

# Learning & Development



## Prospectus

June 2017

Version 1.0



# Introduction

## *Welcome to the RUH Learning & Development Prospectus*

We are committed to providing you with a prospectus that is a comprehensive source of information about the learning and development opportunities available to you. This first version provides you with information about all the training opportunities managed by the Learning & Development team.

Over the coming year we will be adding further sections to this document to bring together in one place, all of the development opportunities available to you from across the Trust.

This prospectus has been designed with our vision for the learning and development service in mind. As a team we aspire:

***'To be a centre of best practice for learning and development'***

And we aim to achieve this by

- *Working closely with individuals and teams to understand their needs – Working Together*
- *Being responsive and flexible in meeting those needs – Everyone Matters*
- *Being inquiring and innovative in our practice – Making a Difference*

Production of the prospectus has been a team effort which we hope captures what you asked for - and is helpful. Any feedback you have about this version of the prospectus, or what should be included in further versions is welcome.

You can contact us by:



[ruh-tr.education-centre@nhs.net](mailto:ruh-tr.education-centre@nhs.net) - this email address is checked every day.



01225 82 5502 or any of the numbers on page 4



RUH Learning & Development team, Education Centre, E7

Angela Hayday  
Associate Director of Organisational & People Development  
April 2017



Use this button throughout the prospectus to navigate back to this page.

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## Admin Support Team

**Ella Hobbs**  
Education Centre Reception

*"Contact me if you would like to book training, book a room or have a general enquiry."*

[ella.hobbs@nhs.net](mailto:ella.hobbs@nhs.net) 01225 825502

**Lizzie McKenty**  
Data Administrator

*"I can help if your training hasn't been updated on STAR or if you need to send over a training register."*

[elizabeth.mckenty@nhs.net](mailto:elizabeth.mckenty@nhs.net) ext.1805

**Deb Scoplin**  
Training and Development Administrator

*"I provide admin support for Leading for Quality, First Line Management, Clarity 4D, Report Writing and Effective Presentation Skills. I can also help with medical revalidation."*

[debra.scoplin@nhs.net](mailto:debra.scoplin@nhs.net) ext.1911

**Rachelle Jendrey**  
Training and Development Administrator

*"I support the corporate induction process and can help with initial mandatory training queries."*

[rachelle.jendrey@nhs.net](mailto:rachelle.jendrey@nhs.net) ext. 1235

**Tom Chapman**  
Data Administrator

*"I help to input training registers and can help book you on to training courses or book you a room in the Education Centre."*

[thomas.chapman3@nhs.net](mailto:thomas.chapman3@nhs.net) ext.4966

**Josie Kilbane-Jones**  
Training and Development Administrator

*"I help support our student nurses, newly qualified staff and the preceptorship programme. I can also help with CPD enquiries, Return to Practice and Return to Acute Care."*

[josie.kilbane-jones@nhs.net](mailto:josie.kilbane-jones@nhs.net) ext. 6373

**Lucy Tainton**  
Training and Development Administrator

*"Contact me if you have any questions about our vocational qualifications. I can also help with medical revalidation"*

[lucy.tainton@nhs.net](mailto:lucy.tainton@nhs.net) ext.1542

**Breda Goodchild**  
Resuscitation & Clinical Skills Administrator

*'Talk to me if you have any queries about our resuscitation and simulation courses'*

[bgoodchild@nhs.net](mailto:bgoodchild@nhs.net) ext.1173



# The Academy Library

## Where to find us:

Academy Library, Education Centre, E7

## How to contact us:



01225824898



[ruh-tr.library@nhs.net](mailto:ruh-tr.library@nhs.net)



Or visit our [webpages](#)

## Twitter:

@LibraryRUH

## Support Available:

- Access to a range of E-resources such as **UpToDate**, the **Royal Marsden Manual of Clinical Nursing Procedures & E-Journals**
- Support with **literature searching** (we will do it with you & for you)
- Training in using **OpenAthens** resources
- **Current awareness services** to help you keep up to date in your field
- **Support to help you complete your eLearning**
- The supply of articles & books from other libraries for you
- The Library as a location to study or work in a **quiet environment**

*“Best library service I have ever known. You are allowing us to make decisions with ease and you are having a great impact on improving patient care”*

2015





# eLearning Support

eLearning and eAssessments can be found on ESR (Electronic Staff Record) and can be completed at your own convenience.

## Further Information:

Please contact [Lisa Harvey](#) our eLearning Support Officer on 01225 82 5902/5502 or email: [ruh-tr.eLearningsupport@nhs.net](mailto:ruh-tr.eLearningsupport@nhs.net)

## eLearning

The RUH eLearning provides you with knowledge of the subject and once you have passed the test you will receive a certificate.

## eAssessment

Assessment via online quizzes

- There are limited attempts.
- If you take a break during a test this will count as 1 attempt.
- [Factsheets](#) are available on the intranet to refresh your memory.
- Certificates are not issued on completion of eAssessments.



eLearning support drop in sessions are available every Wednesday in the Education Centre

## How to access eLearning and eAssessments

- eLearning and eAssessments are accessible via ESR.
- You will need your network username, password and a smartcard. Both are available from the IT Service Desk.



# eLearning Support

## How to enrol onto eLearning

**Important:** When updating your mandatory training we recommend that you complete the **427 RUH** modules which can be found by typing **RUH%** into the search box.

Log into a computer using your **own network username and password**

Insert your smartcard into the card reader on your computer keyboard or place on the infection control reader and enter your smartcard pin number.

1. Double click on the **ESR via smartcard** icon on your computer desktop or from the RUH Desktop Dashboard
2. Click on the  **ESR PC checker** to ensure your PC is set up for eLearning. If any areas are red contact the IT Helpdesk on 01225 82 5444.
3. Click on the  **Launch ESR** icon. A pop-up window will be displayed. Please minimise or you will be logged out of ESR.
4. From the Oracle Applications Home Page click **427 Employee Self Service Learning**. Your **ESR eLearning enrolments** page is now displayed.
5. If you see the following security warning notification '**Do you want to run this application**'? **Tick** the box and click **Run**.
6. From the eLearning enrolments tab, type **RUH% and a key word from the course title e.g. RUH%equality for 427 RUH Equality, Diversity and Human Rights Awareness** into the **empty** search box next to the box which contains the word course. Click **Go**.
7. From the list of **RUH** programmes returned, choose either the **eAssessment** or **eLearning** programme that you need to complete. Please note there are several pages to view.
8. To enrol, click the **envelope icon under choose or enrol in class** to the right of the relevant programme title. Click **Apply**. You will now be returned to your **eLearning enrolments** where you can play the programme.



# eLearning Support

## How to play eLearning

1. From the eLearning enrolments area find the eLearning or eAssessment you have enrolled onto.
2. Click the **play** button to the right hand side of the eLearning or eAssessment programme.
3. If you see the following security warning notification '**Do you want to run this application**'? Tick the box and click **Run**.
4. If you see the following security warning notification '**allow access to the following application from this website**' click **allow**. You will be asked to repeat this.
5. When the **eLearning or eAssessment** programme has loaded, please follow the instructions to complete the programme.
6. To exit the programme at any time and save your results, you must click on the **Home** icon at the top right corner of your screen. **Please note:** if your result does not automatically update to **passed** on your ESR enrolments page, your **STAR** record will not update. For assistance, contact the IT Helpdesk on 01225 825444.



## Request Internet Access

You can complete online eLearning from outside of the Trust. To do this you will need to **request internet access via a Trust computer** connected to the RUH network.

1. Double click on the **ESR via smartcard** icon on your desktop. From the ESR navigator page select **427 Employee Self Service**
2. Select **Request Internet Access**.
3. Insert your **ESR username** e.g. 427BloggsB01. **For details of your ESR**
4. **username log into your ESR using your Smartcard**
5. Insert a **password**. Your password should contain no less than **8 digits, include a number and must not contain repetitive text e.g. moon**.
6. Click **Submit**. Your screen should now read **Approved**.

Logout Preferences Help

Logged In As 427HARVEYL01

Type: <https://myess.esr.nhs.uk> into your **home** computer web browser.

7. Click **Log in via Remote Access** (3rd option at the bottom of page).
8. Enter your **ESR username** and **password**.
9. From the **My Enrolments And e-Learning** section use the navigation arrows to play your open eLearning enrolments. Alternatively click **Learner Homepage** to view, play and enrol onto eLearning.

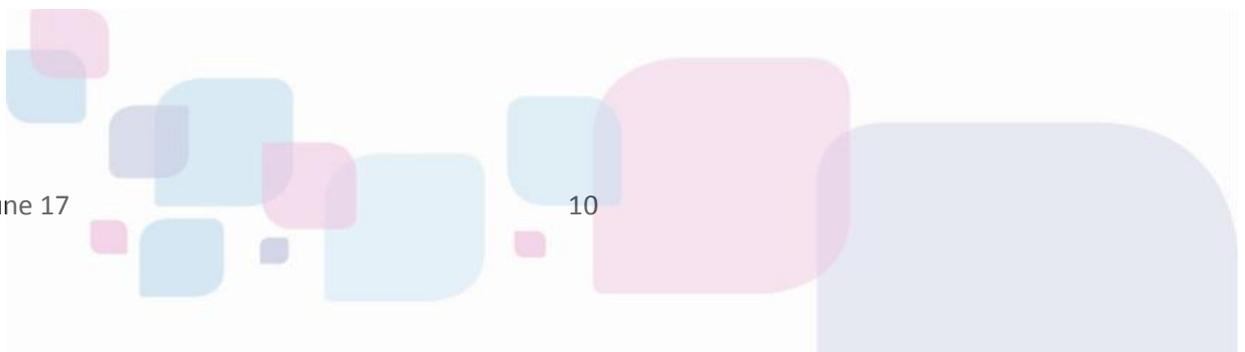


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# What mandatory training do I need?

## STAR

STAR is the online view of mandatory training compliance for RUH staff. STAR is available on the staff development pages on the intranet, the desktop dashboard and Recap.

Use [STAR](#) to check what mandatory training you, or a team member, are required to do in your role and whether you are up to date.



Key: Expired Expires within 3 Months Trained

My	
Subject - Click to find out how to complete training	Mandatory Training Requirement
<a href="#">Blood Transfusion Process</a>	✓
<a href="#">Conflict Resolution</a>	✓
<a href="#">Dementia Awareness Level 1</a>	✓
<a href="#">Dementia Level 2</a>	✓
<a href="#">Equality and Diversity Awareness</a>	✓
<a href="#">Fire Safety</a>	✓
<a href="#">Health and Safety</a>	✓
<a href="#">Health Record Keeping</a>	✓
<a href="#">Induction (corporate) Welcome</a>	✓
<a href="#">Induction (local)</a>	✓
<a href="#">Infection Prevention &amp; Control inc Hand Hygiene Level 1</a>	✓

STAR is updated every week from training records held in ESR.

### Got a question?

Try the [FAQ](#) or [Contact Us](#) section on the STAR web pages

Email: [ruh-tr.STAR@nhs.net](mailto:ruh-tr.STAR@nhs.net)

*Did you know that you can view anyone's STAR record? If you have trouble accessing STAR ask a colleague to check for you!*

## Skills for Health Core Skills Training Framework (CSTF)

The Skills for Health Core Skill Training Framework (CSTF) sets nationally recognised standards for mandatory training subjects which ensure that aligned organisations are working to the same learning objectives.

Many of the RUH mandatory training subjects are aligned to CSTF. Where this is the case you will see the statement *Training in this subject is mapped to the Skills for Health Core Skills Training Framework (CSTF)* in the description.



## Mandatory Training Days

### Core Skills 2 Yearly

- Blood Transfusion
- Resuscitation Adult Basic Life Support
- Resuscitation Paediatric Basic Life Support
- Medical Gas Safety
- Fire Safety
- Health, Safety & Welfare
- Infection, Prevention & Control Level 2
- Information Governance
- Sepsis and AKI

### Core Skills 3 Yearly

- Health, Safety & Welfare
- Moving & Handling Level 1 (loads)
- Fire Safety
- Safeguarding Children Level 1
- Safeguarding Adults Level 2
- Infection Prevention & Control Level 1

Core Skills training days for catering and facilities staff are delivered locally – to find out more or book a place please contact **Annie Paines** on ext. **4681**.

