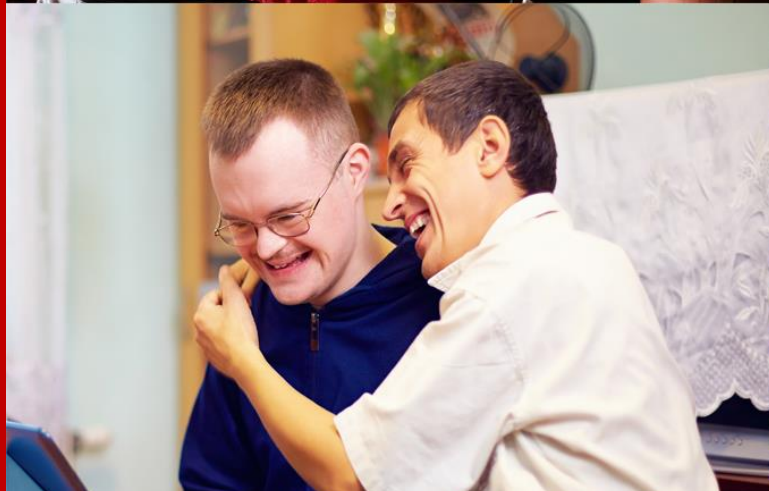




Learning & Development Directory April 2018 to March 2019



Supporting people since 1994

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1 Introduction

Welcome to the 2018/19 Avalon Learning and Development Directory. We hope you find something to inspire your learning over the next 12 months. The learning and development of our workforce and Shared Lives Carers continues to be important to us.

This Directory outlines the courses on offer, with the schedule of training from April 2018 to September 2018, dates of training scheduled from October until March 2019 will be published later. **This information is correct at the time of publication, dates and times are subject to change to meet the varying demands of the organisation, and therefore we recommend you check with your manager and/or the HR Database for all training before booking a place on a course.**

Colleagues from Avalink continue to attend part of the Induction programme and also the Visual Awareness training, this provides valuable customer input for delegates attending these courses.

A small number of other subjects can be delivered on a service specific basis, more information regarding this can be found in section 8. Similarly, there is a range of accredited learning on offer, details of this can be found in section 9.

If you require any further information regarding this directory either speak to your line manager or contact Learning and Development Team on 01423 530053.

Information about the new HR Database, Cascade

During 2018 a new HR database, Cascade, will be launched at Avalon. Once Cascade is implemented the course dates from October 2018 – March 2019 will be published. The training from October 2018 is planned, therefore if you have any queries regarding this please contact the Learning and Development team.

There will be a range of training for users of the HR database, the first of these is Cascade Module 1 – Introduction to inputting, which is for managers and administrators, dates are included on the course training schedule in section 25.

2 Booking a Place

You should discuss your learning needs with your Line Manager. This will normally take place during the support and supervision/support and monitoring sessions, or, for Shared Lives Carers, at quality visits and other meetings. If formal training is required, please look through this Directory to identify a suitable course.

Your Line Manager will fill in a booking form (TD100) and send it in to the Learning and Development generic email address, learninganddevelopment@avalongroup.org.uk . Once the booking form is received and there are places available, your place will be confirmed via your Line Manager. Once confirmation is received, your manager should let you know your place is confirmed and, for Supported Living staff, your manager should add the course to be attended to Carefree.

3 Group Bookings

In some circumstances, it may be appropriate for several staff and/or Shared Lives Carers to attend a particular course. In these circumstances, the Manager can complete a Group Booking form (TD100a) and send to the Learning and Development Co-ordinator. There is a similar Group Booking form for NAPPI training (TD100b).

The information regarding booking places on training and so on are correct at the time of publishing this directory, however please be aware these are likely to change during 2018 as the Cascade HR database is developed.

For all training bookings, each delegate will receive a reminder letter from Learning and Development approximately two weeks before the course date, this will also provide details about the start and finish time, venue and parking. **Please note, during 2018/19 we will be progressing towards sending course information via email rather than a letter wherever possible.**

If, when you receive your course information you are not able to attend, please speak to your local office manager who in turn will inform Learning and Development.

All learning and development booking forms have been updated from February 2018 to prevent personal data being sent by email. It is therefore important that information of delegate name, address and other contact details are correct on the HR database as these will be used to send letters and other course information to delegates booked on training.

4 Course Charges and Cancellation Fees

All courses scheduled and delivered by Avalon are free to Avalon Group Staff Members or Shared Lives Carer/Support Carer. Some people are eligible to claim travel expenses and further details of this can be obtained from your Line Manager or within the Training and Development Policy (TD01).

Delegates are expected to share transport wherever this is possible in order to keep costs to a minimum. Your Line Manager will be able to tell you if other local people are booked on the same course.

Course places should only be cancelled in exceptional circumstances. If cancellation is unavoidable, you must contact your Line Manager in the first instance who will inform Learning and Development.

Shared Lives Carers may be charged £50 per person for places which are cancelled within 48 hours of the course date. Similarly if the Shared Lives Carer does not attend the training without prior notice being given £50 may be charged.

5 Skills for Life

If you would like more information on literacy and numeracy training opportunities please discuss with your manager and contact the Learning and Development Coordinator.

6 Induction for those new to Avalon

All staff and Shared Lives Carers new to Avalon are expected to complete the taught six day Induction Programme. If managers feel the newly appointed employee or Shared Lives Carer has prior experience which may mean they may not need to attend all six days of the induction programme please contact the Learning and Development Manager to discuss in more detail.

The six day programme includes all knowledge elements of the Care Certificate, plus other topics in more detail which are required to support our customers. The Care Certificate is partly assessed during training (knowledge elements) and also within your work setting as part of your induction and probationary period (performance elements are observed). For Shared Lives Carers this takes place during the application and matching process and also within the first few weeks of a customer coming to stay with you.

Your Line Manager will work through the Care Certificate Competencies with you, the Registered Manager is responsible for the sign off of your Care Certificate, who will then forward the documents to Learning and Development for your certificate to be issued.

Shared Lives Support Carers new to Avalon are required to undertake Safeguarding and First Aid training as a minimum. Plus Moving and Handling and/or Safe Handling of Medicines and/or Positive Behaviour Support if these are required for the customer(s) being supported.

An overview of the content of each day of induction is provided in the table below, several topics are covered on more than one day. The topics **highlighted** are relevant to the Compliance Tracker.

Avalon Induction	Summary of content	Links to Care Certificate Standards – KNOWLEDGE ELEMENTS
Day 1	Introduction to Avalon, understanding your role, values, attitudes and beliefs, equality and diversity, and working relationships. The importance of your learning and development. Awareness of learning disability, mental health and dementia. Legislation, confidentiality, complaints and handling information. Duty of Care.	Standards 1, 2, 3, 4, 5, 9, 14
Day 2	Person Centred Approaches, communication, privacy and dignity, Duty of Care. Safeguarding Adults . Plus choices, risks and responsibilities, legislation, confidentiality and handling information. Homework – workbook Safeguarding Children.	Standards 3, 5, 6, 7, 9, 10, 11, 14 (2)
Day 3	Health and Safety legislation, employee and employer responsibilities. Principles of safe moving and handling of loads and people (includes competency assessment). Principles of safe food preparation, storage, disposal and what comprises of a healthy diet. How to promote fire safety. How to promote safety in your setting (including safe storage of product, disposal of waste, PPE and hazardous substances, principles of hand washing, routes of infection, visitors etc.). Taking care of yourself and indicators of stress.	Standards 8, 13, 14, 15
Day 4	Emergency First Aid at work, including competency assessment of Primary Survey, CPR and recovery position.	Standard 12
Day 5	Positive Behaviour Support (NAPPI Generic) – this is NAPPI accredited training to enable delegates to understand the underlying principles of positive behaviour support and how this differs from other methods of behaviour management; assess, manage and reduce behaviours that challenge; to understand and implement primary and secondary behaviour support strategies; to develop an empathy and understanding of the function of behaviour.	This is in addition to the Care Certificate. It links to Standards 3, 5, 6, 7, 10, 14
Day 6	Safe Handling of Medicines , safe administration of medicines, including use of the MAR chart. Mental capacity, risk and dilemmas. Personal development and moving forwards.	Standards 2, 13, 14

2018/19 Induction Dates

Venue for Induction is the York Training Room, 9.30am – 4.00pm, for CareFree purposes this is a 6 hour course (30 minutes lunchbreak)

April 2018	9 th , 10 th , 11 th , 16 th , 17 th 18 th
May 2018	8 th (Tue), 9 th , 10 th , 14 th , 15 th , 16 th
June 2018	4 th , 5 th , 6 th , 11 th , 12 th , 13 th
July 2018	2 nd , 3 rd , 4 th , 9 th , 10 th , 11 th
August 2018	6 th , 7 th , 8 th , 13 th , 14 th , 15 th
September 2018	3 rd , 4 th , 5 th , 10 th , 11 th , 12 th
October 2018	1 st , 2 nd , 3 rd , 8 th , 9 th , 10 th

November 2018	5 th , 6 th , 7 th , 12 th , 13 th , 14 th
December 2018	3 rd , 4 th , 5 th , 10 th , 11 th , 12 th
January 2019	7 th , 8 th , 9 th , 14 th , 15 th , 16 th
February 2019	4 th , 5 th , 6 th , 11 th , 12 th , 13 th
March 2019	4 th , 5 th , 6 th , 11 th , 12 th , 13 th

7 Mandatory Training

Staff and Shared Lives Carers must attend refresher training as outlined in the table below. Attending refresher training is mandatory, it is required in order to meet CQC and organisational requirements. If staff and/or Shared Lives Carers do not keep their training up to date this will affect which customers they are able to support.

