

Please note. For all courses delegates will be required to register no later than 9.15am.
All Courses will start at 9.30am prompt. Courses will finish at 4.00pm with half an hour for lunch unless otherwise stated.

TRAINING	Time	Provider	Trainer	Target Staff	Update	Mandatory	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011	Dec 2011	Jan 2012	Feb 2012	Mar 2012	Apr 2012
7 DAY INDUCTION PROGRAMME (for staff from all services)																		
Common Induction Standards Training initial 4 day course See Common Induction Standards breakdown for full details of trainers and when specific sessions need to be updated.	9.30 – 4.00pm	Creative Support	Various	New staff	Only need to do full programme once – see breakdown for details	Yes for all staff	3, 4, 5, 6 or 9, 10, 11,12	6, 7, 8, 9 or 13,14, 15, 16	4, 5, 6, 7 or 11,12, 13,14	1, 2, 3, 4 or 8, 9, 10, 11	5, 6, 7, 8 or 12, 13, 14, 15	3, 4, 5, 6 or 10, 11, 12, 13	7, 8, 9, 10 or 14,15, 16, 17	5, 6, 7, 8 or 12, 13, 14, 15	9,10, 11, 12 or 16, 17, 18, 19	6, 7,8, 9 or 13, 14, 15, 16	5, 6,7, 8 or 12, 13, 14, 15	2, 3, 4, 5 or 16, 17, 18, 19
Medication Awareness (Boots Accredited and Creative Support Policies and Procedures)	9.30 – 4.00pm	Boots and Creative Support	Various	All Staff	Does not need updating	Yes for all staff who deal with meds at any level	10 or 17	14 or 21	12 or 19	9 or 16	13 or 20	11 or 18	15 or 22	13 or 20	17 or 24	14 or 21	13 or 20	17 or 24
Manual & People Handling Awareness	9.30 – 4.00pm	North West First Aid	Various	All Staff	Annual Update	Yes for all staff	11 or 18	15 or 22	13 or 20	10 or 17	14 or 21	12 or 19	16 or 23	14 or 21	18 or 25	15 or 22	14 or 21	18 or 25
Emergency First Aid in the Workplace 1 day course	9.30 – 4.00pm	Imperative Training	Various	All Staff	3 year update	Yes for all staff	12 or 19	16 or 23	14 or 21	11 or 18	15 or 22	13 or 20	17 or 24	15 or 22	19 or 26	16 or 23	15 or 22	19 or 26

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E- Learning Course (for details regarding e-learning courses please see last page of training calendar)																		
Safeguarding Vulnerable Adults & Children Refresher	3 hours (approx) Online course	Creative Support	Creative Support	All staff requiring to refresh their training	2 year updates	Yes for all staff	1 -14	1 -14	1 -14	1 -14	1 -14	1 -14	1 -14	1 -14		1 -14	1 -14	1 -14

TRAINING	Time	Provider	Trainer	Target Staff	Update	Mandatory	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011	Dec 2011	Jan 2012	Feb 2012	Mar 2012	Apr 2012
ADDITIONAL INDUCTION TRAINING FOR LEARNING DISABILITY STAFF – If you need this training you will have been informed by your manager																		
Challenging Behaviour and Personal Safety/De-escalation Training 1 day course	9.30 – 4.00pm	Creative Support	CITRUS Team	LD Staff	3 year refresher	For identified services	20	24	22	19	23	21	25	16	27	24	23	27
Breakaway Techniques CITRUS Model	9.30 – 4.00pm	Creative Support	CITRUS Team	Identified LD Staff	Annual Update	For identified services	23	27	25	22	26	24	28	19	30	27	26	30
Physical Intervention CITRUS Model	9.30 – 4.00pm	Creative Support	CITRUS Team	Identified LD Staff	Annual Update	For identified services			4			3			9			2

