsibilities within the service or practice.

Qualification Aims:
The qualification aim is to provide a professional development opportunity to experienced practitioners who work directly with clients, disseminating information, advice and guidance and formal advocacy.
To achieve this qualification you will achieve a total of 37 credits, made up of:
• Five mandatory units totally 17 credits
• At least four optional units totalling 20 credits, of which 9 credits must be at level 4
Learners could register for individual units if unable to meet the full qualification requirements.

Learning Outcomes
On successful completion you will have studied
• Developing interactions with advice and guidance clients
• Manage personal case loads
• Evaluate and develop own contribution to the service
• Operate within networks
• Understanding the importance of legislation and procedures

You may also cover specific skills and knowledge for the options that you choose and these can include:
• Preparing and assisting clients with a course of action
• Advocate on clients behalf
• Provide support for other practitioners
• Undertake research for the service and its clients
• Prepare and manage the mediation process
• Designing, providing and maintaining materials used within the service
• Promoting careers education guidance
• Facilitating learning in groups
Dates:
Credit value: 37
This qualification has a rolling admission.

Delivery:
This is an evidence based qualification where learners produce a portfolio of different types of evidence to demonstrate their knowledge and workplace practice. A web-based electronic portfolio called OneFile is used to support learners to build their portfolio and training to use this will be given as part of the induction.

All learners are allocated a vocational assessor who will provide one to one support to enable them to achieve the qualification.

For further information or to apply for a place on this qualification please email us:
vqlearning@cambridgeshire.gov.uk
Level 4 Diploma in Careers Information and Advice

Who is this qualification for?

This qualification is suitable for those whose work includes providing information and advice in the careers guidance sector. This could include staff working in schools in a career information advice and guidance role, (CIAG).

Qualification Aims:

The qualification aim is to provide an accredited professional development opportunity for practitioners who are currently working within the career guidance sector and to encourage progression within the sector. To achieve this qualification you will achieve a total of 45 credits, made up of:

- Five mandatory units totally 30 credits
- A minimum of 15 credits from the optional units

Learners could register for individual units if unable to meet the full qualification requirements.

Learning Outcomes

On successful completion you will have studied

- Preparing to work in the career information, advice and guidance sector
- Reflecting on practice and continuous professional development
- Interview clients to determine their need for career information, advice and guidance
- Meeting the career-related information needs of clients
- Career choice theories and concepts to support clients

You may also cover specific skills and knowledge for the options that you choose and these can include:

- Plan and deliver career-related learning in groups
- Negotiate or advocate on clients behalf
- Assist clients to apply for learning, training and work
- Refer clients to sources of specialist support to meet their needs
- Undertake research for the service and its clients
- Source, evaluate and use Labour Market Information with clients
Dates:
This qualification has a rolling admission. Credit value: 45

Delivery:
This is an evidence based qualification where learners produce a portfolio of different types of evidence to demonstrate their knowledge and work place practice. A web–based electronic portfolio called OneFile is used to support learners to build their portfolio and training to use this will be given as part of the induction.

All learners are allocated a vocational assessor who will provide one to one support to enable them to achieve the qualification.

For further information or to apply for a place on this qualification please email us on: Vqlearning@cambridgeshire.gov.uk
Level 6 Diploma in Career Guidance and Development

Who is this qualification for?
This qualification is suitable for those whose work includes providing information, advice and guidance in the careers guidance sector and wish to undertake professional development.

Qualification Aims:
The qualification aim is to provide an accredited professional development opportunity for practitioners who are currently working within the career guidance sector.

To achieve this qualification you will achieve a total of 60 credits, made up of:
- Seven units achieved from the mandatory units
- A minimum of 15 credits from the optional units

Learners could register for individual units if unable to meet the full qualification requirements, e.g. units related to Careers Education.

Learning Outcomes
On successful completion you will have studied
- Preparing to work in the career information, advice and guidance sector
- Reflecting on and improve professional practice
- Career guidance theory
- Agree the purpose of client-centred career guidance interviews and maintain communication with clients
- Explore and agree the career guidance and development needs of clients
- Use career and Labour Market Information with clients
- Work with other agencies for the benefit of clients and the organisation

You may also cover specific skills and knowledge for the options that you choose and these can include:
- Plan and deliver career-related learning programmes
- Advocate on clients behalf
- Lead, manage and continuously improve career development work in an organisation
- Evaluate service provision
- Engage with support networks to help clients meet their career-related needs
**Dates:**
This qualification has a rolling admission. Credit value: 60

**Delivery:**
This is an evidence based qualification where learners produce a portfolio of different types of evidence to demonstrate their knowledge and work place practice. A web–based electronic portfolio called OneFile is used to support learners to build their portfolio and training to use this will be given as part of the induction.

All learners are allocated a vocational assessor who will provide one to one support to enable them to achieve the qualification.

For further information or to apply for a place on this qualification please email us: 
vqlearning@cambridgeshire.gov.uk
Additional Information
Cambridgeshire Adult Social Care Training Consortium (CASC-TC)

Hosted by the Workforce Development Team (WDT), CASC-TC is a quarterly forum open to all adult social care providers in Cambridgeshire. It provides an opportunity for training leads to explore different subject areas related to workforce development.