A summary of refreshers required (please see the Training Policy, TD01, for more details)

REFRESHERS	Frequency of refresher		
	Supported Living (SL) & Ops staff	Shared Lives Carer (SHL)	Shared Lives Support Carer
Health and Safety Refresher	3 yearly	3 yearly	N/A (covered at Support Carer review)
First Aid Refresher	3 yearly	3 yearly	3 yearly
Safeguarding Refresher	2 yearly	2 yearly	N/A (covered at Support Carer review)
Safe Handling of Medicines Refresher	2 yearly	2 yearly	2 yearly - if required
PBS Refresher (NAPPI Generic Refresher)	2 yearly	2 yearly - if required depending on nature of customers	2 yearly - if required
Moving and Handling Refresher (this includes use of wheelchair)	Yearly	Yearly if moving customer, otherwise 2 yearly	Yearly if moving a customer, otherwise not required
Moving and Handling using equipment Refresher - using hoist and/or slide sheet	Yearly – only if using hoist/ slide sheet equipment	Yearly – only if using hoist/ slide sheet equipment	Yearly – only if using hoist/ slide sheet equipment
NAPPI Physical Skills - only if supporting customer with Physical interventions	Yearly – only if customer has NAPPI physical skills in their PBS plan	Yearly – only if customer has NAPPI physical skills in their PBS plan	Yearly – only if customer has NAPPI physical skills in their PBS plan

Other specialist training may also require refresher training, please check with your manager.

8 Role Specific and Complex Needs Training

In addition to the induction programme some Supported Living staff and Shared Lives Carers may require additional training to support their customer(s).

There is a wide range of training available from the Learning and Development training schedule, see the course content section of this document and the training schedule for a full list of what is available. For example, autism awareness, mental health awareness, dementia, epilepsy awareness moving and handling using equipment (formerly hoist), personal care and many more.

- **Positive Behaviour Support Refreshers (PBS)**

For staff and Carers that are ALREADY trained in PBS (formerly NAPPI Generic) and require a refresher, there is a PBS refresher which is 4 hours long.

Please do not book onto the PBS refresher unless PBS/NAPPI Generic has already been attended.

PLEASE NOTE: Any staff/Carers who require NAPPI Physical Skills training must have already attended the full PBS 1 day course. Following this, NAPPI Physical refreshers INCLUDE PBS refresher, therefore staff who are attending NAPPI Physical Skills Refresher do not need to attend a separate PBS refresher as well, unless this has been identified as a specific learning need. Occasionally a Customer Specific PBS session is required; these are bespoke sessions to meet identified learning needs.

- **NAPPI (Non Abusive Psychological and Physical Interventions) Physical Skills Level 1, 2 and 3**

This training is delivered to staff bespoke to the level(s) required for the customer(s) being supported. This training is accredited by the British Institute of Learning Disabilities (BILD). If you are supporting a customer for whom NAPPI physical skills are required you must be trained in these before supporting the person and your manager must have gone through the customer's Positive Behaviour Plan (Behaviour Support Plan) with you.

Several NAPPI Physical Skills Refreshers are scheduled on the calendar based on the training undertaken in each area for 17/18. This training is only for those staff supporting customers who require physical interventions and will be tailored to the staff group attending. This course is suitable for staff who require NAPPI Physical Skills Refresher **and also for** staff new to NAPPI Physical Skills – the trainer will determine the timings of the course based on delegate attending and the customer(s) they support. **Please note:** Staff attending NAPPI Physical Skills training must have up to date First Aid training and must also have already attended PBS (Formerly NAPPI Generic) training.

If Localities require additional NAPPI Physical Skills training to those already scheduled please contact the Learning and Development Manager. Please use booking form TD100b when booking NAPPI physical skills training places.

- **Other Specialist Training Information**

Some training requires specialist delivery, for example Buccal Midazolam and PEG feeding. This training is sometimes available locally or, if not available locally, Avalon arrange it from the relevant expert. If you think you require any additional training please discuss this with your manager, who will then see if the relevant course is available and arrange for you to attend or, if not available your manager will contact Learning and Development to discuss.

Some additional training also requires you to attend a refresher, for example Buccal Midazolam (within 18 months), rectal diazepam (annual) and PEG feeding (check with training provider). If you are unsure of when this is needed please check with your manager and/or contact Learning and Development.

- **Specific learning and development opportunities for teams**

In addition to the above, for 2018/19 learning and development opportunities for teams include:

- **Developing your Understanding of Autism (Autism in more depth)**

Several sessions scheduled, see course schedule, alternatively contact learning and development

We recognise and respond to the fact that Autism is varied, complex and unique.

Autism in more in depth, maintains a focus of understanding the autistic experience through the customer's eyes and the emphasis on developing real skills and tools for support. The sessions offer a workshop style of learning, designed to further explore in depth, topics previously raised during the Autism Awareness session. This can include:

- Increased delegate knowledge and understanding of Autism Spectrum Conditions
- Examined and be able to recognise each of the main characteristics of Autism Spectrum Conditions
- Discussed in depth the main challenges people with Autism face and the strengths and positives of having Autism
- Explored how to apply a range of practical strategies in a positive way when supporting a customer with autism

- **Communication in more Depth**

Available upon request – please contact the Learning and Development Manager

We recognise and respond to the fact that communication is varied, complex and unique.

Communication in more in depth looks at more complex forms of communication with the emphasis on developing real skills and tools to support customers effectively. The sessions offer a workshop style of learning, designed to further explore in depth, topics previously raised during induction.

This is a bespoke session and therefore the objectives below are an example of what can be covered. AIM – to develop the delegate's knowledge of communication skills and techniques and explore these in the context of the customers they support

- Have more detailed understanding of a wide range of communication techniques with someone who is non-verbal
- Understand what a communication passport is and how to use
- Appropriate and effective use of picture cards
- Know some Makaton signs, how and when to use

- **Developing your Understanding of Learning Disability**

Available upon request – please contact the Learning and Development Manager

Alongside an overview Learning Disability Awareness session, we can also expand on fundamental areas that will enable our learners to provide effective and skilled support. This can include:

- Supporting with physical and emotional well being
- Values and Attitudes – a learning disability perspective
- Enabling effective and positive communication
- The Past, Present and Future, Learning Disabilities, the Law and Inclusion
- Learning from life – understanding capacity and enabling positive risk
- Supporting Individuals with Profound and Multiple Learning Disabilities

○ **Dementia Awareness**

Available upon request – please contact the Learning and Development Manager

This is a 1 day introduction to dementia which can be delivered to groups of staff and/or Shared Lives Carers. The aim of this training is for the delegate to gain an awareness of dementia.

A summary of the content of this training is:

- Know a definition of dementia
- To know about the four most common types of dementia, the symptoms and behaviours that are relevant of each
- Know how to work in a person centred way when supporting someone with a dementia
- Understand the importance of living in someone's reality

○ **Positive Behaviour Support – Customer Specific Workshop**

This training has to be commissioned and approved by the Deputy Executive Director Julie Colley.

Learning and development are able to deliver a bespoke workshop based around a customer's needs to shape their specific Positive Behaviour Plan, this is based on NAPPI principles and usually takes place if the customer is a new referral or if there have been a number of incidents which have identified a specific workshop is required.