Day 1	CIS	Day 2	CIS	Day 3	CIS	Day 4	CIS
Am –Introduction to Creative Support Principles of Care - Role of the Worker Trainers – Paul Toner, David Seale, Michael Johnson, Ellen Allan		Am - Safeguarding in Health & Social Care Trainers – Michael Johnson, Ellen Allan, Tracey Oliver, Jenny Lovett		Am - Good Record Keeping Trainers – Michael Johnson, Ellen Allan, Debby Coates		Am - Equality, Diversity & Inclusion and Professional Development Trainers - Michael Johnson, Ellen Allan	
Introduction to Creative Support Responsibilities and limits of your relationship with an individual.	1.1.1 1.1.2	Provide inclusive support.	4.2.3	Be able to handle information in agreed ways. Be aware of how to keep records that are up to date, complete, accurate and legible.	1.4.1 1.4.2	Competence in your own work role within the sector.	2.1.2 2.1.3 2.3.3
Working in ways that are agreed with your employer. Policies and procedures of the organisation	1.2.1	Understand how duty of care contributes to safe practice.	5.1.2	Be aware of agreed procedures for: recording information, storing information and sharing information. Be aware of how to and to whom to report if you become aware that agreed procedures have not been followed	1,4,3 1.4.4	Understand the importance of reflective practice	2.2.1 2.2.2
The importance of working in partnership with others, carers, families, advocates. The importance of working in teams Ways of working that help improve partnership with others	1.3.1 1.3.2 1.3.3	Know how to address dilemmas that may arise between an individual's rights and duty of care.	5.2.1 5.2.2 5.2.3	Understand principles and practices relating to confidentiality.		Evaluate own performance Produce a personal development plan.	2.4.1 2.4.2 2.4.3
Competence within your own work role within the sector Professional boundaries GSCC codes of practice	2.1.1	Recognising signs of harm or abuse	6.1.1 6.1.2 6.1.3 6.1.4	Recognise barriers to effective communication. Be aware of ways to reduce barriers to effective communication. Know how to check communication has been understood to minimise misunderstandings. Be aware of sources of information and support or services to enable more effective communication	3.4.1 3.4.2 3.4.3 3.4.4	Use learning opportunities and reflective practice to contribute to personal development.	2.5.1 2.5.2 2.5.3 2.5.4
		Ways to reduce likelihood of abuse.	6.2.1 6.2.2			The value and the importance of equality and inclusion.	4.1.1 4.1.2 4.1.3 4.1.4
		Responding to suspected or disclosed abuse.	6.3.1 6.3.2 6.3.3			Access information, advice and support about equality and inclusion.	4.3.2
		National and local context of protection from harm and abuse	6.4.1 6.4.2 6.4.3			Know how to recognise and handle adverse events, incidents, errors and near misses.	5.3.1 5.3.2 5.3.3 5.3.4
						Ways to reduce likelihood of abuse	6.2.2

PM - Person Centred Approaches	CIS	PM - Health & Safety in Adult Social Care Settings	CIS	PM - Effective Communication	CIS	PM - Dementia Awareness Stress & Nutrition	CIS
Trainers – Michael Johnson, Ellen Allan		Trainers - Jonathan McGrath, Tom Jones, Michala Kerton		Trainers Michael Johnson, Ellen Allan, Tracey Oliver		Trainers Michael Johnson, Ellen Allan	
Provide inclusive support.	4.2.1 4.2.2	Know how to recognise and handle adverse events incidents, errors and near misses.	5.4.1 5.4.2 5.4.3	Importance of effective communication in the work setting. Be aware of the reasons why people communicate Understand how communication affects relationship in the work setting.	3.1.1 3.1.2 3.1.3	Recognising possible signs of dementia. Be aware of the differences between depression, confusion and dementia. Understand the importance of early diagnosis. Know who to tell if you suspect the symptoms are associated with dementia	7.3.1 7.3.2 7.3.3 7.3.4
Understand how duty of care contributes to safe practice.	5.1.1	Roles and responsibilities relating to health and safety in the work setting.	8.1.1 8.1.2 8.1.3 8.1.4 8.1.5	Know why it is important to observe an individuals reactions when communicating with them.		Managing stress. Recognise common indicators of stress in yourself and others.	8.10.1 8.10.2
Promote person centred values in everyday work.	7.1.1 7.1.2 7.1.3	Health and safety risk assessments	8.2.1 8.2.2	Meeting the communication and language needs, wishes and preferences of individuals. Know how to establish an individual's communication and language needs, wishes and preferences.	3.2.1 3.2.2	Be aware of circumstances that tend to trigger stress in yourself and others. Know ways to manage stress	8.10.3
Work in a person centred way. Recognise the features of person centred support Understand why it is important to find out the history and preferences of individuals. Understand how the changing needs of individuals are reflected in the support plan. Understand the importance of consultation with individuals	7.2.1 7.2.2 7.2.3 7.2.4	Responding to accidents and sudden illness.	8.4.1 8.4.2	Understand a range of communication methods and styles that could help meet an individuals communication needs. Non verbal communication	3.2.2	Food safety, nutrition and hydration Understand the importance of food safety. Understand the importance of good hydration and nutrition. Recognise signs and symptoms of poor nutrition and hydration. Be aware of ways in which to promote good nutrition and hydration.	8.11.1 8.11.2 8.11.3 8.11.4
Supporting active participation.	7.4.1 7.4.2 7.4.3 7.4.4	Handling hazardous substances.	8.6.1 8.6.2 8.7.1 8.7.2 8.7.3 8.7.4 8.7.5	Overcoming difficulties in promoting communication. Recognise barriers to communication Be aware of methods to reduce barriers to communication Be aware of sources of support and information that are available	3.3.1 3.3.2 3.3.3		
Supporting individual's rights to make choices.	7.5.1 7.5.2 7.5.3 7.5.4	Preventing the spread of infection.	8.8.1 8.8.2 8.9.1 8.9.2				
Promoting spiritual and emotional well being.	7.6.1 7.6.2 7.6.3	Promoting fire safety in the work setting.					
		Security measures in the work environment.					