### Core Skills for Doctors (surgery only)

- Blood Transfusion
- Fire Safety
- Health, Safety & Welfare
- Infection Prevention & Control Level 2
- Information Governance
- Moving & Handling Level 1 (loads)
- Resuscitation Adult Basic Life Support
- Resuscitation Paediatric Basic Life Support
- Medicines Optimisation



## Mandatory Training Days

### Maternity PROMPT

- Human Factors
- MBRRACE
- CTG
- Resuscitation Newborn Basic Life Support
- Sepsis (including Adult Basic Life Support)
- Shoulder Dystocia
- PPH
- Eclampsia
- Breech
- Smoking cessation

### Maternity Professional Development Day

- Mentor update from UWE
- Family Feedback / Audit
- Screening
- Infant Feeding
- Stillbirth / Bereavement
- IT / Millenium
- Smoking Cessation
- Human Factors

### Safeguarding Adults & Children L2 Training Day

This full day's training covers the mandatory requirements of Safeguarding Adults L2 (inc MCA & DoLs) and Safeguarding Children L2 as well as Prevent WRAP (Tier 2).

The day will include sessions from the learning disabilities specialist nurses and mental health coordinator that will support your safeguarding knowledge.

To book a place on a mandatory training day please contact the Education Centre on

- 01225 825502
- [ruh-tr.education-centre@nhs.net](mailto:ruh-tr.education-centre@nhs.net)

or

Visit our [staff development webpages](#)



# Antimicrobial Stewardship

## Who is this training for?

- Staff who make, or are involved in reviewing, an antimicrobial prescribing decision

This includes medical and dental staff, all pharmacists and non-medical prescribers

## Refresher period:

3 yearly

## How to access and book training:

### eLearning:

**427 RUH Antimicrobial Stewardship Level 2 eLearning**

**Duration:** 30 minutes

**Pass Mark:** 80%

Please see the [eLearning support page](#).

## Available training opportunities:

- eLearning

*“Lisa in the Library is very helpful and boosts confidence with computers”*

**eLearning Support Sessions, 2017**

## Further information:

Please contact [Wendy Fletcher](#), specialist pharmacist for antimicrobials, critical care and HIV by email: [wfletcher1@nhs.net](mailto:wfletcher1@nhs.net)



# Blood Transfusion Training

## Who is this training for?

- Medical staff
- Registered nursing staff
- Health care assistants
- Operating department practitioners
- Porters
- Orderlies

## Refresher period:

2 yearly

## Available training opportunities:

- Initial mandatory training on induction

Following your induction, you will be required to demonstrate your practical skills and to have this signed off by a ward mentor. Details of how this is recorded are provided at induction.

- eLearning
- Core Skills 2 Yearly
- Core Skills for Doctors (surgery only)
- Local departmental training (see further information)

## Further information:

For more information or to arrange local departmental training please contact the [Transfusion Team](#) on 01225 821134 or email [ruh-tr.TransfusionTeam@nhs.net](mailto:ruh-tr.TransfusionTeam@nhs.net)

## How to access and book training:

### eLearning:

**427 RUH Safer Transfusion Practice eLearning**

**Duration:** 30 or 45 minutes

**Pass Mark:** 80%

Please see the [eLearning support page](#).

### Core Skills 2 / Doctors:

Please contact the [Education Centre](#):

- 01225 825502
- [ruh-tr.education-centre@nhs.net](mailto:ruh-tr.education-centre@nhs.net)

or

Visit our [staff development webpages](#)



# Conflict Resolution

## Who is this training for?

- All frontline staff

## Refresher period:

3 yearly

Training in this subject is mapped to the Skills for Health Core Skills Training Framework (CSTF).

## Available training opportunities:

- Classroom training - essential for initial training
- eLearning & eAssessment - for refresher training only

For doctors only:

- Initial mandatory training on trainee doctors' induction
- Dealing with Conflict and Complaints in Healthcare (for trainee doctors via PGMC 01225824891)

## Further information:

Please contact [Roxane Amroliwalla](#) on 01225 821483 or email [ramroliwalla@nhs.net](mailto:ramroliwalla@nhs.net)

## How to access and book training:

### eLearning and eAssessment:

**427 RUH Conflict Resolution eLearning Refresher / 427 RUH eAssessment: Conflict Resolution Refresher**

**Duration:** 50 / 20 minutes

**Pass Mark:** 80%

Please see the [eLearning support page](#).

### Classroom training:

Please contact the [Education Centre](#)

- 01225 825502
- [ruh-tr.education-centre@nhs.net](mailto:ruh-tr.education-centre@nhs.net)



# Dementia Awareness Level 1

## Available training opportunities:

- eLearning
- Initial mandatory training on induction
- Face to face training for Facilities staff
- Local departmental training (see further information)

## Who is this training for?

- All staff who have patient contact

If you have regular contact with dementia patients you will need level 2 training, which covers level 1.

## Refresher period:

None – this is once only training

## Further information:

For more information or to arrange local departmental training please contact [Jane Davies](#) on 01225 824933 or email [janedavies6@nhs.net](mailto:janedavies6@nhs.net)

## How to access and book training:

### eLearning:

**427 RUH Dementia Awareness Level 1 eLearning**

**Duration:** 30 minutes



**Pass Mark:** 80%

Please see the [eLearning support page](#).

### Training for Facilities staff:

Please contact [Annie Paines](#)

- 01225824681
- [anniepaines@nhs.net](mailto:anniepaines@nhs.net)



# Dementia Awareness Level 2

## Available training opportunities:

- eLearning
- Classroom training
- Completion of the City & Guilds Certificate in [Awareness of Dementia Care](#)

## Who is this training for?

- Staff who regularly work with people living with dementia.

Please note dementia level 2 training covers the requirements of level 1.

## Further information:

Please contact [Jane Davies](#) on 01225 824933 or email [janedavies6@nhs.net](mailto:janedavies6@nhs.net)

## Refresher period:

None – this is once only training.

## How to access and book training:

### eLearning:

**427 RUH Dementia Awareness Level 2 eLearning**

**Duration:** 30 minutes



**Pass Mark:** 80%

Please see the [eLearning support page](#).

### Classroom training:

Please contact the [Education Centre](#)

- 01225 825502
- [ruh-tr.education-centre@nhs.net](mailto:ruh-tr.education-centre@nhs.net)

### City and Guilds Certificate:

Please contact the [Lucy Tainton](#)

- 01225821542
- [lucy.tainton@nhs.net](mailto:lucy.tainton@nhs.net)



# End of Life Care (Adult)

## Who is this training for?

Ward based clinical staff in the following staff groups:

- Additional Clinical Services
- Allied Health Professionals
- Medical and Dental
- Nursing and Midwifery Registered

## Refresher period:

None – this is once only training.

## Available training opportunities:

- eLearning
- Face-to-face training
  - Local training including ward based training
- PGMC sessions for junior doctors. Other medical staff groups please contact the PGMC on 01225824891 or email [kelly.tillson@nhs.net](mailto:kelly.tillson@nhs.net)

## Further information:

Please contact the Palliative Care Team on 01225 825567 or email [helenmeehan@nhs.net](mailto:helenmeehan@nhs.net)

## How to access and book training:

### eLearning:

**427 RUH End of Life Care**

**Duration:** 30 minutes

**Pass Mark:** 80%



Please see the [eLearning support page](#).

### Face to face training:

Most of the workshops are arranged locally with managers. Please ask your manager to contact the Palliative Care Team on 01225 825567.



# Equality, Diversity & Human Rights

Training in this subject is mapped to the Skills for Health Core Skills Training Framework (CSTF).

## Available training opportunities:

- eLearning
- Core Skills for Facilities Staff sessions
- Core Skills for Catering Staff 3 Yearly

## Who is this training for?

- All staff

## Refresher period:

3 yearly

## Further information:

Please contact [Victoria Downing-Burn](#) on 01225 824469 or email [v.downing-burn@nhs.net](mailto:v.downing-burn@nhs.net)

## How to access and book training:

### eLearning

427 RUH Equality, Diversity and Human Rights Awareness eLearning

**Duration:** 30 minutes

**Pass Mark:** 80%

Please see the [eLearning support page](#).

### Core Skills for Facilities and Catering staff:

Please contact [Annie Paines](#)

- 01225824681
- [anniepaines@nhs.net](mailto:anniepaines@nhs.net)



# Fire Safety

## Who is this training for?

- All staff

## Refresher period:

Annually

## Further information:

To arrange local departmental team training or for further information please contact [Leno Esposito](#) on 01225 821558 or email [leno.esposito@nhs.net](mailto:leno.esposito@nhs.net)

Training in this subject is mapped to the Skills for Health Core Skills Training Framework (CSTF).

## Available training opportunities:

- eLearning & eAssessment
- Initial mandatory training on induction
- Core Skills 3 Yearly
- Core Skills 2 Yearly
- Core Skills for Doctors (surgery only)
- Core Skills for Facilities Staff sessions
- Core Skills for Catering Staff 3 Yearly
- Core Skills for Catering Staff Annual Update
- Local departmental training (see further information)

## How to access and book training:

### Core Skills 3 / 2 / Doctors:

Please contact the [Education Centre](#)

- 01225 825502
- [ruh-tr.education-centre@nhs.net](mailto:ruh-tr.education-centre@nhs.net)

or

Visit our [staff development webpages](#)

### Core Skills for Catering and Facilities staff:

Please contact [Annie Paines](#)

- 01225824681
- [anniepaines@nhs.net](mailto:anniepaines@nhs.net)

### eLearning and eAssessment:

**427 RUH Fire Safety Awareness eLearning / 427 RUH eAssessment: Fire Safety**

**Duration:** 60 / 15 minutes



**Pass Mark:** 80%

Please see the [eLearning support page](#).



# Health Record Keeping

Training in this subject is mapped to the Skills for Health Core Skills Training Framework (CSTF).

## Available training opportunities:

### Who is this training for?

- All clinical staff and clinical administration staff including anyone who has access to records.

- eLearning
- Initial Mandatory Training on Induction
- Face to face training
- Local departmental training

### Refresher period:

None – this is once only training

### Further information:

To arrange local departmental team training or for further information please contact [Dominique Emmanuel](#) on 01225 824803 or email [dominiqueemmanuel@nhs.net](mailto:dominiqueemmanuel@nhs.net)

### How to access and book training:

#### eLearning:

**427 RUH Health Records eLearning**

**Duration:** 30 minutes

**Pass Mark:** 80%

Please see the [eLearning support page](#).

#### Face to face training:

Please contact the [Education Centre](#)

- 01225 825502
- [ruh-tr.education-centre@nhs.net](mailto:ruh-tr.education-centre@nhs.net)



# Health, Safety & Welfare

Training in this subject is mapped to the Skills for Health Core Skills Training Framework (CSTF).

## Available training opportunities:

- eLearning
- Initial mandatory training on induction
- Core Skills 3 Yearly
- Core Skills 2 Yearly
- Core Skills for Doctors (surgery only)
- Core Skills for Facilities Staff sessions
- Core Skills for Catering Staff 3 Yearly

## Who is this training for?

- All staff

## Refresher period:

3 yearly

## Further information:

Please contact [Deb Boyce](#) on 01225 824031 or email [deb.boyce@nhs.net](mailto:deb.boyce@nhs.net)

## How to access and book training:

### Core Skills 3 / 2 / Doctors:

Please contact the [Education Centre](#)

- 01225 825502
- [ruh-tr.education-centre@nhs.net](mailto:ruh-tr.education-centre@nhs.net)

or

Visit our [staff development webpages](#)

### Core Skills for Catering and Facilities staff:

Please contact [Annie Paines](#)

- 01225824681
- [anniepaines@nhs.net](mailto:anniepaines@nhs.net)

### eLearning:

**427 RUH Health, Safety and Welfare eLearning**

**Duration:** 30 minutes

**Pass Mark:** 80%

Please see the [eLearning support page](#).



# Infection Prevention & Control Level 1

Training in this subject is mapped to the Skills for Health Core Skills Training Framework (CSTF).

## Available training opportunities:

- eLearning
- Initial mandatory training on induction
- Core Skills 3 Yearly
- Local departmental training (see further information)

## Who is this training for?

- All staff

Please note if you require level 2 training you will not need to complete separate level 1 training.

## Refresher period:

3 yearly

## Further information:

For more information or to arrange local departmental training please contact the [Infection Control Team](#) on 01225 825450.

*“Good expertise and knowledge. Very worthwhile”*

Core Skills 3, 2016

## How to access and book training:

### eLearning:

**427 RUH Infection Prevention and Control Level 1 eLearning**

**Duration:** 30 minutes

**Pass Mark:** 80%

Please see the [eLearning support page](#).

### Core Skills 3:

Please contact the [Education Centre](#)

- 01225 825502
- [ruh-tr.education-centre@nhs.net](mailto:ruh-tr.education-centre@nhs.net)

or

Visit our [staff development webpages](#)



# Infection Prevention & Control Level 2

Training in this subject is mapped to the Skills for Health Core Skills Training Framework (CSTF).