This bespoke session is facilitated by a qualified NAPPI trainer and using NAPPI principles and tools is designed to create an agreed positive behaviour support strategy which can then be used to support a specific individual whose difficult and aggressive behaviour could cause harm to themselves or others. The session will vary in length dependent on an assessed need and can, if appropriate facilitate the training of level 1, 2 and 3 physical intervention.

A behaviour audit and consultation must be completed in order to book this course.

○ **Understanding Compulsive and Obsessive Behaviours**

Available upon request – please contact the Learning and Development Manager

AIM - To develop your awareness of compulsive and obsessive behaviour and practical and person centred methods of support

OBJECTIVES - By the end of the session participants will have gained and awareness of

- Why people may have compulsive or obsessive behaviour and some of the psychological causes that motivates them
- Repetitive and ritualistic behaviours and their purpose, including echolalia
- The function of self-stimulating behaviour
- Sensory perception and behaviour
- The individual nature of specific obsessional behaviours in relation to learning disability, autistic spectrum conditions mental health illness and compulsive disorders
- Effective ways of providing effective person centred support to individual

9 Accredited Learning

Please note all qualifications require you to complete a Learning Agreement, please ask your manager about this before you undertake a qualification, or alternatively contact Learning and Development.

Dementia Level 2 Award

Details of this 4 day training programme can be found in the course content and schedule section. In order to achieve the dementia level 2 award, delegates are required to complete a portfolio of evidence which is assessed, by a qualified assessor within Avalon, and internally and externally quality checked.

Health and Social Care Diploma Level 2 and 3

Funding for the Health and Social Care Diploma has changed and is no longer freely available. The Avalon Group still expect to be able to offer opportunities for employees to undertake the level 2 (Support Workers) and 3 (Support Coordinators and Service Managers), though places will be limited. If you would like to be considered for the level 2 or 3 Diploma please speak to your manager who will then liaise with Learning and Development.

Health and Social Care Diploma Level 5

Level 5 Diploma in health and social care is available to Locality Managers who do not already have this qualification, please contact the Learning and Development Manager for more information.

Train the Trainer - Level 3 International Award in Delivering Training

This level 3 Award in Education and Training (for Service Managers) is occasionally available from an external training company. If you are interested in this qualification discuss with your line manager in the first instance and then with the Learning and Development Manager.

Distance Learning Accredited Courses

These courses are fully funded. Anyone can request to undertake the distance learning courses listed below (including SHL carers). You can only undertake one course at any one time, you can complete more than 1 distance learning course per year. Each course is expected to take between 8 to 12 weeks to complete. You will be inducted locally by the training provider for the distance learning modules.

If you are interested in any of the distance learning modules, please speak with your manager and request an application form from Learning and Development.

You are required to complete the written work for the qualification in your own time. If you decide to withdraw at a later date and/or if you do not complete the work on time you will be subject to a penalty fee of £125 from the awarding organisation.

Level 2 Certificate in **Learning Disabilities**

Covering the knowledge and providing an understanding to care for an individual with learning disabilities:

- Understand the context of supporting individuals with learning disabilities
- Introduction to personalisation in Social Care
- Principles of positive risk-taking for individuals with learning disabilities
- Principles of supporting individuals with a learning disability to access health care
- Introductory awareness of autistic spectrum conditions
- Principles of safeguarding and protection in health and social care

Level 2 Certificate in **Mental Health Awareness**

Understand the mental health problems that around a quarter of British adults experience each year:

Understanding Mental Health	Understanding attention deficit hyperactivity disorder (ADHD)
Understanding stress and anxiety	Understanding Obsessive compulsive disorder (OCD)
Understanding depression	Understanding post-traumatic stress disorder
Understanding post-natal depression	Understanding dementia
Understanding bipolar disorder	Understanding schizophrenia
Understanding phobias	
Understanding eating disorders	

Level 2 Certificate in **Management of Diabetes**

Providing an understanding of the different types of diabetes and how they occur:

- Understand diabetes
- Prevention and early intervention of Type 2 diabetes
- Understand the initial care of diabetes
- Understand the treatment and management of diabetes

Level 2 Certificate in **Dementia Care**

Providing an appreciation and understanding of the different forms of dementia and how to support individuals:

- Understanding dementia
- The person-centred approach to dementia care
- Equality, diversity and inclusion
- Person-centred approaches to the administration of medication
- Factors that can influence communication
- Behaviour in the context of dementia care
- Benefits of engaging in social activities

Level 2 Certificate in **Common Health Conditions**

This course is the ideal programme for anyone working in the following areas: sensory loss awareness, arthritis awareness, stroke awareness or Parkinson's disease awareness:

Understand how to contribute to monitoring the health of individuals affected by health conditions

- Introductory awareness of sensory loss
- Stroke awareness
- Dementia Awareness
- Arthritis awareness
- Parkinson's disease awareness

Level 2 Certificate in **Nutrition and Health**

Increasing awareness and understanding in nutritional requirements:

- Explore principles of healthy eating
- Consider nutritional needs of a variety of individuals
- Use food and nutrition information to plan a healthy diet
- Principles of weight management
- Understanding eating disorders
- Principles of food safety for the home environment

Level 2 Certificate in **Understanding Autism**

This course helps to increase people's understanding of Autism:

- Introducing autism
- Using a person-centred approach to support individuals with autism
- Communication and social interaction in individuals with autism
- Sensory processing, perception and cognition in individuals with autism
- Supporting positive behaviour in individuals with autism
- Supporting individuals with autism to live healthy and fulfilled lives

Level 2 Certificate in **Business Administration**

This course covers many topics including managing information and producing documents as well as providing excellent customer service:

- Principles of providing administrative services
- Principles of business document production and information management
- Understand communication
- Understand how to carry out business administration tasks
- Understand customer service

Level 2 Certificate in **Team Leading**

This course helps to develop a wide range of team leading skills covering a number of aspects including establishing the team, motivation, communication, reporting structures and the relevant legislation required for the individual to progress within their role.

- Principles of team leading
- Understand business
- How to communicate work-related information
- Understand customers
- How to develop working relationships with colleagues
- Understand health and safety procedures

Level 2 Certificate in **Customer Service**

This course helps to increase awareness of understanding and meeting customers' needs, giving a great customer experience, learning from feedback and promoting products and services:

- Deliver customer service
- Understand customers
- Principles of customer service
- Understand employer organisations
- Manage personal performance and development

10 Manager Learning and Development Programme

The new Manager Training Programme launched in 2016/17 continues during 2018/19, this training takes into account the Skills for Care Manager Induction Standards, National Skills Academy Manager Standards and organisational needs.

In addition to the courses scheduled the other components to the Manager Programme are:

- Completion of the Service Manager Induction Checklist
- Completion of the Skills for Care Manager Induction Standards
- Locally arranged mentoring and support
- Carefree training - arranged and delivered via ICT (contact Sharron Catton)

There are also specific workshops scheduled when required to meet specific needs, such as CQC KLOE workshops.

These courses are mandatory for any manager who is new to Avalon and also for existing managers if they have not attended training on these topics previously.

Support Coordinators are welcome to attend some of the manager courses as indicated below*

Other managers who have previously attended training on these topics are invited to attend as a refresher.

Information of the objectives of the managers training modules are in Section 12 of this directory.

New for 2018

Managing New Referrals Part 1 and Part 2 has been revised into Managing New Referrals and Managing Active Support.

Title of Course	Attend <u>one of the dates</u> for each course title	Time
Introduction to the role of the Manager*	12 th April 2018, 9 th November 2018	9.30 - 4.00
Managing Your Team - Module 1	10 th May 2018, 13 th December 2018	9.30 - 4.00
Managing Your Team - Module 2	14 th June 2018, 16 th January 2019	9.30 - 4.00
Managing Your Team - Module 3	3 rd July 2018, 21 st February 2019	9.30 - 4.00
Managing Your Team - Module 4*	7 th August 2018, 14 th March 2019	9.30 - 4.00
Managing New Referrals*	17 th July 2018, 23 rd January 2019	9.30 - 4.00
Health and Safety for Managers*	27 th June 2018, 15 th February 2019	9.30 - 4.00
MCA for Managers*	24 th April 2018, 21 st November 2018	9.30 - 4.00
PBS for Managers*	22 nd May 2018, 18 th December 2018	9.30 - 4.00
NEW – Managing Active Support*	Dates to follow	9.30 - 4.00

The venue is included in the training course schedule – Section 14

Unless agree with Julie Colley or Karen Dabell, managers should not be chairing interview panels until they have attended Managing Your Team Module 1.