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STAND ALONE STAFF DEVELOPMENT SESSIONS																		
HEALTH & SAFETY TRAINING																		
Medication Awareness (Boots Accredited and Creative Support Policies and Procedures)	9.30 – 4.00pm	Boots and Creative Support	Boots/ Michael Johnson Ellen Allen Jenni Hodgkinson Michelle Bradley Ian Bennett	All staff who support Service Users with any level of medication	No update needed	Yes for all staff	24		26		27		29		10		27	
Manual & People Handling Awareness Refresher	9.30-4.00pm	North West First Aid	North West First Aid	Staff who need to update	Annual Update	Yes for all staff	25		27		28		30		11		28	
Emergency First Aid in the Workplace Refresher	9.30-4.00pm	Imperative Training	Imperative Training	Staff who need to update	Every 3 years	Yes for all staff who need to refresh	26		28		29			1		2		5
Basic Food Hygiene Level 2	9.30 - 2.00pm	Trafford Borough Council	Martin Ford	Staff directly responsible for storage & preparation	Recommended refresher course once every 3 years	Yes – for staff who handle food/cook meals regularly	27	27	20		19	19	23			22		25
Electrical Safety Workshop	9.30 – 12.30pm	Creative Support	Trevor Stringer	All staff	No update needed	Yes for all staff		10		2		4		16		7		3
Environmental Risk Assessment	1.30 – 3.30pm	Creative Support	Jonathan McGrath	Line Managers	No update needed	Yes for Senior SW and above			15				25					20
Infection Control in the Workplace	9.30 – 12.30pm	SOA Safety	SOA Safety	All staff	Needed only if law changes	Yes for all staff		8		10		5		14		15		11

Training	Time	Provider	Trainer	Target Staff	Update	Mandatory	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011	Dec 2011	Jan 2012	Feb 2012	Mar 2012	Apr 2012
STAND ALONE STAFF DEVELOPMENT SESSIONS																		
WORKING WITH PEOPLE WITH LEARNING DISABILITIES																		
Learning Disability Assessment, Support Planning & Risk Assessment 2 Day course	Staff must attend both days to be awarded a certificate of attendance																	
Assessment, Support Planning & Risk Assessment (Learning Disability)	9.30 – 4.00pm	Creative Support	Margareta Whipday	All Learning Disability Staff	No need to update	Mandatory for all Learning Disability staff. To receive certificate people will also need to attend Person Centred Planning & Thinking		29				26			25		14	
Person Centred Planning & Thinking (Learning Disability)	9.30 – 4.00pm	Creative Support	Steve Winfield	All Learning Disability Staff	No need to update	Mandatory for all Learning Disability staff. To receive certificate people will also need to attend Assessment, Supporting Planning & Risk Assessment		30				27			26		15	
Introduction to Learning Disability	9.30 – 4.00pm	Steve Winfield	Steve Winfield	All staff new to learning disability	No update needed	Yes - For all learning disability staff	26	23		25		20		1	5	23		12
Breakaway Techniques CITRUS Model Refresher Course	9.30 – 4.00pm	Creative Support	CITRUS Team	Staff from identified projects	Annual Update	Yes for identified projects				8			7				5	
Physical Intervention CITRUS Refresher Course	9.30 – 4.00pm	Creative Support	CITRUS Team	Staff from identified projects	Annual Update	Yes for identified projects		6				10				6		
Basic Introduction to Autism	1.00 - 4.00pm	Creative Support	Zetta Edwards, Michala Kerton	Identified Staff	No need to update	Mandatory for autism specific projects. Recommended if you work in learning disability			14			25			10		30	
Successfully Supporting People on the Autistic Spectrum	9.30 – 4.00pm	Creative Support	Chris Hindle, Darrell Groves	Identified Staff	No need to update	Mandatory for identified autism specific projects. Recommended if you work in learning disability			21 & 22				2 & 3					26 & 27
Mental Health Act 1983 – 2007 Care Programme Approach	9.30 - 4.00pm	Creative Support	Margaret Littlejohn	All staff	No need to update	Recommended for all learning disability staff		24				25				24		
Supporting People with Sensory Needs New Course.	9.30 – 4.00pm	Creative Support	Antiflame	Identified Staff	No Need to update	Mandatory for identified projects				4				8				