## Available training opportunities:

- eLearning
- Initial mandatory training on induction
- Core Skills 2 Yearly
- Core Skills for Doctors (surgery only)
- Core Skills for Facilities Staff sessions
- Core Skills for Catering Staff 3 Yearly
- Core Skills for Catering Staff Annual Update
- Local departmental training (see further information)

## Who is this training for?

- All healthcare staff groups involved in direct patient care or services

Please note level 2 training covers the requirements for level 1.

## Refresher period:

2 yearly

## Further information:

For more information or to arrange local departmental training please contact the [Infection Control Team](#) on 01225 825450.

## How to access and book training:

### Core Skills 2 / Doctors:

Please contact the [Education Centre](#)

- 01225 825502
- [ruh-tr.education-centre@nhs.net](mailto:ruh-tr.education-centre@nhs.net)

or

Visit our [staff development webpages](#)

### Core Skills for Catering and Facilities staff:

Please contact [Annie Paines](#)

- 01225824681
- [anniepaines@nhs.net](mailto:anniepaines@nhs.net)

### eLearning

**427 RUH Infection Prevention and Control Level 2 eLearning**

**Duration:** 40 minutes

**Pass Mark:** 80%

Please see the [eLearning support page](#).



# Information Governance

Training in this subject is mapped to the Skills for Health Core Skills Training Framework (CSTF).

## Who is this training for?

- All staff

## Refresher period:

Annually

## Available training opportunities:

- eLearning & eAssessment
- Initial mandatory training on induction
- Core Skills 2 Yearly
- Core Skills for Doctors (surgery only)
- Face-to-face training

## Further information:

Please see relevant pages on the RUH intranet or contact the [Information Governance Lead](#) on 01225 826268 or email [ruh-tr.IGQueries@nhs.net](mailto:ruh-tr.IGQueries@nhs.net)

## How to access and book training:

### eLearning and eAssessment:

427 RUH Information Governance eLearning / 427 RUH Information Governance eAssessment

Duration: 30 / 15 minutes

Pass Mark: 80%

Please see the [eLearning support page](#).

### Core Skills / face to face training:

Please contact the [Education Centre](#)

- 01225 825502
- [ruh-tr.education-centre@nhs.net](mailto:ruh-tr.education-centre@nhs.net)



# Insulin Safety

## Available training opportunities:

- eLearning

## Who is this training for?

- All staff who prescribe and administer insulin.

This includes all junior medical staff, all pharmacists and all ward based nurses and midwives.

## Further information:

Please contact the [Inpatient Diabetes Nursing Team](#) on 01225 824198 or email [helen.griffiths5@nhs.net](mailto:helen.griffiths5@nhs.net)

## Refresher period:

2 yearly

*"A very patient teacher"*  
**eLearning Support Sessions 2016**

**How to access and book training:**

**eLearning:**

**427 RUH Insulin Safety eLearning**

**Duration:** 60 minutes

**Pass Mark:** 80%

Please see the [eLearning support page](#).



# Medical Gas Safety

## Available training opportunities:

- eLearning
- Initial mandatory training on induction
- Core Skills 2 Yearly

## Who is this training for?

- Anyone who administers medical gas within a health care environment

## Further information:

Please contact **Tim Evans** on 01225 824880 or email [t.evans1@nhs.net](mailto:t.evans1@nhs.net)

## Refresher period:

2 yearly

## How to access and book training:

### eLearning:

**427 RUH Medical Gas Safety eLearning (Healthcare Professionals and Support Staff)**

**Duration:** 30 minutes

**Pass Mark:** 80%

Please see the [eLearning support page](#).



### Core Skills 2:

Please contact the **Education Centre**

- 01225 825502
- [ruh-tr.education-centre@nhs.net](mailto:ruh-tr.education-centre@nhs.net)

or

Visit our [staff development webpages](#)



## MCA & DoLS Awareness\*

**\*Mental Capacity Act & Deprivation of Liberty Safeguards Awareness**

### Who is this training for?

- All clinical staff

### Refresher period:

3 yearly

### Available training opportunities:

- eLearning
- Initial mandatory training on induction
- Face-to-face training sessions as part of Safeguarding Adults Level 2

### Further information:

Please contact [Debra Harrison](#) on 01225 825320 or email

[debra.harrison1@nhs.net](mailto:debra.harrison1@nhs.net)

*“Very well supported by the eLearning support officer”*

**eLearning Support Sessions  
2016**

### How to access and book training:

#### eLearning:

**427 RUH Safeguarding Adults Level 2 MCA & DoLS eLearning**

**Duration:** 60 minutes

**Pass Mark:** 80%

Please see the [eLearning support page](#).

#### Face to face training:

Please contact the [Education Centre](#)

- 01225 825502
- [ruh-tr.education-centre@nhs.net](mailto:ruh-tr.education-centre@nhs.net)



# Moving & Handling Level 1 (Loads)

## Who is this training for?

- All staff

Please note if you require level 2 (patient) training you will not need to complete separate level 1 (loads) training.

## Refresher period:

3 yearly

## Further information:

For more information or to arrange local departmental training please contact [Mary Chapman](#) on 01225 825605 or email [marychapman@nhs.net](mailto:marychapman@nhs.net)

Training in this subject is mapped to the **Skills for Health Core Skills Training Framework (CSTF)**.

## Available training opportunities:

- eLearning & eAssessment
- Initial mandatory training on induction
- Core Skills 3 Yearly
- Core Skills for Doctors
- Core Skills for Facilities Staff sessions
- Core Skills for Catering Staff 3 Yearly
- Core Skills for Catering Staff Annual Update
- Local departmental training (see further information)
- Moving and Handling Train the Trainer courses

## How to access and book training:

### Core Skills 3 / Doctors & Moving and Handling Trainer the Trainer:

Please contact the [Education Centre](#)

- 01225 825502
- [ruh-tr.education-centre@nhs.net](mailto:ruh-tr.education-centre@nhs.net)

or

Visit our [staff development webpages](#)

### Core Skills for Catering and Facilities staff:

Please contact [Annie Paines](#)

- 01225824681
- [anniepaines@nhs.net](mailto:anniepaines@nhs.net)

### eLearning and eAssessment:

**427 RUH Moving and Handling Level 1 (Loads) / 427 RUH eAssessment: Moving and Handling Level 1 (Loads)**

**Duration:** 20 / 15 minutes

**Pass Mark:** 80%

Please see the [eLearning support page](#).



# Moving & Handling Level 2 (Patients)

## Who is this training for?

- All staff whose role involves patient handling activities.

Please note all level 2 (patient) training covers the requirements of level 1 (loads) training.

## Refresher period:

2 Yearly

**How to access and book training:**

**Moving and Handling Train the Trainer**

Please contact the Education Centre

- 01225 825502
- [ruh-tr.education-centre@nhs.net](mailto:ruh-tr.education-centre@nhs.net)

Training in this subject is mapped to the Skills for Health Core Skills Training Framework (CSTF).

## Available training opportunities:

- Initial mandatory training on induction
- Local department training (see further information)
- Moving and Handling Train the Trainer courses

## Further information:

For more information or to arrange local departmental training please contact [Mary Chapman](mailto:MaryChapman@nhs.net) on 01225 825605 or email [marychapman@nhs.net](mailto:marychapman@nhs.net)



# Pressure Ulcer Prevention & Management

## Who is this training for?

- All registered Nurses & Health Care Assistants working with inpatients

## Refresher period:

2 yearly

## Available training opportunities:

- eLearning

## Further information:

Please contact the Tissue Viability Team on 01225 821112 or email

[tissueviabilitynurses@nhs.net](mailto:tissueviabilitynurses@nhs.net)

*“Calm, relaxed atmosphere and great assistance from the facilitator”*

**eLearning Support Sessions  
2016**

## How to access and book training:

### eLearning:

**427 RUH Pressure Ulcer Prevention eLearning**

**Duration:** 30 minutes

**Pass Mark:** 80%

Please see the [eLearning support page](#).



# Prevent Basic Awareness (Tier 1)

## Who is this training for?

- All staff

Please note if you require tier 2 (WRAP) training you will not need to complete separate tier 1 training

## Refresher period:

3 yearly

Training in this subject is mapped to the Skills for Health Core Skills Training Framework (CSTF).

## Available training opportunities:

- Initial mandatory training on induction
- Prevent leaflet - [click here](#) for the leaflet then email [ruh-tr.education-centre@nhs.net](mailto:ruh-tr.education-centre@nhs.net) to confirm when you have read it
- Core Skills 3 Yearly
- Core Skills for Facilities Staff sessions
- Core Skills for Catering Staff 3 Yearly

## Further information:

Please contact [Nick Reed](#) on 01225 825395 or email [nicholasreed@nhs.net](mailto:nicholasreed@nhs.net)

## How to access and book training:

### Core Skills 3:

Please contact the [Education Centre](#)

- 01225 825502
- [ruh-tr.education-centre@nhs.net](mailto:ruh-tr.education-centre@nhs.net)

or

### Core Skills for Catering and Facilities staff:

Please contact [Annie Paines](#)

- 01225824681
- [anniepaines@nhs.net](mailto:anniepaines@nhs.net)

Visit our [staff development webpages](#)



# Prevent WRAP (Tier 2)

## Who is this training for?

- All clinical staff and managers plus any member of staff who provides **direct care, support, or pastoral services to patients, visitors or staff**
- All staff who may be in a situation in which they are **confided in, or notice personal behaviors or injuries** (this includes directors, HR business partners, on-call managers, counsellors, specialty and divisional managers and staff governors).

**It is a statutory requirement for identified NHS staff under the Security and Counter Terrorism Act 2015.**

Please note all tier 2 training covers the requirements of tier 1 training.

## Refresher period:

3 yearly

## How to access and book training:

### Prevent WRAP / Safeguarding Update day:

Please contact the Education Centre

- 01225 825502
- [ruh-tr.education-centre@nhs.net](mailto:ruh-tr.education-centre@nhs.net)

**Training in this subject is mapped to the Skills for Health Core Skills Training Framework (CSTF).**

## Description:

Prevent is part of the government counter-terrorism strategy, it's designed to tackle the problem of terrorism at its roots, preventing people from supporting terrorism or being drawn into terrorism. The training is designed to help make you aware of your contribution in preventing vulnerable people being exploited for terrorist purposes. WRAP stands for Workshop to Raise Awareness of Prevent and is the official title we are required to use by the Home Office

## Available training opportunities:

- Initial mandatory training on Induction
- Prevent WRAP (Tier 2) workshops
- Prevent Tier 2 session on Adult & Children L2 Training Day
- Local departmental training (see further information)

## Further information:

For more information or to arrange local departmental training please contact **Nick Reed** on 01225 825395 or email [nicholasreed@nhs.net](mailto:nicholasreed@nhs.net)



# Resuscitation Adult Basic Life Support

Training in this subject is mapped to the Skills for Health Core Skills Training Framework (CSTF).

## Available training opportunities:

- Initial mandatory training on induction
- Core Skills 2 Yearly
- Core Skills for Doctors
- Local departmental training (BLS roaming sessions)

Higher level resuscitation courses are available, which will cover the requirements of adult basic life support:

- [Immediate Life Support \(RCUK\) course](#)
- [Basic Life Support and AED training course](#)
- [Advanced Life Support \(RCUK\) course](#)

## Who is this training for?

- All clinical staff in direct patient contact

## Refresher period:

2 yearly

## Further information:

Please contact Dawn Fairclough on 01225 824186 or email [dawn.fairclough@nhs.net](mailto:dawn.fairclough@nhs.net)

## How to access and book training:

### Core Skills 2 / Doctors:

Please contact the Education Centre

- 01225 825502
- [ruh-tr.education-centre@nhs.net](mailto:ruh-tr.education-centre@nhs.net)

or

Visit our [staff development webpages](#)

### BLS roaming sessions:

Please contact the Resuscitation and Clinical Skills team on 01225 821734



# Resuscitation Newborn Basic Life Support

Training in this subject is mapped to the Skills for Health Core Skills Training Framework (CSTF).

## Available training opportunities:

- Maternity Skills & Drills day (PROMPT)
- New-born Basic Life Support course

## Who is this training for?

- All clinical staff in direct patient contact with newborn babies

## Refresher period:

2 yearly

## Further information:

Please contact [Dawn Fairclough](#) on 01225 824186 or email [dawn.fairclough@nhs.net](mailto:dawn.fairclough@nhs.net)

## How to access and book training:

### Classroom training:

Please contact the [Education Centre](#)

- 01225 825502
- [ruh-tr.education-centre@nhs.net](mailto:ruh-tr.education-centre@nhs.net)



# Resuscitation Paediatric Basic Life Support

## Who is this training for?

- All clinical staff in direct patient contact with children

## Refresher period:

2 yearly

*“Very interesting and informative. Enforces confidence to manage children better”*

Core Skills 2, 2016

Training in this subject is mapped to the Skills for Health Core Skills Training Framework (CSTF).