11 Course Content - Aims and Objectives

Autism Awareness

(Also available as distance learning – see section 9)

AIM – To raise awareness of Autistic Spectrum Conditions and to develop practical person centred approaches to supporting people on the spectrum

OBJECTIVES – By the end of the session participants will:

- Define what is meant by autistic spectrum conditions
- Understand and be able to apply positive behaviour support when supporting your customer
- Examine sensory stimuli & understand the impact it can have on your customer
- Examine different strategies in order to help you to better understand and support your customer

Autism in more depth

AIM – to develop the delegate's knowledge and understanding of autism and explore this in the context of the customers they support

OBJECTIVES – By the end of the session participants will have:

- Increased their knowledge and understanding of Autism Spectrum Conditions
- Examined and be able to recognise each of the main characteristics of Autism Spectrum Conditions
- Discussed in depth the main challenges people with Autism face and the strengths and positives of having Autism
- Explored how to apply a range of practical strategies in a positive way when supporting a customer with autism

Award in Awareness of Dementia (Level 2)

The Level 2 Award in Awareness of Dementia is delivered over four days and is accredited by the Highfield Awarding Body of Compliance (HABC).

The 4-day course content covers the four modules of the qualification

- Dementia Awareness
- The person-centred approach to the care and support of individuals with dementia
- Understand the factors that can influence communication and interaction with individuals who have dementia
- Understand equality, diversity and inclusion in dementia care

Buccal Midazolam (including Epilepsy Awareness) – delivered by a health professional Delegates who require Epilepsy Awareness can attend this training.

AIM - To understand the various form of epilepsy, diagnostic methods, emergency first aid treatment and the administration of emergency rescue medication buccal midazolam

OBJECTIVES – By the end of the course participants will:

- Understand the nature and incidence of epilepsy
- Be familiar with the various forms of epilepsy and their clinical features
- Be able to explain the range of treatments available for this condition
- Understand seizure management including how to administer first aid following seizure
- Be familiar with Epilepsy Management Plans
- Be able to administer Buccal Midazolam using a simulator (following Joint Epilepsy Council Guidance), this includes a Competency Assessment of staff

This training can also include administration of Rectal Diazepam, if this is required please request at the time of booking.

Diabetes Awareness - delivered by a health professional

(Also available as distance learning, see section 9)

AIM - To understand the condition, the effect it has on people, and practical ways to support a person with diabetes

OBJECTIVES - By the end of the session participants will:

- Understand type 1 and 2 diabetes
- Understand the effects of diabetes and associated risks
- Know how to respond in an emergency
- Understand the positive effects of a balanced diet

Epilepsy Awareness – see Buccal Midazolam

Epilepsy Awareness is also available as online learning – please ask Learning and Development if you require more information.

First Aid Refresher

AIM - To refresh skills and knowledge of emergency first aid

OBJECTIVES – by the end of the session participants will be able to:

- Refresh the role of the First Aider including preventing cross infection, the need to report and record incidents and use of available equipment (AED)
- Assess the situation in order to act safely, promptly and effectively in an emergency
- Administer cardiopulmonary resuscitation CPR
- Administer first aid to an unresponsive casualty
- Know how to deal with other emergencies such as choking, bleeding, burns/scalds, diabetes, seizures and shock

Health & Safety - Refresher (includes fire and safe food handling)

This is also available as a WORKBOOK option for those who are unable to attend classroom training – please ask Learning and Development if you require more information.

AIM - To be refresh your knowledge of safe working practice in your role to protect yourself and others

OBJECTIVES – By the end of the session participants will be able to:

- Recap legislation, duty of care and codes of practice relating to health and safety and have an awareness of how these affect Avalon's policies and procedures
- Refresh on the different types of risk assessment and identify hazards
- Refresh on infection prevention and relate this to your area of work
- Refresh knowledge around good food hygiene
- Refresh knowledge around fire safety
- Identifying and managing stress

Mental Capacity Act Awareness

This is also available as an online option for those who are unable to attend classroom training – please ask Learning and Development if you require more information.

AIM - To inform and develop an understanding of the Mental Capacity Act and Best Interest Decision Making

OBJECTIVES - By the end of the session participants will:

- Have explored the Mental Capacity Act including capacity assessments, the 5 principles and the role of the Court of Protection
- Understand how the Mental Capacity Act impacts on everyday support
- Understand responsibilities under the Mental Capacity Act and processes to follow
- Understand what a best interest decision is, how, when and by whom it is made

Mental Health Awareness

(Also available as distance learning, see section 9)

AIM - To develop an understanding of mental health illness and issues relating to mental ill health

OBJECTIVES – By the end of the session participants will have gained an awareness of:

- Develop an understanding of what is meant by the term ‘mental health’
- Develop an understanding of the types, causes and treatments of mental health illness
- Develop an understanding of the impact stigma has on individuals
- Identify a range of practical strategies and tools that will enhance your ability to successfully support individuals who have mental health difficulties

Moving & Handling Refresher

AIM - To understand your responsibilities, and how to practice safe moving and handling techniques in your role

OBJECTIVES - By the end of the session participants will:

- Refresh awareness around current legislation and duty of care
- Understand the different types of risk assessment
- Refresh on effects of poor moving and handling
- Demonstrate safe moving and positioning techniques for people and objects

Moving and Handling Using Equipment (formerly Hoist)

AIM - To understand responsibilities and how to practice safe moving and handling techniques

OBJECTIVE - By the end of the session participants will:

- Recap legislation, Avalon policy and duty of care
- Refresh on the effects of poor manual handling including controversial techniques
- Demonstrate safe use of hoist
- Demonstrate safe use of slide sheet

If additional moving and handling equipment training is required (such as banana boards, transfer belts etc.) please contact Learning and Development.

NAPPI Physical Skills – Level 1, 2, 3 (including NAPPI Physical Skills Refresher)

AIM - To have the required NAPPI Physical skills in line with the BILD code of practice to be able to meet the specific needs of customer(s)

This training is bespoke to each area, delegates attending and the needs of the customers that they support.

Delegates will be booked by their manager to attend this training dependent on who they support and the positive behavioural support plan. Physical skills should be refreshed every 12 months.

The objectives for this training are determined on a course by course basis dependant on the delegates and the customers they support.

PEG Training – delivered by a Health Professional

AIM – to provide theory behind enteral feeding and basic care of feeding tube and stoma site

OBJECTIVES – By the end of the session participants will:

- Understand basic injection control relating to feeding tube
- Understand basic stoma care
- Understand different types of tube used for patients in your care
- Understand principles of bolus feeding
- Identify problems with feeding tubes and bolus feeding

Personal Care

AIM - To have the knowledge to assist with personal care needs in a safe and dignified way

OBJECTIVES - By the end of the session participants will:

- Identify the range of personal care needs our customers may require assistance with
- Understand how to work in person centred ways promoting independence and self esteem
- Awareness of aids and adaptations that may promote customers independence
- Understand the risks and dilemmas that can occur whilst supporting with personal care

Supporting a customer with a catheter can be included in this course if this is required

Person Centred Approaches – this course is under review and not available at the current time

Positive Behaviour Support (Formerly NAPPI Generic)

AIM - To understand the nature of behaviour that challenges and to know how to provide effective person centred support for a person who uses behaviour that challenges

OBJECTIVES - By the end of the session participants will be able to:

- Be able to assess, manage, and reduce behaviours that challenge
- Be able to understand and implement primary and secondary behaviour support strategies
- Develop an empathy and understanding of the function of behaviour
- Understand the underlying principles of positive behaviour support and how this differs from other methods of behaviour management

Positive Behaviour Support REFRESHER

For experienced support staff and carers to refresh and re-certificate their underpinning knowledge of Positive Behaviour Support (PBS) using NAPPI principles, tools and assessment. The session will call upon learners to reflect on their own experiences and practice and examine how they use PBS in their everyday work role

OBJECTIVES - To refresh knowledge and skill sets in:

- Understanding, implementing and maintaining a values based framework of positive behaviour support
- The role of primary, secondary and reactive strategies to improve quality of life and support people who challenge services using difficult behaviour
- The importance and purpose of functional behaviour assessment and understanding
- Assessing and managing risks associated with difficult and/or challenging behaviour

Safe Handling of Medicines Refresher

AIM - To have the required knowledge for safe practice around all areas of handling and administering medication

OBJECTIVES - By the end of the session participants will:

By the end of this session delegates will:

- Know how to carry out safe administration of medicines
- Understand categories and classifications of medicines
- Understand record keeping and quality control
- Have an awareness of legal and organisational requirements
- Understand responsibility, accountability and confidentiality