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STAND ALONE STAFF DEVELOPMENT SESSIONS																		
WORKING WITH PEOPLE WITH MENTAL HEALTH NEEDS																		
Mental Health Assessment & Support Planning & Risk Assessment 2 Day course	Staff must attend both days to be awarded a certificate of attendance																	
Mental Health Recovery & Support Planning	9.30 – 4.00pm	Creative Support	Emma Knight	All mental health staff	No need to update	Mandatory for all Mental Health staff. To receive certificate people will also need to attend Assessment & Risk Assessment		1				6			18			26
Mental Health Assessment & Risk Assessment	9.30 – 4.00pm	Creative Support	Cheryl Ashton	All mental health Staff	No need to update	Mandatory for all Mental Health staff. To receive certificate people will also need to attend Mental Health Recovery & Support Planning		2				7			19			27
Introduction to Mental Health	9.30 – 4.00pm	Creative Support	Michael Johnson Gerry Burke	All staff new to mental health services	No need to update	Yes – for all new Mental Health Staff	27		1	18		21	29		27		2	30
Mental Health Act 1983 -2007 Care Programme Approach	9.30 – 4.00pm	Creative Support	Margaret Littlejohn	All staff	No need to update	Mandatory for all Mental Health staff		24				25				24		
Schizophrenia, Diagnosis and Mental Health Disorders	9.30 – 4.00pm	Elizabeth Hammond	Elizabeth Hammond	All Staff working in MH projects	No need to update	Not mandatory but recommended	17		8		6		1		20		20	
Affective Disorders, Anxiety & Depression	9.30 – 4.00pm	Elizabeth Hammond	Elizabeth Hammond	All Staff working in MH projects	No need to update	Not mandatory but recommended	20		25		9		8		24		23	
Self Harm & Suicide	9.30 – 4.00pm	Elizabeth Hammond	Elizabeth Hammond	All Staff working in MH projects	No need to update	Not mandatory but recommended	24		26		20		22		31		27	
Personality Disorders	9.30 – 4.00pm	Creative Support	Michael Halsey	All Staff working in MH projects	No need to update	Not mandatory but recommended	26				30			2		3	30	
Offenders with Mental Health Needs New Course.	9.30 – 12.30pm	Creative Support	Michael Halsey	All Staff working in MH projects	No need to update	Not mandatory but recommended			5				18					20
Dual Diagnosis New Course.	1.00 – 4.00pm	Creative Support	Michael Halsey	All Staff working in MH projects	No need to update	Not mandatory but recommended			5				18					20
Hearing Voices Training	9.30 – 1.00pm	Hearing Voices Network	Hearing Voices Network	All mental health staff	No need to update	Not mandatory but recommended			7		14		16			1		4
De-escalation Techniques for Mental Health Services	9.30 – 4.00pm	Rose Mercer Brown	Rose Mercer Brown	All Staff	No need to update	Mandatory for all Mental Health staff			13				1		13			13

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STAND ALONE STAFF DEVELOPMENT SESSIONS																		
WORKING WITH PEOPLE AFFECTED BY ACQUIRED BRAIN INJURY (ABI staff will also attend the full induction)																		
Introduction to Acquired Brain Injury	9.30 – 4.00pm	Antiflame Training	Antiflame Training	Staff working in ABI Services	No need to update	Yes – for new staff working within ABI services		8										
Mental Capacity Act and Acquired Brain Injury	9.30- 4.00pm	Antiflame Training	Antiflame Training	Staff working in ABI Services	No need to update	Yes – for new staff working within ABI services		22										
Sex & Sexuality for Individuals Affected by Acquired Brain Injury	9.30 – 4.00pm	Antiflame Training	Antiflame Training	Staff working in ABI Services	No need to update	Yes – for new staff working within ABI services		29										