## Available training opportunities:

- Initial mandatory training on induction
- Core Skills 2 Yearly
- Core Skills for Doctors
- Local departmental training (BLS roaming sessions)
- Paediatric Basic Life Support course

Higher level resuscitation courses are available, which will cover the requirements of paediatric basic life support:

- [ALSG Paediatric Life Support course](#)
- [ALSG Advanced Paediatric Life Support course](#)

## Further information:

Please contact Dawn Fairclough on 01225 824186 or email [dawn.fairclough@nhs.net](mailto:dawn.fairclough@nhs.net)

## How to access and book training:

### Paediatric Basic Life Support

Please contact the Education Centre

- 01225 825502
- [ruh-tr.education-centre@nhs.net](mailto:ruh-tr.education-centre@nhs.net)

### BLS roaming sessions:

Please contact the Resuscitation and Clinical Skills team on 01225 821734

### Core Skills 2 / Doctors:

Please contact the Education Centre

- 01225 825502
- [ruh-tr.education-centre@nhs.net](mailto:ruh-tr.education-centre@nhs.net)

or

Visit our [staff development webpages](#)



# Safeguarding Adults Level 1

Training in this subject is mapped to the Skills for Health Core Skills Training Framework (CSTF).

## Available training opportunities:

- eLearning & eAssessment
- Initial mandatory training on induction
- Core Skills 3 Yearly
- Core Skills 2 Yearly
- Core Skills for Facilities Staff sessions
- Core Skills for Catering Staff 3 Yearly

## Who is this training for?

- All staff

Please note if you require level 2 or 3 training you will not need to complete separate level 1 training.

## Refresher period:

3 yearly

## Further information:

Please contact Adult Safeguarding Lead [Debra Harrison](#) on 01225 825320 or email [debra.harrison1@nhs.net](mailto:debra.harrison1@nhs.net)

## How to access and book training:

### eLearning and eAssessment

**427 RUH Safeguarding Adults Level 1 eLearning / 427 RUH eAssessment: Safeguarding Adults (Level 1)**

**Duration:** 30 / 15 minutes

**Pass Mark:** 80%

Please see the [eLearning support page](#).

### Core Skills 3 / 2:

Please contact the [Education Centre](#)

- 01225 825502
- [ruh-tr.education-centre@nhs.net](mailto:ruh-tr.education-centre@nhs.net)

or

Visit our [staff development webpages](#)

### Core Skills for Catering or Facilities staff:

Please contact [Annie Paines](#)

- 01225824681
- [anniepaines@nhs.net](mailto:anniepaines@nhs.net)



# Safeguarding Adults Level 2

Training in this subject is mapped to the Skills for Health Core Skills Training Framework (CSTF).

## Available training opportunities:

- eLearning
- Initial mandatory training on induction
- Face-to-face training which also covers Mental Capacity Act and Deprivation of Liberty Safeguards Awareness

## Who is this training for?

- All staff

Please note level 2 training covers the requirements for level 1

## Refresher period:

3 yearly

## Further information:

Please contact Adult Safeguarding Lead [Debra Harrison](#) on 01225 825320 or email [debra.harrison1@nhs.net](mailto:debra.harrison1@nhs.net)

## How to access and book training:

### eLearning

**427 RUH Safeguarding Adults Level 2 MCA & DoLS eLearning**

**Duration:** 60 minutes

**Pass Mark:** 80%

Please see the [eLearning support page](#).

### Face to face training:

Please contact the [Education Centre](#):

- 01225 825502
- [ruh-tr.education-centre@nhs.net](mailto:ruh-tr.education-centre@nhs.net)



# Safeguarding Adults Level 3

Training in this subject is mapped to the Skills for Health Core Skills Training Framework (CSTF).

## Available training opportunities:

- Multi-agency training via BANES

## Who is this training for?

- Adult Safeguarding leads with specific responsibility for investigating or supporting the investigation of adult safeguarding incidents.

Please note level 3 training covers the requirements for levels 1 & 2

## Further information:

Please contact Adult Safeguarding Lead [Debra Harrison](#) on 01225 825320 or email [debra.harrison1@nhs.net](mailto:debra.harrison1@nhs.net)

## Refresher period:

3 yearly

## How to access and book training:

### Multi-agency training via BANES

Please use the online booking system. Details are in the BaNES LSCB course information booklet on the [intranet](#).



# Safeguarding Children Level 1

## Who is this training for?

- All staff

Please note if you require level 2 or 3 training you will not need to complete separate level 1 training.

## Refresher period:

3 yearly

Training in this subject is mapped to the Skills for Health Core Skills Training Framework (CSTF).

## Available training opportunities:

- eLearning
- Initial mandatory training on induction
- Core Skills 3 Yearly
- Core Skills for Facilities Staff sessions
- Core Skills for Catering Staff 3 Yearly

## Further information:

Please contact named nurse [Mike Menzies](#) on 01225 826137 or email [mike.menzies@nhs.net](mailto:mike.menzies@nhs.net)

## How to access and book training:

### eLearning

**427 RUH Safeguarding Children Level 1 eLearning**

**Duration:** 45 minutes

**Pass Mark:** 80%

Please see the [eLearning support page](#).

### Core Skills 3:

Please contact the [Education Centre](#)

- 01225 825502
- [ruh-tr.education-centre@nhs.net](mailto:ruh-tr.education-centre@nhs.net)

### Core Skills for Catering or Facilities staff:

Please contact [Annie Paines](#)

- 01225824681
- [anniepaines@nhs.net](mailto:anniepaines@nhs.net)



# Safeguarding Children Level 2

Training in this subject is mapped to the Skills for Health Core Skills Training Framework (CSTF).

### Available training opportunities:

- eLearning
- Initial mandatory training on induction
- Face to face training
- Locally delivered - emergency department junior doctors training
- Locally delivered - paediatric medical staff face to face level 2 training

### Who is this training for?

- All staff who have any contact with children, young people and/or parents/carers.

Please note level 2 training covers the requirements for level 1.

### Refresher period:

3 yearly

### Further information:

For more information or to arrange local departmental training please contact named nurse [Mike Menzies](#) on 01225 826137 or email [mike.menzies@nhs.net](mailto:mike.menzies@nhs.net)

### How to access and book training:

#### eLearning

**427 RUH Safeguarding Children Level 2 eLearning**

**Duration:** 30 minutes

**Pass Mark:** 80%

Please see the [eLearning support page](#).

#### Face to face training:

Please contact the [Education Centre](#)

- 01225 825502
- [ruh-tr.education-centre@nhs.net](mailto:ruh-tr.education-centre@nhs.net)



# Safeguarding Children Level 3

## Who is this training for?

- All staff who have any contact with children, young people and/or parents/carers.
- Staff who could potentially contribute to assessing, planning, intervening and evaluating the needs of a child or young person and parenting capacity where there are safeguarding/child protection concerns.

Please note level 3 training covers the requirements for levels 1 & 2.

## How to access and book training:

### Safeguarding Children Level 3 training:

Please contact the [Education Centre](#)

- 01225 825502
- [ruh-tr.education-centre@nhs.net](mailto:ruh-tr.education-centre@nhs.net)

### BaNES training:

Please refer to [Safeguarding Children Training Page](#)

Training in this subject is mapped to the **Skills for Health Core Skills Training Framework (CSTF)**.

## Available training opportunities:

### Initial training

- RUH Safeguarding Children Level 3 sessions
- BaNES Local Safeguarding Children's Board (LSCB) Inter-agency Child Protection standard or advanced courses click [here](#) for more information.

### Refresher training

- Initial training listed above can be repeated
- BaNES LSCB Update Courses as identified in LSCB training directory
- Medical staff only: Royal College Paediatric and Child Health eLearning - print certificate send to Safeguarding Children Team Administrator for recording (contact details below)

## Refresher period:

3 yearly

## Further information:

Please contact [Mike Menzies](#) on 01225 826137 or email [mike.menzies@nhs.net](mailto:mike.menzies@nhs.net)

For further advice contact the Safeguarding Children Team Administrator on 01225 821538 or email [jacqueline.shaban@nhs.net](mailto:jacqueline.shaban@nhs.net)



## Vocational Qualifications

### Level 2

<a href="#"><u>Awareness of Dementia</u></a>	45
<a href="#"><u>Certificate in Clinical Skills</u></a>	46
<a href="#"><u>End of Life Care</u></a>	47

### Level 3

<a href="#"><u>Awareness of End of Life Care</u></a>	48
<a href="#"><u>Certificate in Clinical Skills</u></a>	49
<a href="#"><u>Certificate in Dementia Care</u></a>	50
<a href="#"><u>H&amp;SC Bespoke Mental Health Pathway</u></a>	51

### Level 4

<a href="#"><u>Internal Quality Assurance</u></a>	52
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## Awareness of Dementia Level 2

### Who is this training for?

- **Healthcare support workers** working in specialist areas who are interested in finding out more about caring for individuals with dementia

**How long is the training?** 6 months

### How to book:

Please contact **Lucy Tainton** on 01225821542 or email [lucy.tainton@nhs.net](mailto:lucy.tainton@nhs.net)

### How to do the training:

Individuals will be inducted by a member of the widening participation team to the awarding body standards and guidelines, and will be supported by a named assessor/mentor.

### What you will learn:

This qualification consists of 4 knowledge only units:

- 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

### What you need to know:

This qualification can only be completed as a whole award.

Please note registration for a full diploma lasts 3yrs, after this there would be a cost to re-register if individuals have not completed.

### How much will it cost?

The RUH is a registered City & Guilds centre; the cost of qualifications will vary depending on the qualification and route chosen.

For more information about individual qualification costs please refer to the contact details in the how to book section.



## Certificate in Clinical Skills Level 2

### Who is this training for?

- Healthcare support workers with no previous care qualifications

**How long is the training?** 9-12 months

### How to book:

Please contact [Lucy Tainton](#) on 01225821542 or email [lucy.tainton@nhs.net](mailto:lucy.tainton@nhs.net)

### How to do the training:

Individuals will be inducted by a member of the widening participation team to the awarding body standards and guidelines, and will be supported by a named assessor/mentor.

### What you will learn:

This qualification consists of 4 mandatory units:

- Roles, responsibilities and values in health care practice
- Communication and handling of information in health care settings
- Understanding long-term health conditions
- Principles of safeguarding in health and care settings

There are also a range of optional units to choose from. For example:

- Principles of infection prevention and control in health and care settings
- Undertaking physiological measurements in health and care settings

### What you need to know:

Please note registration for a full diploma lasts 3yrs, after this there would be a cost to re-register if individuals have not completed.

### How much will it cost?

The RUH is a registered City & Guilds centre; the cost of qualifications will vary depending on the qualification and route chosen.

For more information about individual qualification costs please refer to the contact details in the how to book section.



## End of Life Care Level 2

### Who is this training for?

- **Healthcare support workers** working in specialist areas who are required to assist with end of life care within their job role.

**How long is the training?** 2-4 months

### How to book:

Please contact **Lucy Tainton** on 01225821542 or email [lucy.tainton@nhs.net](mailto:lucy.tainton@nhs.net)

### How to do the training:

Individuals will be inducted by a member of the widening participation team to the awarding body standards and guidelines, and will be supported by a named assessor/mentor.

### What you will learn:

This qualification consists of one knowledge unit:

- Understand how to work in end of life care

Please note when completed this unit forms the basis of the Level 3 award.

Although this is only 1 unit, it is still classed as an award when certificated.

### What you need to know:

Please note registration for a full diploma lasts **3yrs**, after this there would be a cost to re-register if individuals have not completed.

### How much will it cost?

The RUH is a registered City & Guilds centre; the cost of qualifications will vary depending on the qualification and route chosen.

For more information about individual qualification costs please refer to the contact details in the how to book section.



## Awareness of End of Life Care Level 3

### Who is this training for?

- **Healthcare support workers** working in specialist areas who are required to deliver end of life care within their job role.

**How long is the training?** 4 -9 months

### How to book:

Please contact **Lucy Tainton** on 01225821542 or email [lucy.tainton@nhs.net](mailto:lucy.tainton@nhs.net)

### How to do the training:

Individuals will be inducted by a member of the widening participation team to the awarding body standards and guidelines, and will be supported by a named assessor/mentor.

### What you will learn:

This qualification consists of 3 knowledge only units:

- Understand how to work in end of life care
- Understand how to provide support when working in end of life care
- Understand how to support individuals during the last days of life

Although this qualification is 3 units, the **first unit will have been completed as level 2**, therefore there are only 2 units to actually complete.

### What you need to know:

Please note registration for a full diploma lasts **3yrs**, after this there would be a cost to re-register if individuals have not completed.