Safeguarding Refresher

(From April 2018 this includes safeguarding adults and children refresher)

AIM - To refresh your knowledge on how to safeguard individuals from abuse and neglect

OBJECTIVES – By the end of the session participants will:

- Recap and understand the key definitions regarding adult safeguarding
- Explore case studies and link them to the different categories of abuse
- Refresh your knowledge on how to deal with disclosures and how to respond and report an area of concern
- Understand legislative updates and how they impact on Avalon's policies and procedures
- Recap your role and responsibilities within Children's Safeguarding

Visual and Hearing Awareness and Guiding

AIM – To provide an introduction to common eye conditions and understand different communication methods and guiding techniques for people with a visual and hearing loss. This will be achieved through simulation, experiential exercises and discussion

OBJECTIVES – By the end of the session participants will:

- Have an awareness of common eye conditions
- Understand the effects a visual loss has on a person
- Understand the effects hearing loss has on a person
- Know how to support a person with a visual loss practically and emotionally
- Demonstrate best practice whilst guiding a person

12 Manager Training Course Content – Aims and Objectives

Those courses indicated with an * are suitable for Support Coordinators as well as Service Managers and Locality Managers

Health and Safety for Managers*

AIM – To understand the role of the manager in relation to health and safety, how to identify hazards and risk and complete risk assessments

OBJECTIVES:

- Improve managers understanding of the health and safety responsibilities associated with the role
- Raise awareness of the potential impact if health and safety is not properly managed
- Highlight the health and safety hazards and associated risks in SHL/SL services and assist managers in identifying strategies for managing these
- Understanding and the use of risk assessments

Introduction to the Role of the Manager*

AIM - This course gives an overview of the role of the manager, introduces some more in depth communication techniques, CQC fundamental standards and leadership styles.

OBJECTIVES:

- Understand Avalon – what we do and what are our values – do you know?
- Understand the role of Avalink
- Develop understanding of the Care Quality Commission requirements and the Key Lines of Enquiry (KLOE)
- Develop an understanding of the different communication and listening skills and styles
- Develop an understanding of leadership styles, values and behaviours of a manager and how these impact on you and your team
- Understand the different roles and circles of support for you as a manager

Managing Your Team – Module 1

AIM – To provide the required information for safer recruitment, interview techniques, managing probation, and assessment of the care certificate.

OBJECTIVES:

- Understand safer recruitment processes and effective shortlisting
- Understand and apply effective interview techniques
- Understand and manage employee probationary period
- Understand Care Certificate - methods of assessment of competencies, what is required from the outset and use of role play where permitted

Managing Your Team – Module 2

AIM – To develop your management skills in relation to equality and diversity, managing performance, identifying and managing stress and effective time management

OBJECTIVES:

- Understand how legislation impacts on equality, diversity and inclusion of your workforce
- Understand your role and responsibilities for conducting effective supervision and capability processes
- Conduct an effective Performance Development Review (PDR)
- Identify stress factors and recognise the impact this has upon you and your team and identify coping strategies for stress management

- Understand factors that affect time management and identify how to deal with these more effectively

Managing Your Team – Module 3

AIM – To be equipped to manage sickness within the Avalon policy, and to understand the disciplinary process within the organisation

OBJECTIVES:

- To better understand Avalon’s attendance policy framework
- To understand your role in the attendance management process
- To be able to conduct effective Attendance Management meetings in line with policy EP12 Attendance Management
- To better understand the strategies available to manage both short term and long term absences
- To better understand Avalon’s Disciplinary Policy and the process to follow
- To be able to undertake an investigation into allegations of misconduct
- To gain better understanding of the levels of disciplinary action
- To understand when to consider suspension from duty
- To be able to prepare a disciplinary report and present at a disciplinary hearing

Managing Your Team – Module 4*

AIM – To develop an understanding to negotiation techniques, using effective communication and emotional intelligence, managing change, managing meetings and writing reports

OBJECTIVES:

- An understanding of the negotiation process and the importance of being prepared
- Developed their knowledge of Emotional Intelligence and how to apply this in their role
- An awareness of the process of change and the varying responses to change
- An understanding of the purpose, structure and format of report writing
- Developed their knowledge of managing meetings

Managing New Referrals (revised course incorporating Managing New Referrals Part 1 and 2)

AIM – To better enable and equip managers to negotiate and establish high quality packages of care and support

OBJECTIVES:

- To understand the guidelines, standards and required processes that underpin the establishing of a person centred package of support in social care
- To understand the wider organisational implications of managing a referral successfully
- To gain understanding of the financial requirements and process of setting up a package of support including pricing and liaising with stake holders
- To be able to effectively action plan for the setting up a new support package
- To explore the role of needs assessment and the completion of high quality outcomes focused support plans and risk assessments within the referral process
- To be develop the skills and knowledge to be able to clearly identify when specialist and/or complex needs support is required
- To explore pathways for seeking support to develop a specialist complex needs package

Managing Active Support this is a new course for 2018 – more details will be provided once available

MCA for Managers*

AIM: To support development and understanding for Managers in the area of Mental Capacity

OBJECTIVES:

- To develop understanding around the 5 key principles of mental capacity
- To be able to explore how apply the principles as part of the managers role
- To gain insight into the requirements around consent and capacity and how to embed the processes in this area
- To understand manager responsibility in relation to deprivation of liberty and ensuring all support meets lawful requirement

PBS for Managers*

AIM: To support the knowledge and development of managers in relation to positive behaviour support

OBJECTIVES:

- To gain an understanding of the manager role as part of the PBS framework
- To explore underpinning knowledge in relation to PBS
- To gain understanding of the requirements to become a practise leader in their manager role including support, reflective practice and data collection
- To gain skills in relation to assessing need in relation to proactive intervention

13 Course Training Schedule – by date

These dates are correct at the time of publication, they are subject to changes due to unforeseen circumstances. The schedule is updated every quarter, for managers to access and print off, saved here.

Course Title	Date	Start Time	End Time	Location
Moving and Handling Refresher	03/04/2018	10.00	12.30	Scarborough
Moving and Handling Refresher	03/04/2018	13.30	16.00	Scarborough
Personal Care	04/04/2018	10.00	13.00	Dewsbury
Moving and Handling Refresher	04/04/2018	14.00	16.30	Dewsbury
Award in Awareness of Dementia Cohort 3.4	05/04/2018	10.00	15.30	York
Positive Behaviour Support	06/04/2018	9.30	16.30	Botton
Mental Capacity Act Awareness	06/04/2018	10.00	13.00	Harrogate
Moving and Handling Refresher	06/04/2018	14.00	16.30	Harrogate
Induction Day 1	09/04/2018	9.30	16.00	York
First Aid Refresher	10/04/2018	10.00	14.00	Doncaster
Induction Day 2	10/04/2018	9.30	16.00	York
Induction Day 3	11/04/2018	9.30	16.00	York
Introduction to Role of The Manager	12/04/2018	9.30	16.00	Harrogate
Induction Day 4	16/04/2018	9.30	16.00	York
Cascade Module 1 - Introduction to inputting	17/04/2018	9.30	12.30	Harrogate
Cascade Module 1 - Introduction to inputting	17/04/2018	13.30	16.30	Harrogate
Induction Day 5	17/04/2018	9.30	16.00	York
NAPPI Physical Skills Level 1	18/04/2018	to be confirmed		Skipton
Induction Day 6	18/04/2018	9.30	16.00	York
Cascade Module 1 - Introduction to inputting	18/04/2018	9.30	12.30	Scarborough
Cascade Module 1 - Introduction to inputting	18/04/2018	13.30	16.30	Scarborough
Moving and Handling Refresher	19/04/2018	10.00	12.30	Teesside
Moving and Handling Refresher	19/04/2018	13.30	16.00	Teesside
Cascade Module 1 - Introduction to inputting	19/04/2018	9.30	12.30	Dewsbury
Cascade Module 1 - Introduction to inputting	19/04/2018	13.30	16.30	Dewsbury
Cascade Module 1 - Introduction to inputting	20/04/2018	9.30	12.30	Teesside
Cascade Module 1 - Introduction to inputting	20/04/2018	13.30	16.30	Teesside
First Aid Refresher	20/04/2018	10.00	14.00	Scarborough
Moving and Handling Refresher	23/04/2018	10.00	12.30	Skipton
Health & Safety Refresher	23/04/2018	13.30	15.30	Skipton
Positive Behaviour Support Refresher	23/04/2018	10.00	14.00	Doncaster
MCA for Managers	24/04/2018	9.30	16.00	York
First Aid Refresher	25/04/2018	10.00	14.00	Teesside
Cascade Module 1 - Introduction to inputting	26/04/2018	9.30	12.30	York
Cascade Module 1 - Introduction to inputting	26/04/2018	13.30	16.30	York
First Aid Refresher	27/04/2018	10.00	14.00	York
Safeguarding Refresher	30/04/2018	10.00	13.00	Scarborough
Safe Handling of Medicines Refresher	30/04/2018	14.00	16.30	Scarborough