Whatever area of social care you work in, this is your chance to share, hear from experts and discuss current topics with your peers. You will also have the opportunity to learn about local and national initiatives and highlight the subjects about which you want to know more.

Each quarter a different subject expert is invited to present to the group in either a presentation or workshop format. Feedback and discussion from participant’s shapes the way the meetings run and the subjects that are covered.

There is also an opportunity to find out the current activity and resources available from the Workforce Development Team and Skills for Care via their regular updates slots.

The meetings start at 10am, with refreshments available from 9.30am and finish by 1pm. Please visit our website for current dates and details of previous meetings.

www.cambridgeshire.gov.uk/learntogether/social

If you would like to attend, or ensure you are on the distribution list for minutes, please contact the Workforce Development Team by telephone on 01480 373534 or by email on Workforce.Development@cambridgeshire.gov.uk
Registered Managers Network

Would you like the opportunity to meet with other Registered Managers in Cambridgeshire? Are there areas of your business you would like to discuss with your peers? Or perhaps there are subjects that you would like to hear more about from an expert?

As a Registered Manager you play a vital role in the delivery of excellent social care, your leadership and professionalism has a direct impact on the quality of service that is delivered within your establishment.

The aim of the Network is to provide Managers with an opportunity to build upon existing expertise, knowledge and raise confidence. It also provides us with a platform to recognise the vital role that you as Registered Managers play within your organisations and celebrate the day-to-day successes, which often get lost amongst our other daily pressures.

The Network is always open to new members across Cambridgeshire. If you are a Registered Manager or actively working towards this role and would like to join our meetings please visit our website page for terms of reference, previous meeting minutes and an application form.

www.cambridgeshire.gov.uk/learntogether/social

Or contact ruth.heard@cambridgeshire.gov.uk.
Workforce Development Fund (WDF) Partnership

The Skills for Care Workforce Development Fund (WDF) is open to social care employers and is a contribution towards the cost of completing units and qualifications. This means you can claim back a proportion of the costs of the learning and development of your staff.

The costs to you as an employer may be that of the qualification itself or alternatively other employer contributions you may make whilst supporting your staff achieve their qualifications (salary costs, mentoring costs, venue costs for training, backfill etc.).

The amount of funding you can claim will depend on the qualification chosen, the units selected and how many credits make up those units. For 2016-17 funding is paid at £15 per credit, for example:

- Level 2 Diploma in Health and Social Care = up to £690
- Level 3 Diploma in Health and Social Care = up to £870
- Level 5 Diploma in Leadership for Health and Social Care and Children's and Young Peoples Services = up to £1200

If you are interested in finding out more about WDF please visit our website [www.cambridgeshire.gov.uk/learntogether/social](http://www.cambridgeshire.gov.uk/learntogether/social)

Or contact ruth.heard@cambridgeshire.gov.uk
Additional sources of Learning and Development

There are a number of additional sources of Learning and Development which can be accessed by those working with Children, Families and Adults, please note that charges may apply and any queries should be directed to the teams listed below.

**Cambridgeshire County Council teams:**

**Cambridgeshire Adult Safeguarding Training Team**  
Website: [www.cambridgeshire.gov.uk/info/20166/working_together/581/adult_safeguarding_training](http://www.cambridgeshire.gov.uk/info/20166/working_together/581/adult_safeguarding_training)  
Tel No: 01223 699307 or 01223 703538 adultsafeguardingtraining@cambridgeshire.gov.uk

**Public Health Team**  
[http://www.cambridgeshire.gov.uk/info/20004/health_and_keeping_well/536/public_health](http://www.cambridgeshire.gov.uk/info/20004/health_and_keeping_well/536/public_health)

**Community Support Services (CSS)**  
For details of courses and dates:  
[www.cambridgeshire.gov.uk/learntogether/homepage/309/community](http://www.cambridgeshire.gov.uk/learntogether/homepage/309/community)

**ONE/Aspire training**  
For details of courses and how to book go to:  
[http://camweb.ccc.cambridgeshire.gov.uk/cfa/stratcomm/ims/one_training.htm](http://camweb.ccc.cambridgeshire.gov.uk/cfa/stratcomm/ims/one_training.htm)

**Early Years training**  
All course information and on-line booking system can be accessed through the following link:  
External providers:

Local Safeguarding Children’s Board (LSCB)
www.cambslscb.org.uk/prof_training.html
Email: LSCBTraining@Cambridgeshire.gov.uk
Tel: 01480 373522

CAMH
www.cpft.nhs.uk/professionals/camh-training.htm
CAMH Training Administrator
Email: camhtrainingadministrator@cpft.nhs.uk
Tel: 01223 884040

LGSS (courses and on-line learning)
All courses and qualifications are currently free for CCC staff
www.lgss.co.uk/Services/traininganddevelopment/Pages/default.aspx

Care Act e-Learning
Thirteen e-learning modules covering all aspects of the Care Act are currently available free of charge. To access these modules, please register using the following link:
https://cambridgeshire.melearning.university/course_centre

Continuing Healthcare e-Learning
http://nhscontinuinghealthcare.e-lfh.org.uk/