### How much will it cost?

The RUH is a registered City & Guilds centre; the cost of qualifications will vary depending on the qualification and route chosen.

For more information about individual qualification costs please refer to the contact details in the how to book section.



## Certificate in Clinical Skills Level 3

### Who is this training for?

- Healthcare support workers who have already achieved their level 2 or equivalent

**How long is the training?** 12-18 months

### How to book:

Please contact [Lucy Tainton](#) on 01225821542 or email [lucy.tainton@nhs.net](mailto:lucy.tainton@nhs.net)

### How to do the training:

Individuals will be inducted by a member of the widening participation team to the awarding body standards and guidelines, and will be supported by a named assessor/mentor.

### What you need to know:

Please note registration for a full diploma lasts 3yrs, after this there would be a cost to re-register if individuals have not completed.

### What you will learn:

This qualification consists of three mandatory units:

- Understanding own role responsibilities and accountability when working in health care settings.
- Understanding support for individuals with acute and chronic conditions in health and care settings.
- Understanding the principles of leadership within an integrated workforce approach to health and care provision.

There are also a range of optional units to choose from. For example:

- Undertaking physiological measurements
- Obtain venous blood samples

As a certificate this qualification is much smaller than a full diploma, so is ideal for CPD.

### How much will it cost?

The RUH is a registered City & Guilds centre; the cost of qualifications will vary depending on the qualification and route chosen.

For more information about individual qualification costs please refer to the contact details in the how to book section.



## Certificate in Dementia Care Level 3

### Who is this training for?

- **Healthcare support workers** working in specialised areas who are interested in extending their knowledge in caring for individuals with dementia

**How long is the training?** 12-18 months

### How to book:

Please contact [Lucy Tainton](#) on 01225821542 or email [lucy.tainton@nhs.net](mailto:lucy.tainton@nhs.net)

### How to do the training:

Individuals will be inducted by a member of the widening participation team to the awarding body standards and guidelines, and will be supported by a named assessor/mentor.

### What you need to know:

These qualifications can only be completed **as a whole award**.

Please note registration for a full diploma lasts **3yrs**, after this there would be a cost to re-register if individuals have not completed.

### What you will learn:

This qualification consists of four mandatory units:

- Understand the process and experience of dementia
- Enable rights and choices of individuals with dementia whilst minimising risks
- Understand and enable interaction and communication with individuals who have dementia
- Equality, diversity and inclusion in dementia care practice

There are also a range of optional units to choose from. For example:

- Understand and meet the nutritional requirements of individuals with dementia
- Understand mental well-being and mental health promotion

### How much will it cost?

The RUH is a registered City & Guilds centre; the cost of qualifications will vary depending on the qualification and route chosen.

For more information about individual qualification costs please refer to the contact details in the how to book section.



## H&SC Bespoke Mental Health Pathway Level 3

### Who is this training for?

- Healthcare support workers who work regularly in challenging environments within the hospital.

**How long is the training?** 6 months

### How to book:

This course is advertised and managers put forward suitable candidates to apply. An [interview is given to applicants to ensure suitability](#) to undertake the course.

### How to do the training:

Individuals will be inducted by a member of the widening participation team to the awarding body standards and guidelines, and will be supported by a named assessor/mentor.

### What you need to know:

Please note registration for a full diploma lasts [3yrs](#), after this there would be a cost to re-register if individuals have not completed.

### What you will learn:

This qualification is bespoke, so the units have been selected by occupational experts who are familiar with the challenges you may face with patients suffering with their mental health.

This qualification consists of undertaking a series of 5 units, 3 of which are mandatory:

- Enable individuals with behavioural difficulties to develop strategies to change their behaviour
- Understand mental well-being and mental health promotion
- Understand mental health problems

There are choices of optional units that have been selected by occupational experts, popular unit choices are:

- Help individuals address their substance use through an action plan
- Understand the administration of medication to individuals with dementia using a person centred approach

### How much will it cost?

The RUH is a registered City & Guilds centre; the cost of qualifications will vary depending on the qualification and route chosen.

For more information about individual qualification costs please contact [Lucy Tainton](#) on 01225821542 or email [lucy.tainton@nhs.net](mailto:lucy.tainton@nhs.net)



## Internal Quality Assurance Level 4

### Who is this training for?

- Professionals who wish to be able to undertake quality assurance for vocational qualifications in line with awarding body guidelines.

**How long is the training?** 18-24 months

### How to book:

Please contact [Lucy Tainton](#) on 01225821542 or email [lucy.tainton@nhs.net](mailto:lucy.tainton@nhs.net)

### How to do the training:

Individuals will be inducted by a member of the widening participation team to the awarding body standards and guidelines, and will be supported by a named assessor/mentor.

### What you will learn:

This qualification consists of undertaking 4 mandatory units:

- Understanding the principles and practises of internally assuring the quality of assessment
- Internally assure the quality of assessment
- Plan, allocate and monitor work in own area of responsibility

### What you need to know:

This qualification can **only be undertaken by registered professionals or individuals who hold either TAQA or A1.**

**Attendance of regular centre IQA panels is also mandatory** in order for the award to be gained, as observation during the panels is essential.

Please note registration for a full diploma lasts **3yrs**, after this there would be a cost to re-register if individuals have not completed.

### How much will it cost?

The RUH is a registered City & Guilds centre; the cost of qualifications will vary depending on the qualification and route chosen.

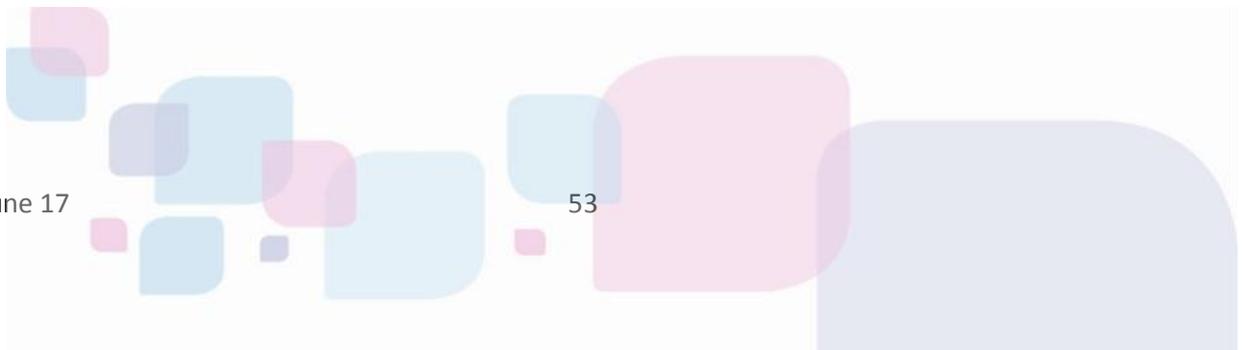
For more information about individual qualification costs please refer to the contact details in the how to book section.



# Nursing Workforce Development

Preceptorship

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# Preceptorship

## Who is this training for?

- All newly registered nurses, midwives, allied health professionals and operating department practitioners, as well as those who have returned to practice or have completed an approved supervised practice programme.

## How to book:

To register your interest and book the mandatory study days please contact [Josie Kilbane-Jones](#) on 01225826373 or email [josie.kilbane-jones@nhs.net](mailto:josie.kilbane-jones@nhs.net)

**How long the training is:** 10-12 months

## Description:

Preceptorship at the RUH offers newly registered practitioners support through the transition period from student to accountable registered professional in the first 12 months of practice.

From commencing your role as a newly qualified member of staff you should have an allocated Preceptor.

## What you will learn:

- Become an effective, confident and fully autonomous registered individual
- Be able to deliver high quality care for patients and relatives or carers
- As part of life-long learning develop into innovative leaders and role models

## How to do the training:

You will need to complete a Preceptorship workbook and attend relevant study sessions. You will be expected to meet regularly with a Preceptor and discuss the skills that you need to achieve and strategies to become competent in your role.

Preceptorship will involve learning through practice, reflection and facilitated planned taught/simulated sessions and self-directed learning.



### How to do the training:

With support from a manager and preceptor you should explore the following elements.

- Accountability
- Career development
- Communication
- Dealing with conflict/managing difficult conversations
- Delivering safe care
- Emotional intelligence
- Leadership
- Quality improvement
- Resilience
- Reflection
- Safe staffing /raising concerns
- Team working
- Medicines management (where relevant)
- Interprofessional learning

### What you need to know:

Through the first 12 months, progress must be clearly documented in preparation for appraisal and for progression through the initial pay gateway at the first year of employment.

### Further Information:

There are up to date timetables and workbooks available on the [intranet](#).



## Resuscitation and Simulation Training

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# Advanced Life Support (ALS)

R.C.U.K Course

## Who this training is for?

- Medical staff and senior registered staff working in acute areas, who may be expected to lead a cardiac arrest

## How to do the training:

Candidates must prepare for the course by reading the manual, completing approximately 12 hours of online learning and [submitting their completed pre-course MCQ paper before attending](#) the face-to-face course.

## How to book:

Please contact [Clare Worrell](#) on [cworrell1@nhs.net](mailto:cworrell1@nhs.net) or call 07717275108

**How long is the training?** 1 day

## Description:

The Resuscitation Council (UK) Advanced Life Support (ALS) course was launched in 1993. It is a standardised national course, teaching evidence-based resuscitation guidelines and skills to healthcare professionals in the United Kingdom.

## What you will learn:

- Recognise and treat the deteriorating patient using a structured ABCDE approach;
- Deliver standardised advanced life support to adults;
- Manage a cardiac arrest by working with a multidisciplinary team in an emergency situation;
- Utilise non-technical skills to facilitate strong team leadership and effective team membership.

## What you need to know:

The course manual is sent to candidates one month before the course and eLearning must be completed.

[Please note that there is a charge for this course.](#)



# Advanced Paediatric Life Support (APLS)

Advanced Life Support Group

## Who is this training for?

- Doctors and nursing staff working with children

## How to do the training:

The course is structured over two days providing lectures, skills stations and simulation patient based moulages.

There are 10 hours of [mandatory eLearning](#) prior to attendance

## How to book:

Please contact [Clare Worrell](#) on [cworrell1@nhs.net](mailto:cworrell1@nhs.net) or call 07717275108

**How long is the training?** 2 days

## Description:

The objective of the Advanced Paediatric Life support course is to give you the skills to manage complex situations involving childhood diseases, advanced paediatric resuscitation and trauma management.

## What you will learn:

- To assess and treat children with complex medical problems;
- To demonstrate in-depth knowledge of the advanced paediatric life support algorithm;
- To be competent in advanced resuscitation, defibrillation and airway management;
- To manage serious trauma.

## What you need to know:

There is a [mandatory eLearning module](#) to complete prior to attending.

Pre course reading of the Advanced Paediatric Life support manual is advisable.



# Advanced Trauma Life Support (ATLS)

Royal College of Surgeons Course

## Who is this training for?

- Medical staff working in critical care areas
- Other health care staff can attain an observers certificate

## How to do the training:

The ATLS is a face to face highly interactive course with a mixture of lectures, skills stations, simulated patient scenarios and tutorials.

## How to book:

Please contact [Clare Worrell](#) on [cworrall1@nhs.net](mailto:cworrall1@nhs.net) or call 07717275108

**How long is the training?** 3 days

## Description:

This course will give you advanced skills in managing complex trauma situations.

## What you will learn:

- To assess and treat complex problems associated with traumatic injury
- Clearly apply the core principles of primary and secondary patient assessment
- Rapidly outline priorities in trauma patients including demonstrating safe management of paediatrics, pregnant and geriatric patients.
- Confidently practice a wide range of skills required for the assessment and treatment of patients with multiple injuries.

## What you need to know:

This is a nationally accredited course.

In preparation for the course candidates will receive the latest ATLS manual. [This manual is essential pre-reading, with pre-course MCQ.](#)

Throughout the course candidates will receive continual feedback and a [final assessment](#) with post course MCQ.



# Anaphylaxis eLearning

R.C.U.K course

## Who is this training for?

- All clinical staff.

## How to do the training:

This is an eLearning module that you can complete on ESR.

## How to book:

For details of how to complete the training by eLearning please see the [eLearning support page](#).

**How long is the training?** 30 minutes

## Description:

This eLearning has been developed with Subject Matter Experts from the Resuscitation Team to update you on the current Trust practices for managing anaphylaxis.

## What you will learn:

- An understanding of what anaphylaxis is
- To explain what causes anaphylaxis
- To explain the signs and symptoms of anaphylaxis
- To explain when to call for help
- To apply the anaphylaxis algorithm to treat a patient having an anaphylactic reaction
- To explain the procedure for a post anaphylactic reaction.