Course Title	Date	Start Time	End Time	Location
Personal Care	30/04/2018	10.00	13.00	Northallerton
Moving and Handling Refresher	02/05/2018	10.00	12.30	York
Health & Safety Refresher	02/05/2018	13.30	15.30	York
First Aid Refresher	02/05/2018	10.00	14.00	Harrogate
Buccal Midazolam (includes Epilepsy Awareness)	03/05/2018	10.00	14.00	Harrogate
NAPPI Physical Skills	03/05/2018	to be confirmed		Scarborough
Induction Day 1	08/05/2018	9.30	16.00	York
Induction Day 2	09/05/2018	9.30	16.00	York
Autism in More Depth	09/05/2018	10.00	15.00	Scarborough
Positive Behaviour Support Refresher	09/05/2018	10.00	14.00	Dewsbury
NAPPI Physical Skills Level 1	09/05/2018	14.30	17.00	Dewsbury
Induction Day 3	10/05/2018	9.30	16.00	York
Managing Your Team - Module 1	10/05/2018	9.30	16.00	Harrogate
NAPPI Physical Skills	11/05/2018	to be confirmed		Teesside
Induction Day 4	14/05/2018	9.30	16.00	York
Induction Day 5	15/05/2018	9.30	16.00	York
Induction Day 6	16/05/2018	9.30	16.00	York
Moving and Handling using Equipment	18/05/2018	10.00	13.00	Wetherby
Safeguarding Refresher	22/05/2018	10.00	13.00	Dewsbury
Safe Handling of Medicines Refresher	22/05/2018	14.00	16.30	Dewsbury
PBS for Managers	22/05/2018	9.30	16.00	York
Safe Handling of Medicines Refresher	23/05/2018	10.00	12.30	York
Safeguarding Refresher	23/05/2018	13.30	16.30	York
First Aid Refresher	24/05/2018	10.00	14.00	Scarborough
Safeguarding Refresher	24/05/2018	10.00	13.00	Teesside
Safe Handling of Medicines Refresher	24/05/2018	14.00	16.30	Teesside
Autism Awareness	25/05/2018	10.00	15.00	Northallerton
Moving and Handling Refresher	29/05/2018	10.00	12.30	Teesside
Health & Safety Refresher	29/05/2018	13.30	15.30	Teesside
Induction Day 1	04/06/2018	9.30	16.00	York
Induction Day 2	05/06/2018	9.30	16.00	York
Induction Day 3	06/06/2018	9.30	16.00	York
Mental Health Awareness	06/06/2018	10.00	15.00	Harrogate
Induction Day 4	11/06/2018	9.30	16.00	York
Induction Day 5	12/06/2018	9.30	16.00	York
Induction Day 6	13/06/2018	9.30	16.00	York
Managing Your Team - Module 2	14/06/2018	9.30	16.00	Harrogate
NAPPI Physical Skills	14/06/2018	to be confirmed		Northallerton
Moving and Handling Refresher	18/06/2018	10.00	12.30	Harrogate
Health & Safety Refresher	18/06/2018	13.30	15.30	Harrogate
Autism Awareness	20/06/2018	10.00	15.00	Harrogate
NAPPI Physical Skills	21/06/2018	to be confirmed		Teesside
Moving and Handling Refresher	22/06/2018	10.00	12.30	Scarborough
Moving and Handling Refresher	22/06/2018	13.30	16.00	Scarborough

Course Title	Date	Start Time	End Time	Location
Mental Capacity Act Awareness	25/06/2018	10.00	13.00	York
Health & Safety For Managers	27/06/2018	9.30	16.00	Harrogate
First Aid Refresher	27/06/2018	10.00	14.00	Teesside
Autism in More Depth	28/06/2018	10.00	15.00	York
Safeguarding Refresher	29/06/2018	10.00	13.00	Skipton
Safe Handling of Medicines Refresher	29/06/2018	14.00	16.30	Skipton
Induction Day 1	02/07/2018	9.30	16.00	York
Induction Day 2	03/07/2018	9.30	16.00	York
Managing Your Team - Module 3	03/07/2018	9.30	16.00	Harrogate
Induction Day 3	04/07/2018	9.30	16.00	York
Buccal Midazolam (includes Epilepsy Awareness)	05/07/2018	10.00	14.00	York
Moving and Handling using Equipment	06/07/2018	10.00	13.00	Wetherby
Induction Day 4	09/07/2018	9.30	16.00	York
Induction Day 5	10/07/2018	9.30	16.00	York
Induction Day 6	11/07/2018	9.30	16.00	York
Mental Health Awareness	11/07/2018	10.00	15.00	Northallerton
Safeguarding Refresher	12/07/2018	10.00	13.00	Dewsbury
Moving and Handling Refresher	12/07/2018	14.00	16.30	Dewsbury
NAPPI Physical Skills	13/07/2018	to be confirmed		Teesside
Autism Awareness	16/07/2018	10.00	15.00	Scarborough
Managing New Referrals	17/07/2018	9.30	16.00	York
Moving and Handling Refresher	19/07/2018	10.00	12.30	York
Health & Safety Refresher	19/07/2018	13.30	15.30	York
Safeguarding Refresher	24/07/2018	10.00	13.00	Doncaster
Safe Handling of Medicines Refresher	24/07/2018	14.00	16.30	Doncaster
NAPPI Physical Skills	24/07/2018	to be confirmed		Teesside
Safeguarding Refresher	25/07/2018	10.00	13.00	Scarborough
Safe Handling of Medicines Refresher	25/07/2018	14.00	16.30	Scarborough
Mental Capacity Act Awareness	25/07/2018	10.00	13.00	Skipton
Moving and Handling Refresher	25/07/2018	14.00	16.30	Skipton
Positive Behaviour Support Refresher	30/07/2018	10.00	14.00	York
Moving and Handling Refresher	31/07/2018	10.00	12.30	Doncaster
Moving and Handling Refresher	01/08/2018	10.00	12.30	Teesside
Moving and Handling Refresher	01/08/2018	13.30	16.00	Teesside
Visual and Hearing Awareness & Guiding	02/08/2018	10.00	15.30	York
First Aid Refresher	02/08/2018	10.00	14.00	Dewsbury
Induction Day 1	06/08/2018	9.30	16.00	York
Induction Day 2	07/08/2018	9.30	16.00	Harrogate
Managing Your Team - Module 4	07/08/2018	9.30	16.00	Harrogate
Induction Day 3	08/08/2018	9.30	16.00	York
Safe Handling of Medicines Refresher	09/08/2018	10.00	12.30	York
Safeguarding Refresher	09/08/2018	13.30	16.30	York
First Aid Refresher	10/08/2018	10.00	14.00	Harrogate
Induction Day 4	13/08/2018	9.30	16.00	York

Course Title	Date	Start Time	End Time	Location
Mental Capacity Act Awareness	13/08/2018	10.00	13.00	Scarborough
Safe Handling of Medicines Refresher	13/08/2018	14.00	16.30	Scarborough
Induction Day 5	14/08/2018	9.30	16.00	York
Induction Day 6	15/08/2018	9.30	16.00	York
Safeguarding Refresher	16/08/2018	10.00	13.00	Harrogate
Safe Handling of Medicines Refresher	16/08/2018	14.00	16.30	Harrogate
NAPPI Physical Skills	16/08/2018	to be confirmed		Dewsbury
Induction Day 1	03/09/2018	9.30	16.00	York
Induction Day 2	04/09/2018	9.30	16.00	York
Induction Day 3	05/09/2018	9.30	16.00	York
Safe Handling of Medicines Refresher	06/09/2018	10.00	12.30	Teesside
Buccal Midazolam (includes Epilepsy Awareness)	06/09/2018	10.00	14.00	York
Award in Dementia Awareness Day 1	07/09/2018	10.00	15.30	York
Induction Day 4	10/09/2018	9.30	16.00	York
Induction Day 5	11/09/2018	9.30	16.00	York
Induction Day 6	12/09/2018	9.30	16.00	York
Autism in More Depth	13/09/2018	10.00	15.00	Scarborough
First Aid Refresher	13/09/2018	10.00	14.00	York
Award in Dementia Awareness Day 2	14/09/2018	10.00	15.30	York
Moving and Handling Refresher	17/09/2018	10.00	12.30	York
NAPPI Physical Skills	18/09/2018	to be confirmed		Teesside
Moving and Handling using Equipment	19/09/2018	10.00	13.00	Wetherby
Autism in More Depth	20/09/2018	10.00	15.00	Scarborough
CS Handling Belt.Rectal Diazepam. Buccal Refresher	20/09/2018	10.00	14.30	Dewsbury
Award in Dementia Awareness Day 3	21/09/2018	10.00	15.30	York
First Aid Refresher	24/09/2018	10.00	14.00	Scarborough
Health & Safety Refresher	24/09/2018	14.30	16.30	Scarborough
Safeguarding Refresher	26/09/2018	10.00	13.00	Dewsbury
Safe Handling of Medicines Refresher	26/09/2018	14.00	16.30	Dewsbury
First Aid Refresher	27/09/2018	10.00	14.00	Teesside
Award in Dementia Awareness Day 4	28/09/2018	10.00	15.30	York

