



# Training and Development Newsletter

## Corporate Training

Creative Support continues to offer a wide range of training through our head office training centre in Manchester and our regional centres around the country. The quality of our training is evidenced by us recently becoming a Recognised Provider for the National Skills Academy for Health & Social Care. Our training courses are much in demand, so much so, we now offer external care organisations the opportunity to send their employees on our training courses.

As our services have developed throughout the country, there has been a growing demand for high quality training in the regions, which has resulted in the regional centres offering identical four day induction programmes covering the Common Induction Standards as well as three separate days covering Medication, Manual & People Handling and Emergency First Aid. Stand alone courses have also been developed to meet the needs of the services within each region.

Our training calendars are designed to meet the needs of all services, courses can be accessed locally and are delivered by a team of trained project managers from the surrounding services. In addition to accessing their own regional training programmes, staff can also access training provided in other areas if it meets their needs. Amy Llewellyn, Regional Training Coordinator, has been working hard to coordinate this training. Amy explains:



Amy Llewellyn  
Regional Training  
Coordinator

As Creative Support grows there is an ever-increasing demand for training across the country. My job as Regional Training Coordinator is to assist the regional centres with the implementation of their training programmes, as well as helping to administrate any additional courses that take place throughout the year. This will help to ensure that each Creative Support staff member has a current and complete training record so that they can meet the needs of service users to the best of their ability.

It's important therefore that I am able to keep track of every course that takes place outside of Manchester so that I can ensure the central records are updated and be prepared to provide support – so please do keep me informed!

## Service User Involvement

The Training Department is committed to service user involvement and providing service users with learning and development opportunities. We have now produced Learning and Development Calendars for service users for each training office. The calendars detail the training opportunities open to service users in each region. The service user Learning and Development Calendars can be found in the staff area on the Creative Support website. Alternatively contact the Training Department who can e-mail or post a copy to you. We are currently looking to recruit Service User Training Advisors. Please contact Tracey Oliver at Head Office for more information.

## E-Learning Courses

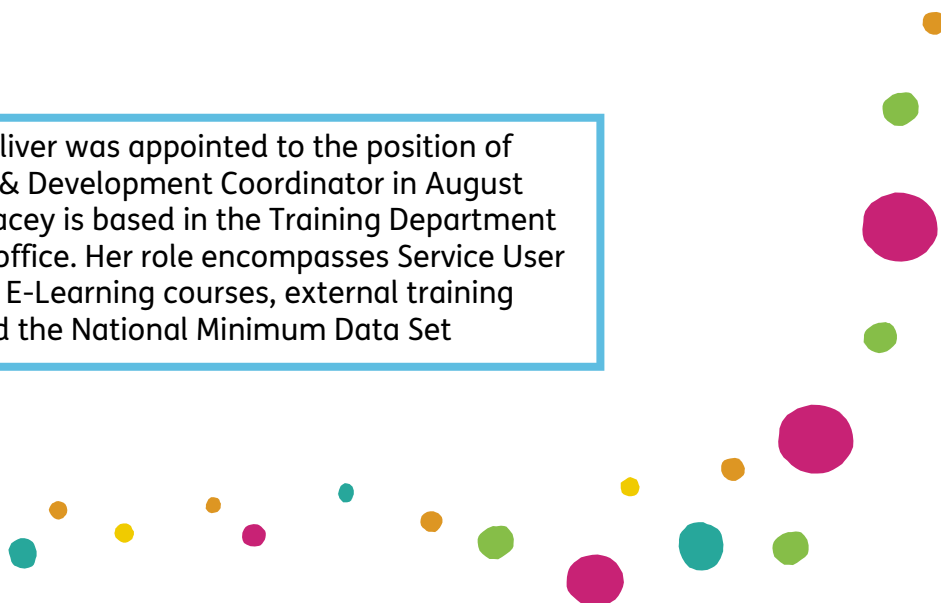
We are excited to now offer an extensive and growing range of e-learning courses. Those currently available are: Safeguarding Vulnerable Adults and Children, Introduction to Microsoft Access 2003, Introduction to Microsoft Excel 2003, Introduction to Microsoft Outlook 2003, Introduction to Microsoft PowerPoint 2003 and Introduction to Microsoft Word 2003. We also have a number of courses under development that will be released shortly, including Health and Safety in the Workplace and Mental Capacity Act Awareness. All these courses are open to both staff and service users. The e-learning courses are computer based and require an internet enabled computer. Learners receive their login details by e-mail before starting the course. Learners then have two weeks in which to complete their chosen courses. Each course takes approximately three hours to complete. These courses are self directed and therefore basic computer skills are required. To apply, staff should complete an e-learning application form and return it to the Training Department at head office. Service users can apply by completing a service user application form and a service user e-learning additional information form.