## What you need to know:

There is an assessment at the end which has a pass mark of 80%.



# Cannulation and Venepuncture

## Who is this training for?

- For all staff whom cannulation and venepuncture is part of their extended role

Please obtain your managers approval before booking this course.

## How to do the training:

The course has two key parts; a workbook prior to practical hands on training.

## How to book:

Please contact [Breda Goodchild](#) on 01225821173 or email [bgoodchild@nhs.net](mailto:bgoodchild@nhs.net)

HCA's need to contact the vocational team to access the course on 01225 821681

**How long is the training?** 3 hours

## Description:

This course aims to provide an understanding of the theory underpinning safe practice of venous cannulation and venepuncture, and to practice the skills required for safe venous cannulation and venepuncture.

## What you will learn:

- The anatomy and physiology essential to safely cannulating or obtaining blood samples
- The trust policies and procedures relative to cannulation and venepuncture
- Evidence based techniques to safely cannulate and take blood demonstrating, on mannequins to prepare candidates before obtaining competencies in practice.

## What you need to know:

You need to wear your uniform or normal work clothes to this course. Please be aware you will be dealing with fake blood products that may stain your clothing.

The [essential pre course reading and the completion of a workbook is mandatory](#) before attending the practical class room session.



# Human Factors in Healthcare

## Description:

This is a face to face session which explores the behaviours and interactions of individuals within their working environment which can have a direct impact on patient safety.

## Who is this training for?

- For all staff

## How to do the training:

Face to face training

## What you will learn:

- The importance of communication and teamwork
- How non-technical skills effect all decisions.

## How to book:

Please contact the Education Centre

- 01225825502
- [ruh-tr.education-centre@nhs.net](mailto:ruh-tr.education-centre@nhs.net)

**How long is the training?** 3.5 hours

## What you need to know:

No previous knowledge required.



# Immediate Life Support (ILS)

## Who is this training for?

- Clinical staff working in acute care areas
- Those that are expected to carry arrest bleeps

This is a precursor to Adult Life Support

## How to do the training:

This is a face to face full day course which will be delivered with a mixture of practical skills sessions, lectures and simulation.

## How to book:

Please contact [Breda Goodchild](#) on 01225821173 or email [bgoodchild@nhs.net](mailto:bgoodchild@nhs.net)

**How long is the training?** 1 day

## Description:

The aim of ILS is to train healthcare personnel in cardiopulmonary resuscitation, simple airway management and safe defibrillation (manual and/or AED), enabling them to manage patients in cardiac arrest until arrival of the cardiac arrest team and to participate as effective members of that team.

## What you will learn:

- To understand the advanced life support algorithm;
- To be able to safely perform basic life support, defibrillation and airway management.

## What you need to know:

This is a nationally recognised certificate.

Before attending the study day, an ILS manual will be [sent to you](#) with a quiz to complete beforehand. [This is essential pre course reading.](#)



# In Hospital Resuscitation

Adult Basic Life Support & AED

## Who is this training for?

- Adult Basic Life support is **mandatory** for all clinical staff

The AED competency is **only applicable for registered professionals** but the understanding of safety is paramount for all staff.

## How to do the training:

The course is a face to face session with hands on practical elements to support and develop learning.

## How to book:

Please contact **Breda Goodchild** on 01225821173 or email [bgoodchild@nhs.net](mailto:bgoodchild@nhs.net)

Alternatively, please use the self-service booking facility on ESR.

**How long is the training?** 2 hours

## Description:

This course will enable you to refresh your competency in adult basic life support and obtain skills in using the defibrillator in the automated external mode where relevant.

## What you will learn:

- Adult basic life support skills using the resuscitation council in hospital cardiac arrest algorithm
- Safe and appropriate use of the defibrillator in AED mode for registered staff.

## What you need to know:

**Pre-course reading is obligatory** to complete and will be an integral part of the course. This can be found on the resuscitation page on the [intranet](#).

*“Well organised, planned, detailed & thorough”*

2016

*“Well taught & clearly demonstrated”*

2016



# IV Assessors Workshop

## Description:

The course is designed to deliver Trust expectations and ensure high standards are met and maintained.

Discussions regarding management in handling potentially challenging conversations will be covered.

## Who is this training for?

- Senior staff that are competent and current in IV administration that would be assessing staff in the Trust standards of IV drug procedures.

## How to do the training:

This is a face to face classroom based course. Staff attending will work in a group discussing situations relating to the safe assessment of staff.

## How to book:

Please contact the Education Centre

- 01225 825502
- [ruh-tr.education-centre@nhs.net](mailto:ruh-tr.education-centre@nhs.net)

## What you will learn:

- Candidates will have a clear understanding of the pathway of staff achieving the IV competency.
- Communication skills in how to have difficult conversations in challenging situations.

## What you need to know:

Before attending it would be beneficial to read the latest version of the IV workbook and familiarise yourself with the training matrix, which is available on the [intranet](#).

**How long is the training?** 2 hours



# Paediatric Life Support (PLS)

Adult Life Support Group

## Who is this training for?

- Doctors, Nurses and AHP's

## How to do the training:

eLearning preparation and a face to face session

## How to book:

Please contact [Clare Worrell](#) on [cworrall1@nhs.net](mailto:cworrall1@nhs.net) or call 07717275108

**How long is the training?** 1 day

## Description:

Paediatric Life support (PLS) teaches the practical procedures necessary for the initial effective management of childhood emergencies.

## What you will learn:

- A structured approach
- Human factors
- The management of cardiac arrest
- The recognition of a seriously ill child
- The recognition of a seriously injured child

## What you need to know:

**Continuous assessment** takes place throughout the face-to-face course on skill stations. If you are successful, PLS certification is **valid for four years** and includes access to our virtual learning environment.



# Simulation Train the Trainer

## Who is this training for?

- Senior staff that support staff members in developing skills and competencies using simulation

## How to do the training:

The course is a two day classroom attendance based course, divided with a time gap between to allow a team scenario planning project.

## How to book:

Please contact [Breda Goodchild](#) on 01225821173 or email [bgoodchild@nhs.net](mailto:bgoodchild@nhs.net)

**How long is the training?** 2 days

## Description

Day one of the course will cover theory of simulation, writing and debriefing techniques in a range of clinical settings, to familiarize you with equipment that may be used.

Day two will involve presenting the simulations that you have written in teams and reflection on debriefing.

## What you will learn:

- Technical skills and how to use equipment in the simulation suite.
- The approaches in creating different styles of scenarios and how to structure a debrief session after.

## What you need to know:

The course provides a foundation into the world of simulation learning and a chance to meet staff from other areas to enrich learning from each other.



# UTOPIA

## Urgent Treatment of Patients in Adversity

### Description:

The UTOPIA course looks at the management of the acutely ill patient whilst understanding and applying the ABCDE approach.

This then creates a safe space for staff to apply the skills in simulated scenarios to build confidence and structure.

### Who is this training for?

- All multidisciplinary clinical staff

### How to do the training:

The course is a face to face session that combines a lecture and simulated patient based scenarios.

### How to book:

Please contact [Breda Goodchild](#) on 01225821173 or email [bgoodchild@nhs.net](mailto:bgoodchild@nhs.net)

**How long is the training?** 3.5 hours

### What you will learn:

- An understanding of the importance in the role of NEWs in safe patient care
- How using an ABCDE approach benefits management of deteriorating patients
- To demonstrate an ABCDE assessment in a simulated scenario, and then discuss in debrief

### What you need to know:

All staff need to wear their uniform.

There is a pre course quiz available on the resuscitation page on the [intranet](#).

*"Very good study day, would recommend this course to everyone. I have learnt so much. Well thought out."*

2016



# UTOPIA AKI & Sepsis

## Who is this training for?

- All multidisciplinary clinical staff

## How to do the training:

The course is a face to face session that combines a lecture and simulated patient based scenarios.

## How to book:

Please contact [Breda Goodchild](#) on 01225821173 or email [bgoodchild@nhs.net](mailto:bgoodchild@nhs.net)

**How long is the training?** 3.5 hours

## Description:

The AKI and Sepsis UTOPIA course explains the evidence behind Trust procedures in safely managing patients who present red flags in sepsis and reduce patients developing an acute kidney injury. This course focuses on the use of the ABCDE primary assessment of patients and treating the most life threatening condition presenting. This then creates a safe space for staff to apply the skills in simulated scenarios to build confidence and structure.

## What you will learn:

- An understanding of the importance in the role of screening patients who are at Sepsis or an AKI and using Trust tools to support safe patient management.
- How using NEWs accurately and an ABCDE approach benefits the management of deteriorating patients.
- Give candidates the opportunity to demonstrate an ABCDE assessment in a simulated scenario, and then discuss in debrief.

## What you need to know:

All staff need to wear uniform to the course.



## UTOPIA Paediatric

### Who is this training for?

- All multidisciplinary clinical staff that care for children in their role

### How to do the training:

The course is a face to face session that combines a lecture and simulated patient based scenarios.

### How to book:

Please contact [Breda Goodchild](#) on 01225821173 or email [bgoodchild@nhs.net](mailto:bgoodchild@nhs.net)

**How long is the training?** 4 hours

*“Excellent delivery, interactive scenarios, really useful, able to practise in a non-judging environment”*

2016

### Description:

The Paediatric UTOPIA course enables you to understand and apply the ABCDE primary assessment of a child and treating the most life threatening condition.

The course focus is on the main causes of deterioration in children.

This course then creates a safe space for staff to apply the skills in simulated scenarios to build confidence and structure.

### What you will learn:

- An understanding of the importance in the role of PEWs to provide safe patient care
- How an ABCDE approach benefits the management of deteriorating children.
- To provide an opportunity to practise an A-E assessment.

### What you need to know:

Staff members need to attend in uniform for the course please.



# UTOPIA Respiratory

## Who is this training for?

- All clinical staff

## How to do the training:

The course is a face to face training day that combines a mixture of lectures and simulated patient based scenarios.

## How to book:

Please contact [Breda Goodchild](#) on 01225821173 or email [bgoodchild@nhs.net](mailto:bgoodchild@nhs.net)

**How long is the training?** 1 day

## Description:

The Respiratory UTOPIA course explains the anatomy and physiology of the respiratory system. The course then builds on the evidence behind using the ABCDE primary assessment of patients and treating the most life threatening condition presenting.

The teaching explores equipment and techniques to safely support patients in practice.

## What you will learn:

- The underpinning knowledge of the respiratory system and management of the deteriorating respiratory patient using aides available in the clinical environment
- Practice through applying this in simulated scenarios to build confidence and structure.
- An understanding of basic blood gas analysis

## What you need to know:

The respiratory UTOPIA course combines the knowledge and experience of the multidisciplinary team to provide the best support for candidates attending.



## Personal Development

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“Excellent, valuable and refreshing”

First Impressions, December 2016



# Believe and Achieve

## Who is this training for?

- Bands 1 to 4 roles

## How to do the training

Classroom in the Education Centre

## How to book:

Please contact [Lucy Tainton](#) on 01225821542 or e-mail [lucy.tainton@nhs.net](mailto:lucy.tainton@nhs.net)

**How long is the training?** 1 day

## What you need to know

This study day is provided by an external facilitator on an ad hoc basis, subject to demand

## Description:

The workshop aims to empower you to feel you add value as an individual in the environment of change.

## What you will learn:

At the end of the workshop you will:

- Have reflected upon the culture of your organisation
- Have considered your own motivation in driving the change agenda
- The implications of strategic change
- The changing internal landscape (Every Patient Matters, Lean Methodology);
- Yourself and your own attitude to change
- Be more confident in, and understand the importance of, your role
- Have tools and techniques to bring about positive outcomes with those difficult conversations
- Strive to be positive in everything that you do
- Have an action plan



# Delivering an Effective Presentation

## Who is this training for?

- All staff members

## How to do the training:

Classroom in the Education Centre

## How to book:

Please contact [Debra Scoplin](#) on 01225821911 or [debra.scoplin@nhs.net](mailto:debra.scoplin@nhs.net)

**How long is the training?** ½ day

## What you need to know

Everyone will be required to [practice delivering a presentation](#) during the session – this will be a safe environment in a small group.

## Description:

This half-day module is designed to enable participants to explore best practice in delivering an effective presentation. The module gives participants a chance to practise their skills in a small informal group setting.

## What you will learn:

This module aims to provide participants with the following:

- An understanding of how to plan, prepare and deliver an effective presentation
- The ability to create a clear message
- The ability to deliver your message effectively
- The ability to fully engage with your audience
- An opportunity to practice presenting to improve confidence and competency and gain feedback from others.



# First Impressions Customer Service

## Description:

This interactive customer service programme offers insights into what makes excellent customer service by accessing a network of colleagues, sharing best practice, learning from each other and taking forward service improvement ideas.