Dates from October 2018 – April 2019 are on the following pages

Date	Course Details	Start Time	End Time	Location
26/09/2018	Welfare Benefits Training	10:00	13:00	Avalon Head Office, Harrogate
01/10/2018	Induction Day 1	09:30	16:00	Avalon York Office
02/10/2018	Induction Day 2	09:30	16:00	Avalon York Office
02/10/2018	Moving and Handling Refresher	10:00	12:30	The Forum (Northallerton)
02/10/2018	Health & Safety Refresher	13:30	15:30	The Forum (Northallerton)
03/10/2018	Induction Day 3	09:30	16:00	Avalon York Office
04/10/2018	Welfare Benefits Training	10:00	13:00	Avalon Head Office, Harrogate
04/10/2018	First Aid Refresher	10:00	14:00	Falsgrave Community Centre (Scarborough)
04/10/2018	Health & Safety Refresher	14:30	16:30	Falsgrave Community Centre (Scarborough)
05/10/2018	Award in Awareness of Dementia Day 4	10:00	15:30	Avalon York Office
08/10/2018	Induction Day 4	09:30	16:00	Avalon York Office
09/10/2018	Induction Day 5	09:30	16:00	Avalon York Office
10/10/2018	Induction Day 6	09:30	16:00	Avalon York Office
10/10/2018	CS Handling Belt.Rectal Diazepam.Buccal Refresher	10:00	14:30	Avalon West Yorkshire Office
11/10/2018	Safeguarding Refresher	10:00	13:00	Avalon York Office
11/10/2018	Moving and Handling Refresher	14:00	16:30	Avalon York Office
12/10/2018	Safe Handling of Medicines Refresher	10:00	12:30	Avalon Head Office, Harrogate
12/10/2018	Moving and Handling Refresher	13:30	16:00	Avalon Head Office, Harrogate
15/10/2018	Autism in more Depth	10:00	15:00	Avalon Head Office, Harrogate

Date	Course Details	Start Time	End Time	Location
16/10/2018	NAPPI Physical Skills	00:00	00:00	Belle Vue (Skipton)
16/10/2018	Positive Behaviour Support Refresher	10:00	14:00	Belle Vue (Skipton)
17/10/2018	NAPPI Physical Skills	00:00	00:00	Falsgrave Community Centre (Scarborough)
17/10/2018	Safe Handling of Medicines Refresher	10:00	12:30	The Forum (Northallerton)
17/10/2018	Safeguarding Refresher	13:30	16:30	The Forum (Northallerton)
18/10/2018	Health & Safety For Managers	09:30	16:00	Avalon York Office
18/10/2018	Safeguarding Refresher	10:00	13:00	Acklam Green Centre (Teesside)
22/10/2018	Visual and Hearing Awareness & Guiding	10:00	15:30	Avalon York Office
23/10/2018	Mental Health Awareness	10:00	15:00	Avalon York Office
23/10/2018	Safeguarding Refresher	10:00	13:00	Belle Vue (Skipton)
23/10/2018	Safe Handling of Medicines Refresher	14:00	16:30	Belle Vue (Skipton)
24/10/2018	NAPPI Physical Skills	00:00	00:00	Acklam Green Centre (Teesside)
24/10/2018	Managing Your Team - Module 4	09:30	16:00	Avalon York Office
24/10/2018	Moving and Handling Using Equipment	10:00	13:00	Innova (Thorpe Arch Estate, Wetherby)
30/10/2018	Moving and Handling Refresher	10:00	12:30	Belle Vue (Skipton)
31/10/2018	NAPPI Physical Skills	00:00	00:00	The Forum (Northallerton)
31/10/2018	Mental Capacity Act Awareness	10:00	13:00	Avalon York Office
01/11/2018	Safeguarding Refresher	10:00	13:00	Acklam Green Centre (Teesside)
01/11/2018	Safe Handling of Medicines Refresher	14:00	16:30	Acklam Green Centre (Teesside)
02/11/2018	Autism Awareness	10:00	15:00	Avalon Doncaster Office

Date	Course Details	Start Time	End Time	Location
05/11/2018	Induction Day 1	09:30	16:00	Avalon York Office
06/11/2018	Induction Day 2	09:30	16:00	Avalon York Office
07/11/2018	Induction Day 3	09:30	16:00	Avalon York Office
08/11/2018	Positive Behaviour Support Refresher	10:00	14:00	Falsgrave Community Centre (Scarborough)
09/11/2018	Introduction to the Role of The Manager	09:30	16:00	Avalon Head Office, Harrogate
09/11/2018	Buccal Midazolam (includes Epilepsy Awareness)	10:00	14:00	Avalon York Office
12/11/2018	Induction Day 4	09:30	16:00	Avalon York Office
13/11/2018	Induction Day 5	09:30	16:00	Avalon York Office
14/11/2018	Induction Day 6	09:30	16:00	Avalon York Office
15/11/2018	First Aid Refresher	10:00	14:00	Avalon York Office
16/11/2018	Autism in more Depth	10:00	15:00	Avalon Doncaster Office
19/11/2018	First Aid Refresher	10:00	14:00	The Forum (Northallerton)
20/11/2018	Safeguarding Refresher	10:00	13:00	Falsgrave Community Centre (Scarborough)
20/11/2018	Safe Handling of Medicines Refresher	14:00	16:30	Falsgrave Community Centre (Scarborough)
22/11/2018	Moving and Handling Refresher	10:00	12:30	Acklam Green Centre (Teesside)
22/11/2018	Safeguarding Refresher	10:00	13:00	Avalon Doncaster Office
22/11/2018	Moving and Handling Refresher	13:30	16:00	Acklam Green Centre (Teesside)
22/11/2018	Safe Handling of Medicines Refresher	14:00	16:30	Avalon Doncaster Office
23/11/2018	MCA for Managers	09:30	16:00	Avalon York Office
28/11/2018	Mental Capacity Act Awareness	10:00	13:00	Falsgrave Community Centre (Scarborough)

Date	Course Details	Start Time	End Time	Location
28/11/2018	Moving and Handling Refresher	14:00	16:30	Falsgrave Community Centre (Scarborough)
29/11/2018	Positive Behaviour Support Refresher	10:00	14:00	Acklam Green Centre (Teesside)
29/11/2018	Moving and Handling Refresher	10:00	12:30	Avalon West Yorkshire Office
03/12/2018	Induction Day 1	09:30	16:00	Avalon York Office
04/12/2018	Induction Day 2	09:30	16:00	Avalon York Office
05/12/2018	Induction Day 3	09:30	16:00	Avalon York Office
05/12/2018	Diabetes Awareness	10:00	13:00	Avalon West Yorkshire Office
06/12/2018	Safeguarding Refresher	10:00	13:00	Avalon York Office
06/12/2018	First Aid Refresher	10:00	14:00	Acklam Green Centre (Teesside)
06/12/2018	Moving and Handling Refresher	14:30	17:00	Acklam Green Centre (Teesside)
10/12/2018	Induction Day 4	09:30	16:00	Avalon York Office
11/12/2018	Induction Day 5	09:30	16:00	Avalon York Office
12/12/2018	NAPPI Physical Skills	00:00	00:00	Acklam Green Centre (Teesside)
12/12/2018	Induction Day 6	09:30	16:00	Avalon York Office
13/12/2018	Managing Your Team - Module 1	09:30	16:00	Avalon Head Office, Harrogate
18/12/2018	PBS for Managers	09:30	16:00	Avalon York Office
07/01/2019	Induction Day 1	09:30	16:00	Avalon York Office
07/01/2019	Moving and Handling Refresher	10:00	12:30	Avalon Doncaster Office
07/01/2019	Health & Safety Refresher	13:30	15:30	Avalon Doncaster Office
08/01/2019	Induction Day 2	09:30	16:00	Avalon York Office