## External Training Sales

We have gained an excellent reputation for offering high quality training, highlighted by our Recognised Provider status with the National Skills Academy and the number of requests we receive from external care providers to access our training programme in Manchester. In response to these requests we now offer external care providers the opportunity to send their staff on our courses. Priority for training places is always given to Creative Support staff. Any spare places are then offered to external organisations at a reasonable price. This gives Creative Support another valuable source of income, which we hope to develop in the future.



Tracey Oliver was appointed to the position of Training & Development Coordinator in August 2010. Tracey is based in the Training Department at head office. Her role encompasses Service User Training, E-Learning courses, external training sales and the National Minimum Data Set



## Focus on Mandatory Training



Manual & People Handling training, one of many mandatory courses

Creative Support offers its employees the opportunity to attend a wide range of training courses enabling them to develop their skills and experience. An important part of this training programme are the mandatory training courses.

Ray Corry, Training Manager, is keen to emphasise the importance of mandatory training:

I'm sure most staff are aware of the mandatory training related to the induction, such as Emergency First Aid, Manual & People Handling and Medication training. But there are quite a number of courses that are mandatory that are less well attended, for example, Introduction to Mental Health and Introduction to Learning Disability. It is essential that all staff attend these courses if they are relevant to their service, particularly if they are new to care. Mandatory courses are clearly indicated on all the regional training calendars.

## Focus on Service User Training

### Service User Involvement Training

#### Staff

This is an interactive full day training session which outlines the different ways in which service users can become involved with Creative Support; the benefits for both service users and Creative Support and how to overcome obstacles and share best practice. It can be delivered at all regional training centres and is particularly recommended for new services

#### Service Users

This is a revised half day workshop designed to be delivered at local level. There are separate sessions for mental health services and learning disability services. We will outline the different ways in which service users can take part in improving the service offered by Creative Support, provide information about Creative Communities and discuss the benefits of becoming involved. We also talk about how to share this information with other service users. A separate session on meetings, i.e., chairing meetings, minting meetings and organising a forum or events, is also available. Service user involvement training can be delivered on request, either regionally or locally and is particularly useful for new services.

opportunity  
choice  
and  
wellbeing

Service user training



# Introducing QCF, a new framework of qualifications for social care workers



Earlier this year the NVQ's that we'd all come to know and love were replaced by a new range of qualifications that are part of the Qualification and Credit Framework. The QCF is a structured framework for all vocational qualifications, supported by a national database that will eventually record learning and achievement for everyone from age 14.

There used to be a wide range of qualifications relevant to social care but no coherent structure or pathway to them. This meant that staff often had to repeat learning or do another qualification if job roles or service requirements changed. In contrast, the QCF gives more choice and flexibility, and reduces duplication of learning by offering qualifications that build and link together. Units achieved in one qualification don't have to be repeated if they form part of another.

The QCF provides qualifications for staff from entry level to senior management. The replacement qualification for the NVQ is the Diploma in Health and Social Care, at level 2 for support staff and level 3 for those in a senior or supervisory job role. There are specialist pathways for staff supporting people with dementia or learning disabilities, and a wide range of optional units relevant to those working in other service areas. The qualifications also recognise new ways of working in social care such as personalisation and direct payments, and are designed to be flexible and able to respond to future developments.

Units from the QCF have also been combined into smaller qualifications called Awards and Certificates. So far, qualifications have been developed for specialist areas such as 'end of life care', or specific job roles like activity workers, but many more are planned. These smaller, specialist qualifications may be used for CPD or when changing job roles to a new area of work.

The new qualification for managers is the Level 5 Diploma in Leadership and Management for Health and Social Care and Children and Young People's services. Reflecting the QCF principles of consistency and flexibility, the common core of mandatory units are applicable to all service areas and wouldn't need to be repeated if a manager moved job roles.

There is a national centralised IT system to record and track all QCF qualifications. When registering for their first QCF qualification, learners will be given a Unique Learner Number (ULN) which will identify their Personal Learning Record on the database. The learner will control access to their learning record – one useful example of this would be to give temporary access to a new employer to look at your training record and qualifications instead of taking lots of certificates to an interview.

Staff who have achieved the appropriate NVQ for their job do not need to re-qualify under the QCF system, as although the relevant Diploma will now be the required qualification for social care workers, NVQs will continue to be recognised as an appropriate qualification.

We hope to develop some smaller specialist qualifications in the near future, but at present the Creative Support Training Team can support Diplomas at level 2, 3 and 5 – applications for the appropriate level are available through your manager.

For further information on QCF or vocational qualifications, please contact Lesley Gomersall or the Training Department

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*For more information on training or to contribute a story, please contact Paul Toner at head office:*

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