## Who is this training for?

- All staff who want to develop customer service skills further

## How to do the training:

Classroom in the Education Centre

## How to book:

Please contact [Lucy Tainton](#) on 01225821542 or e-mail [lucy.tainton@nhs.net](mailto:lucy.tainton@nhs.net)

**How long is the training?** 1.5 days

## What you will learn:

- You will gain a personal development opportunity that values the importance of your roles and your contribution to excellent customer care
- You will demonstrate the connection between customer service and the service provided within the RUH day to day
- You will recognise the importance and impact of internal & external customer service
- You will gain practical skills and techniques to deal with challenging service situations

## What you need to know:

Participants must attend both days to receive a certificate for the programme.



# Having an Effective Conversation

Please note this course is titled 'Having a Crucial Conversation' in ESR.

## Who is this training for?

- All staff

## How to do the training:

Classroom in the Education Centre

## How to book:

Please contact the [Education Centre](#)

- 01225 825502
- [ruh-tr.education-centre@nhs.net](mailto:ruh-tr.education-centre@nhs.net)

For a list of dates please click [here](#).

**How long is the training?** 3 hours

## What you need to know:

Prior to attending the training think about a conversation you need to have in the next few weeks, or one that you have been putting off. We will practice in small groups using techniques learnt through the session.

## Description:

We've all had a conversation that hasn't quite gone the way we would have hoped and this course will introduce you to a model that may help you understand why people react the way they do, thereby giving you some tools and techniques to help you to have an effective conversation.

## What you will learn:

- To be aware of the principles of having an effective conversation and know how to apply these principles in practice
- To recognise your preference and how to use the Clarity4D colour model to help you to get what you want out of a conversation
- To understand different behaviours & why people act the way they do!

*"I learnt new skills that I will be able to put into practice. The session has given me the confidence to have a difficult conversation"*

2016



# Introduction to Trainer Skills

## Who is this training for?

- Those required in their job role to be involved with assisting and facilitating training sessions

## How to do the training:

Classroom sessions in the Education Centre

## How to book:

Please contact [Lucy Tainton](#) on 01225 821542 or email [lucy.tainton@nhs.net](mailto:lucy.tainton@nhs.net)

## How long is the training? 2 days

Please note the two days will be a week apart.

## Description:

On completion of this course you will receive a national recognised City & Guilds Qualification.

## What you will learn:

- Planning and presentation skills
- Tools and techniques to help assist and deliver training sessions

## What you need to know:

You will be required to deliver a [10/15 minutes presentation](#) and complete a short [multiple choice quiz](#).

Please note this course is only run twice a year.



# Medical Appraiser Annual CPD Update

## Who is this training for?

- Doctors who have undertaken medical appraisal training to be an appraiser for the Trust using the Equiniti system

## How to do the training:

Two sessions are scheduled per year typically in June & in December in the Education Centre

## How to book:

Please contact:  
Debbie Scoplin on 01225821542 or email [debra.scoplin@nhs.net](mailto:debra.scoplin@nhs.net)  
Lucy Tainton ext. 01225821911 or email [lucy.tainton@nhs.net](mailto:lucy.tainton@nhs.net)

**How long is the training?** 3 hours

## Description:

This course aims to improve attendees knowledge & skills both for conducting an appraisal (and for being appraised) to fully understand the process of appraisal for revalidation.

## What you will learn:

Each session is tailored to meet CPD needs identified by medical appraisers.

## What you need to know:

Appraisers are advised to attend the updates to enable them to meet the CPD requirements of the role of a medical appraiser.

Equiniti helpdesk: 0854 180 1405

This training will provide 3 hours of CPD.



# Report Writing

## Who is this training for?

- All staff members

## How to do the training:

Classroom in the Education Centre

## How to book:

Please contact [Debbie Scoplín](#) on 01225821911 or email [debra.scoplín@nhs.net](mailto:debra.scoplín@nhs.net)

**How long is the training?** ½ days

## What you need to know

You will be required to bring with you a report you have written, or an idea for a report you need to write so that you can work on it on an individual basis during the session.

## Description:

This half-day module is designed to enable participants to explore best practice in planning, drafting and writing a report. The module gives participants a chance to practise their report writing skills, whilst exploring topics such as Plain English<sup>®</sup> guidelines, readability measures and concise writing.

## What you will learn:

This module aims to provide participants with the following:

- An understanding of how to write a report according to current best practice
- An opportunity to discuss and review with other participants what a well-drafted report looks like
- Understand what makes a report ineffective
- A comprehensive look at readability measures and Plain English<sup>®</sup> guidance
- Practice planning for and drafting a report



## Apprenticeships

Apprenticeships have changed due to a major government reform and now are available to be considered by any employee of any age as a way to develop your skills. The most notable change is the requirement that an apprentice competence must be independently assessed at the end of an apprenticeship standard, and that this end-point assessment should be graded.

### What is an apprenticeship?

Apprenticeships combine practical training in a job with study. You will need to,

- ★ work alongside experienced staff
- ★ gain job-specific skills
- ★ be employed in the area you are studying
- ★ study as part of the job
- ★ complete 20% off the job training

### What are Standards?

Standards are two-page documents listing the skills, knowledge and behaviors needed for being competent in your role. These have to be assessed throughout and the result graded at the end of the apprenticeship by somebody independent.

Standards will contain the following elements:

- ★ On-programme training and learning
- ★ All apprentices will be required to develop their Math's and English skills
- ★ Apprenticeships will cover behaviours, as well as knowledge and skills
- ★ Gateway to end-point assessment

Towards the end of the apprenticeship, employers and providers will 'sign-off' the apprentice as being ready for end-point assessment.

**Please note to be able to do an apprenticeship you must be doing the job that matches the apprenticeship standards.**



## Apprenticeships

### Who can apply?

- ★ New or current employees
- ★ Anyone aged 16 or over
- ★ Those living in England
- ★ If you're not in full-time education

Our RUH Managers Toolkit is available to download from the [intranet](#).

### Is there a cost?

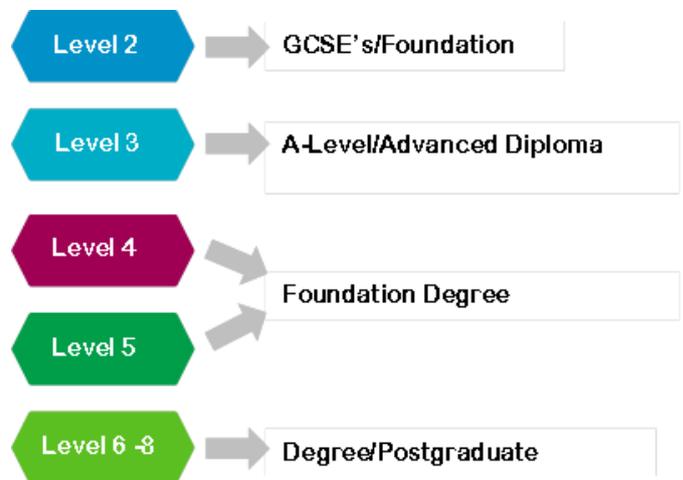
No all apprenticeships are fully funded.

The Trust pays a levy into a digital account which can be accessed to support the cost of the training. All standards have been allocated a value from £1,500 to £27,000 dependent on the level of apprenticeship.

### Levels of apprenticeship

- ★ Apprenticeships can be studied at Level 2 to Level 8.

- ★ [Level 2](#)
- ★ [Level 3](#)
- ★ [Level 4](#)
- ★ [Level 5](#)
- ★ [Level 6](#)
- ★ [Level 7](#)



- ★ Apprenticeships have equivalent educational levels.
- ★ Maths & English Level 2 must be achieved before a higher apprenticeship can be awarded.



## Apprenticeships

### ★ Training provider commitment:

To provide educational support and development advice to the candidate to help them to achieve their programme, within expected timeframes.

### ★ Candidate's commitment:

To attend training and assessment as required. To complete all parts of the skills development programme (apprenticeship) within the timescales and to the quality required.

### ★ Managers commitment:

To enable the candidate to access learning and development necessary to complete their skills development programme (apprenticeship). To arrange mentoring and attend progress reviews.

### ★ Independent end point assessment required?

Yes - assessment by an approved organisation which has not been involved in the provision of learning and assessment throughout the programme. **Assessment has graded results - pass, merit or distinction.** The requirements are set as part of the nationally agreed standards.



## Who to contact

### **Nardina Storey**

*Learning & Development Widening Participation Manager*

Senior management support

[nstorey@nhs.net](mailto:nstorey@nhs.net) ext.1602



### **Belinda Lock**

*Learning & Development Lead Widening Participation*

Operational implementation support

[belinda.lock@nhs.net](mailto:belinda.lock@nhs.net) ext. 1050

### **Anita Paradise**

*Learning Facilitator Widening Participation*

Existing & new staff support

[aparadise@nhs.net](mailto:aparadise@nhs.net) ext. 1681



### **Lilly Webb**

*Widening Participation Adviser*

Young apprentices and work experience support

[lilly.webb@nhs.net](mailto:lilly.webb@nhs.net) ext. 5966

### **Rebecca Scutt**

*Widening Participation Assistant*

Young apprentices and work experience support

[rebecca.scutt@nhs.net](mailto:rebecca.scutt@nhs.net) ext. 6041



## Apprenticeships - Level 2

### Available standards:

- ★ Healthcare Support Worker
- ★ Healthcare Science Assistant
- ★ Property Management/Maintenance
- ★ Hospitality
- ★ Customer Service
- ★ Engineering

**How long is the training?** 12 months

For more information please see the [who to contact page](#).

Please note to be able to do an apprenticeship you must be doing the job that matches the apprenticeship standards.

*“Doing an apprenticeship has been a really good & enjoyable challenge. I have learnt so much from it & it has been the stepping stone I needed for furthering my career.”*

2015/16

### Standards under development:

*(but can still access a framework, until the development work is complete and the standards become available for use)*

- ★ Pharmacy Services Assistant
- ★ Cleaning and Support Services Operative



## Apprenticeships - Level 3

### Available standards:

- ★ Senior Healthcare Support Worker
- ★ Maintenance Electrician
- ★ Team Leader / Supervisor
- ★ Dental Laboratory Assistant/Dental Nurse
- ★ Laboratory Technician
- ★ Property Management
- ★ Infrastructure Technician
- ★ Assistant Accountant
- ★ Workplace Pensions Administrator
- ★ Internet of Things and Cyber Systems Technician
- ★ Fire Emergency and Security Systems Technician
- ★ Hospitality Supervisor
- ★ Facilities Management Supervisor

### Standards under development:

*(but can still access a framework, until the development work is complete and the standards become available for use)*

- ★ Business Administration
- ★ Customer Service
- ★ HR Support
- ★ Engineering Craftsperson
- ★ Payroll Administrator
- ★ Clinical Coder

**How long is the training?** 18-24 months

**For more information please see the [who to contact page](#).**

**Please note to be able to do an apprenticeship you must be doing the job that matches the apprenticeship standards.**



## Apprenticeships - Level 4

### Available standards:

- ★ Healthcare Science Associate
- ★ Associate Ambulance Practitioner
- ★ Senior Property Management
- ★ Network Engineer
- ★ Associate Project Manager
- ★ Junior Management Consultant
- ★ Data Analyst

### Standards under development:

*(but can still access a framework, until the development work is complete and the standards become available for use)*

- ★ Clinical Coder
- ★ Children, Young people and Families' Practitioner

**How long is the training?** 18-24 months

For more information please see the [who to contact page](#).

**Please note to be able to do an apprenticeship you must be doing the job that matches the apprenticeship standards.**



## Apprenticeships - Level 5

### Available standards:

- ★ Operations / Departmental Manager
- ★ Dental Technician
- ★ Healthcare Assistant Practitioner
- ★ Laboratory Scientist

**How long is the training?** 18-24 months

For more information please see the [who to contact page](#).

**Please note to be able to do an apprenticeship you must be doing the job that matches the apprenticeship standards.**

### Standards under development:

*(but can still access a framework, until the development work is complete and the standards become available for use)*

- ★ HR Consultant / Partner
- ★ Further Education Learning and Skills Teacher
- ★ Nursing Associate
- ★ Dental Hygiene Therapist
- ★ Clinical Dental Technician
- ★ Mammography Associate Practitioner
- ★ Leader in Adult Care



## Apprenticeships - Level 6

### Available standards:

- ★ Digital and Technology Solutions Professional (degree)
- ★ Chartered Manager (degree)
- ★ Electrical / Electronic Technical Support Engineer (degree)
- ★ Chartered Surveyor (degree)
- ★ Chartered Legal Executive (degree)
- ★ Registered Nurse (degree)
- ★ Healthcare Science Practitioner

**How long is the training?** Up to 48 months

**For more information please see the [who to contact page](#).**

**Please note to be able to do an apprenticeship you must be doing the job that matches the apprenticeship standards.**

### Standards under development:

*(but can still access a framework, until the development work is complete and the standards become available for use)*

- ★ Senior/Head of Facilities Management (degree)
- ★ Podiatrist
- ★ Psychological wellbeing practitioner
- ★ Radiographer
- ★ Social Worker
- ★ Occupational Therapist (degree)
- ★ Paramedic (degree)
- ★ Physiotherapist (degree)



## Apprenticeships - Level 7

### Available standards:

- ★ Systems Engineering (master level)
- ★ Solicitor

**How long is the training?** Up to 48 months

For more information please see the [who to contact page](#).