Date	Course Details	Start Time	End Time	Location
09/01/2019	NAPPI Physical Skills	00:00	00:00	Falsgrave Community Centre (Scarborough)
09/01/2019	Induction Day 3	09:30	16:00	Avalon York Office
11/01/2019	Moving and Handling Refresher	10:00	12:30	Acklam Green Centre (Teesside)
11/01/2019	Moving and Handling Refresher	10:00	12:30	Avalon West Yorkshire Office
11/01/2019	Moving and Handling Refresher	13:30	16:00	Acklam Green Centre (Teesside)
11/01/2019	Health & Safety Refresher	13:30	15:30	Avalon West Yorkshire Office
14/01/2019	Induction Day 4	09:30	16:00	Avalon York Office
14/01/2019	Autism Awareness	10:00	15:00	Avalon Head Office, Harrogate
15/01/2019	Induction Day 5	09:30	16:00	Avalon York Office
16/01/2019	Induction Day 6	09:30	16:00	Avalon York Office
16/01/2019	Managing Your Team - Module 2	09:30	16:00	Avalon Head Office, Harrogate
17/01/2019	Buccal Midazolam (includes Epilepsy Awareness)	10:00	14:00	Avalon Head Office, Harrogate
18/01/2019	NAPPI Physical Skills	00:00	00:00	Acklam Green Centre (Teesside)
22/01/2019	Moving and Handling Using Equipment	10:00	13:00	Innova (Thorpe Arch Estate, Wetherby)
22/01/2019	First Aid Refresher	10:00	14:00	Acklam Green Centre (Teesside)
23/01/2019	Managing New Referrals	09:30	16:00	Avalon York Office
23/01/2019	Moving and Handling Refresher	10:00	12:30	Falsgrave Community Centre (Scarborough)
23/01/2019	Moving and Handling Refresher	13:30	16:00	Falsgrave Community Centre (Scarborough)
25/01/2019	Safeguarding Refresher	10:00	13:00	Acklam Green Centre (Teesside)
25/01/2019	Safe Handling of Medicines Refresher	14:00	16:30	Acklam Green Centre (Teesside)

Date	Course Details	Start Time	End Time	Location
28/01/2019	First Aid Refresher	10:00	14:00	Avalon Head Office, Harrogate
29/01/2019	NAPPI Physical Skills	00:00	00:00	The Forum (Northallerton)
29/01/2019	Safeguarding Refresher	10:00	13:00	Avalon West Yorkshire Office
29/01/2019	Safe Handling of Medicines Refresher	14:00	16:30	Avalon West Yorkshire Office
30/01/2019	Moving and Handling Refresher	10:00	12:30	Belle Vue (Skipton)
31/01/2019	Positive Behaviour Support Refresher	10:00	14:00	Acklam Green Centre (Teesside)
31/01/2019	Health & Safety Refresher	14:30	16:30	Acklam Green Centre (Teesside)
04/02/2019	Induction Day 1	09:30	16:00	Avalon York Office
05/02/2019	Induction Day 2	09:30	16:00	Avalon York Office
05/02/2019	Autism Awareness	10:00	15:00	The Forum (Northallerton)
06/02/2019	NAPPI Physical Skills	00:00	00:00	Avalon West Yorkshire Office
06/02/2019	Induction Day 3	09:30	16:00	Avalon York Office
06/02/2019	Health & Safety Refresher	10:00	12:00	Avalon Head Office, Harrogate
07/02/2019	Safeguarding Refresher	10:00	13:00	Falsgrave Community Centre (Scarborough)
07/02/2019	Safe Handling of Medicines Refresher	14:00	16:30	Falsgrave Community Centre (Scarborough)
11/02/2019	Induction Day 4	09:30	16:00	Avalon York Office
11/02/2019	Safeguarding Refresher	10:00	13:00	The Forum (Northallerton)
11/02/2019	Moving and Handling Refresher	14:00	16:30	The Forum (Northallerton)
12/02/2019	Induction Day 5	09:30	16:00	Avalon York Office
13/02/2019	Induction Day 6	09:30	16:00	Avalon York Office

Date	Course Details	Start Time	End Time	Location
14/02/2019	Positive Behaviour Support Refresher	10:00	14:00	Avalon York Office
15/02/2019	Health & Safety For Managers	09:30	16:00	Avalon Head Office, Harrogate
18/02/2019	First Aid Refresher	10:00	14:00	Avalon Doncaster Office
19/02/2019	Moving and Handling Refresher	10:00	12:30	Falsgrave Community Centre (Scarborough)
19/02/2019	Mental Health Awareness	10:00	15:00	Avalon York Office
19/02/2019	Moving and Handling Refresher	13:30	16:00	Falsgrave Community Centre (Scarborough)
20/02/2019	Autism in more Depth	10:00	15:00	Avalon West Yorkshire Office
20/02/2019	Safeguarding Refresher	10:00	13:00	Belle Vue (Skipton)
20/02/2019	Safe Handling of Medicines Refresher	14:00	16:30	Belle Vue (Skipton)
21/02/2019	Managing Your Team - Module 3	09:30	16:00	Avalon Head Office, Harrogate
21/02/2019	Moving and Handling Refresher	10:00	12:30	Avalon York Office
25/02/2019	First Aid Refresher	10:00	14:00	Avalon West Yorkshire Office
27/02/2019	Safe Handling of Medicines Refresher	10:00	12:30	Avalon York Office
27/02/2019	Safeguarding Refresher	13:30	16:30	Avalon York Office
28/02/2019	Award in Awareness of Dementia Day 1	10:00	15:30	Avalon York Office
04/03/2019	Induction Day 1	09:30	16:00	Avalon York Office
05/03/2019	Induction Day 2	09:30	16:00	Avalon York Office
05/03/2019	First Aid Refresher	10:00	14:00	The Forum (Northallerton)
06/03/2019	Induction Day 3	09:30	16:00	Avalon York Office
07/03/2019	Award in Awareness of Dementia Day 2	10:00	15:30	Avalon York Office

Date	Course Details	Start Time	End Time	Location
08/03/2019	Safeguarding Refresher	10:00	13:00	Falsgrave Community Centre (Scarborough)
08/03/2019	Moving and Handling Refresher	14:00	16:30	Falsgrave Community Centre (Scarborough)
11/03/2019	Induction Day 4	09:30	16:00	Avalon York Office
12/03/2019	Induction Day 5	09:30	16:00	Avalon York Office
13/03/2019	Induction Day 6	09:30	16:00	Avalon York Office
13/03/2019	Personal Care	10:00	13:00	The Forum (Northallerton)
14/03/2019	Managing Your Team - Module 4	09:30	16:00	Avalon Head Office, Harrogate
14/03/2019	Award in Awareness of Dementia Day 3	10:00	15:30	Avalon York Office
18/03/2019	Safeguarding Refresher	10:00	13:00	Acklam Green Centre (Teesside)
18/03/2019	Safe Handling of Medicines Refresher	14:00	16:30	Acklam Green Centre (Teesside)
19/03/2019	Autism in more Depth	10:00	15:00	Avalon Head Office, Harrogate
19/03/2019	Buccal Midazolam (includes Epilepsy Awareness)	10:00	14:00	Avalon York Office
20/03/2019	NAPPI Physical Skills	00:00	00:00	Falsgrave Community Centre (Scarborough)
20/03/2019	Moving and Handling Using Equipment	10:00	13:00	Innova (Thorpe Arch Estate, Wetherby)
21/03/2019	Award in Awareness of Dementia Day 4	10:00	15:30	Avalon York Office
25/03/2019	Autism in more Depth	10:00	15:00	The Forum (Northallerton)
26/03/2019	Moving and Handling Refresher	10:00	12:30	Falsgrave Community Centre (Scarborough)
26/03/2019	Health & Safety Refresher	13:30	15:30	Falsgrave Community Centre (Scarborough)
27/03/2019	Moving and Handling Refresher	10:00	12:30	Acklam Green Centre (Teesside)
27/03/2019	Moving and Handling Refresher	13:30	16:00	Acklam Green Centre (Teesside)

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