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STAND ALONE STAFF DEVELOPMENT SESSIONS																		
WORKING WITH PEOPLE IN SUPPORTED HOUSING																		
Welfare Rights/Benefits	9.30 - 4.00pm	Creative Support	Catherine Reilly-Cooper	All staff dealing with client finances	No need to update	Not mandatory but recommended			6			14			6			
Client Finance and Housing Management	9.30 - 4.00pm	Creative Support	Catherine Reilly-Cooper & Rose Clout	All staff	No need to update	Not mandatory but recommended		9		25				2				11
Supporting People to Move on Workshop for Senior Staff	9.30 – 12.30pm	Creative Support	Catherine Reilly-Cooper	Senior Staff	No need to update	Not mandatory but recommended					15				12			

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BANK STAFF MANDATORY TRAINING (Please contact Bank Staff Co-ordinator)																		
E- Learning Health and Safety in the Workplace – including Introduction to Infection Control	Online course	Creative Support	Creative Support	Bank Staff	No need to update	Yes for all Bank Staff			1-14	1-14	1-14	1-14	1-14	1-14		1-14	1-14	1-14
Safeguarding Vulnerable Adults and Children	5.00 – 8.00pm	Creative Support	Tracey Oliver	Bank Staff	Every 2 years	Yes for all Bank Staff		8		2		4		8		16		3
Medication Awareness Boots Accredited & Creative Support Policies and Procedures	9.30 – 4.00pm	Boots/ Creative Support	Various	Bank Staff	No need to update	Yes for all Bank Staff		1		5		31		19		8		30
Manual & People Handling Awareness	9.30 - 4.00pm	North West First Aid	North West First Aid	Bank Staff	Annual update	Yes for all Bank Staff			7	9		11		13		14		12

E-Learning Courses

We are now offering a number of e-learning courses. These courses are computer based and you will need to have access to the internet. Ideally courses should be completed in work time in agreement with your manager. If you do not have a computer with internet access at your project you will need to make arrangements with your manager to complete the course at home or an alternative location. Courses must be completed within the stated two week period. Each course should take no more than three hours to complete. If you do not complete the course within the allocated time your project will incur a non-completion fee.

To apply for an e-learning course please complete an e-learning application form, which are available on the Creative Support website. In order to be registered you will need to supply a unique e-mail address and security question in your application. Application forms are also available to be copied from the Training Handbook or you can request a form from the Training Department at Head Office. Application forms must be returned before the commencement of the course.

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E- Learning Courses																		
WORKING WITH ALL SERVICE USERS																		
Safeguarding Vulnerable Adults & Children Refresher	3 hours (approx) Online course	Creative Support	Creative Support	All staff requiring to refresh their training	2 year updates	Yes for all staff	1 -14	1 -14	1 -14	1 -14	1 -14	1 -14	1 -14	1 -14		1 -14	1 -14	1 -14
Health & Safety in the Workplace	3 hours (approx) Online course	Creative Support	Creative Support	All staff	No need to update	Yes for all staff			1-14	1 -14	1 -14	1 -14	1 -14	1 -14		1 -14	1 -14	1 -14
Mental Capacity Act Awareness	3 hours (approx) Online course	Creative Support	Creative Support	All staff	No need to update	Not mandatory					1-14	1 -14	1 -14	1 -14		1 -14	1 -14	1 -14
Introduction to Microsoft Access 2003 New Course.	3 hours (approx) Online course	Creative Support	Creative Support	All staff	No need to update	Not mandatory	1 -14	1 -14	1 -14	1 -14	1 -14	1 -14	1 -14	1 -14		1 -14	1 -14	1 -14
Introduction to Microsoft Excel 2003 New Course.	3 hours (approx) Online course	Creative Support	Creative Support	All staff	No need to update	Not mandatory	1 -14	1 -14	1 -14	1 -14	1 -14	1 -14	1 -14	1 -14		1 -14	1 -14	1 -14
Introduction to Microsoft Outlook 2003 New Course.	3 hours (approx) Online course	Creative Support	Creative Support	All staff	No need to update	Not mandatory	1 -14	1 -14	1 -14	1 -14	1 -14	1 -14	1 -14	1 -14		1 -14	1 -14	1 -14
Introduction to Microsoft PowerPoint 2003 New Course.	3 hours (approx) Online course	Creative Support	Creative Support	All staff	No need to update	Not mandatory	1 -14	1 -14	1 -14	1 -14	1 -14	1 -14	1 -14	1 -14		1 -14	1 -14	1 -14
Introduction to Microsoft Word 2003 New Course.	3 hours (approx) Online course	Creative Support	Creative Support	All staff	No need to update	Not mandatory	1 -14	1 -14	1 -14	1 -14	1 -14	1 -14	1 -14	1 -14		1 -14	1 -14	1 -14