Please note to be able to do an apprenticeship you must be doing the job that matches the apprenticeship standards.

**Standards under development:** *(but can still access a framework, until the development work is complete and the standards become available for use)*

- ★ Internet of Things and Cyber Systems Engineer
- ★ Power Engineer (degree)
- ★ Advanced Clinical Practitioner
- ★ Physician Associate



## Leadership and Management Development

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### Supervisor/Team Leader

### Manager

### Senior Manager

- Apprenticeship Standard for Team Leader / Supervisor
- Appraisal Training
- Supporting Attendance
- Managing Performance
- Managing a Team
- Having Effective Conversations
- Skills for Managers
- Recruiting the Best Staff
- First Line Management
- Edward Jenner eLearning



- Apprenticeship Standard for Operations / Departmental Manager OR Chartered Manager
- Leading for Quality
- Mary Seacole Programme
- Elizabeth Garrett Anderson Programme
- LIFT

- Bespoke programme e.g. Matron/Speciality Manager\*
- Healthcare Leadership Model
- National Leadership Programmes



## Developing Teams

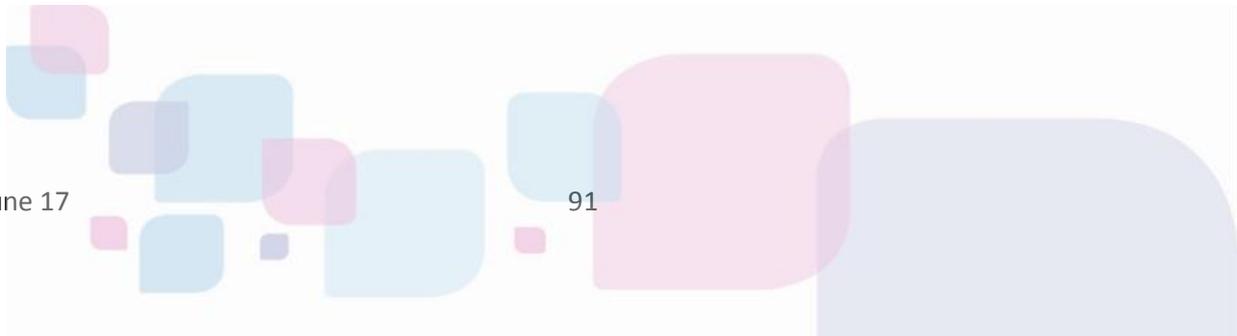
Clarity 4D\*

Facilitation\*

Listening Events\*

Team Building

If you would like to talk through the different courses available to you, please contact Tracy Elvins on ext. 1772 / [tracyelvins@nhs.net](mailto:tracyelvins@nhs.net) or Raechel Harper on ext. 1913 / [raechel.harper@nhs.net](mailto:raechel.harper@nhs.net)





# Appraisal Skills Training

## Who is this training for?

- All staff who have responsibility for undertaking appraisals (agenda for change), this is usually Supervisors, Team Leaders and Managers

## How to do the training:

Classroom in the Education Centre

## How to book:

Please contact the [Education Centre](#)

- 01225 825502
- [ruh-tr.education-centre@nhs.net](mailto:ruh-tr.education-centre@nhs.net)

For a list of dates please click [here](#).

**How long is the training?** 3.5 hours

## What you need to know:

All delegates are asked to be familiar with key HR policies e.g. supporting attendance, pay progression, and managing performance, prior to attending the course.

## Description:

This course will provide you with the relevant skills and knowledge to prepare for and conduct an effective appraisal discussion to ensure that staff are clear about what they are doing and why, how they are doing and have the skills to do their jobs.

## What you will learn:

- To understand the purpose of the appraisal and how it supports the performance development cycle
- Have considered the skills required to carry out an effective appraisal
- Know how to write a SMART objective
- Become familiar with, and be able to use, the tools available to support the appraisal process.
- Understand your responsibilities of the appraisal process and consider due policies as appropriate.

*"I enjoyed the workshop and now feel more confident in understanding appraisals."*

2016



# Coaching Skills

## Description:

A one and a half day programme designed to provide Line Managers and/or Team Leaders a foundation in the practical application of coaching skills which can be applied in a day-to-day management setting.

## Who is this training for?

- Line Managers/Team Leaders

## How to do the training:

Classroom in the Education Centre

## How to book:

Please contact [Debra Scoplin](#) on 01225821911 or [debra.scoplin@nhs.net](mailto:debra.scoplin@nhs.net)

**How long is the training?** 1.5 days

## What you need to know

There will be some **pre-course reading** and work to bring along on the day.

## What you will learn:

By the end of the course, participants will be able to:

- Demonstrate personal confidence in using coaching skills
- Have a clear understanding of when a coaching style is appropriate
- Have a working knowledge of the GROW coaching model
- Understand how to apply effective questioning skills in a coaching situation
- Understand and recognise the importance of active listening and rapport building
- Understand the importance of giving effective feedback and have practiced this skill
- Have developed a personal action plan of how they will use the skills they have learned in practice.



# Email Management

## Description:

This workshop is based on best practice guidelines and offers a systematic way to send and receive emails. You will be encouraged to consider your current working practice and what changes you need to make to manage emails more effectively.

## Who is this training for?

- Managers and staff who want to improve how they manage their use of email

## How to do the training:

Classroom in the Education Centre

## How to book:

Please contact [Debra Scoplín](#) on 01225821911 or [debra.scoplin@nhs.net](mailto:debra.scoplin@nhs.net) for an application form.

## What you will learn:

The workshop will cover:

- Issues faced with email management
- Benefits of managing emails more effectively
- Practical tips for best practice in email management
- Agreeing an email management improvement plan

**How long is the training?** 2 hours

## What you need to know:

You will be asked to complete a short questionnaire prior to the workshop.



# First Line Management Programme

## Who is this training for?

- Typically those who are ready for a First Line Manager position, or are newly appointed to one

## How to do the training:

Classroom in the Education Centre

## How to book:

Please contact [Debra Scoplin](#) on 01225821911 or [debra.scoplin@nhs.net](mailto:debra.scoplin@nhs.net) for an application form.

## How long is the training?

The course consists of seven days (monthly):

1. Introduction to Values Based Leadership
2. Managing People
3. Managing Change and Innovation
4. Effective Communication
5. Recruitment and Retention
6. Leading a Team
7. Programme Review half day

## What you need to know

You will be requested to complete some pre-work.

## Description:

This programme is about developing the foundation skills and knowledge of a First Line Manager. It is ideal for those who are currently First Line Managers or for those developing to be one. It is an opportunity for First Line Managers to come together to explore, challenge and improve management practice at the RUH. The objective of this programme is to develop awareness of the personal leadership qualities that will engage staff and deliver (directly or indirectly) improved performance in respect of our patients.

*“A great programme for any line manager! You learn a lot about your own style of management, what motivates individuals within a team context and how to better inspire and positively influence those around you”.*

*December 2016*

## What you will learn:

- An awareness of the personal leadership qualities that will engage staff and deliver (directly or indirectly) improved performance in respect of our patients.
- An understanding and appreciation of both the self and others, how they can encourage innovation and lead and manage their team through the change that comes with continuous improvement.
- Participants will also improve their organisational and operational awareness, and will improve their understanding and application of RUH operational people processes. They will also gain knowledge of how to develop and lead a high performing team.



# Leading for Quality Programme

## Who is this training for?

- Leaders/Managers responsible for a service usually B7/8a

## How to do the training:

Classroom in the Education Centre

## How to book:

Please contact [Debra Scoplin](#) on 01225821911 or [debra.scoplin@nhs.net](mailto:debra.scoplin@nhs.net) for an application form.

## How long is the training?

The course consists of seven days over approx. 9 months:

1. The Self-Aware Leader
2. Leading with Resilience
3. Leading Safe Services
4. Patient Centred Leadership
5. Leading Service Improvement
6. Leading an Engaged Team
7. Presentations

## Description:

The aim of the programme is to provide an opportunity for RUH leaders to come together to explore, challenge and improve their leadership practice. To provide leaders with a toolkit and strategies to help them develop leadership behaviours which; reduces risk and makes healthcare safer, promotes patient and family centred care, creates an environment in which improving quality is part of everyday work, fosters team working and engagement.

*“Just amazing! Really enjoyed”*

2016

## What you will learn:

To develop an awareness of personal leadership qualities and to identify personal strengths and limitations:

- Self-knowledge
- Self-awareness
- Resilience and determination
- Self-confidence
- Reflection

## What you need to know

Each participant will undertake a service improvement project relevant to their work, incorporating learning from the programme and using service improvement tools and processes. This **will be presented to Senior Leaders on day 7.**

Attendance at all study days and completion of a service improvement project and presentation will provide 60 hours of CPD.



# Managing a Team

## Description:

To provide managers with the knowledge and confidence to manage and develop their teams

## What you will learn:

- Be able to explain the components of a successful team
- Have a deeper understanding of how effective you feel your team is at present
- Leave with a plan to develop your team

## Who is this training for?

- Supervisors, Team Leaders or Shift Co-ordinators that have a responsibility for managing teams on a day to day basis

## How to do the training:

Classroom in the Education Centre

## How to book:

Please contact the [Education Centre](#)

- 01225 825502
- [ruh-tr.education-centre@nhs.net](mailto:ruh-tr.education-centre@nhs.net)

For a list of dates please click [here](#).

## What you need to know:

All delegates are asked to be familiar with key HR policies e.g. supporting attendance, managing performance and appraisal prior to attending the course.

**How long is the training?** 3.5 hours

*“Really good - nice balance between theory, discussion and exercises”*

2016

*“This has been the best course I have done so far in the Trust”*

2017



# Managing Performance

## Who is this training for?

- Supervisors, Managers, or Shift Co-ordinators.

## How to do the training:

Classroom in the Education Centre

## How to book:

Please contact the [Education Centre](#)

- 01225 825502
- [ruh-tr.education-centre@nhs.net](mailto:ruh-tr.education-centre@nhs.net)

For a list of dates please click [here](#).

**How long is the training?** 3.5 hours

*“Informative, and good references to use. It has made the process much clearer and less daunting”*

2016

## Description:

This course will provide you with the knowledge, skills and confidence to monitor, plan for, improve and manage performance.

## What you will learn:

- Understand the value of managing performance at the RUH
- Understand the importance of employee engagement
- Understand the roles and responsibilities in the performance management process
- Skills required to support managing performance.

## What you need to know:

All delegates are asked to be familiar with key HR policies e.g. supporting attendance, appraisal, managing performance, managing conduct and code of expectations prior to attending the course.



# Recruiting the Best Staff

## Who is this training for?

- All staff involved in the recruitment and selection process.

## How to do the training:

Classroom in the Education Centre

## How to book:

Please contact the [Education Centre](#)

- 01225 825502
- [ruh-tr.education-centre@nhs.net](mailto:ruh-tr.education-centre@nhs.net)

For a list of dates please click [here](#).

**How long is the training?** 3 hours

## Description:

This half day programme in recruitment and selection is ideal for staff wanting to develop their skills and confidence in recruiting and interviewing. The session focuses on competency based recruitment – attracting and selecting the right candidate for the role.

You'll participate in hands-on exercises and practice interviews to build your interview skills.

## What you will learn:

- The Trust's recruitment processes
- The legal framework and responsibilities in recruitment
- How to conduct competency interviews
- Good practice in recruitment
- Your responsibilities as a Recruiting Manager

## What you need to know:

All delegates are asked to be familiar with employment checks and recruitment and selection policies prior to attending the course.



# Skills for Managers

## Who is this training for?

- Existing supervisors, managers or staff, who are looking to develop into a management role

## How to do the training:

Classroom in the Education Centre

## How to book:

Please contact the [Education Centre](#)

- 01225 825502
- [ruh-tr.education-centre@nhs.net](mailto:ruh-tr.education-centre@nhs.net)

For a list of dates please click [here](#).

**How long is the training?** 3.5 hours

## Description:

This course is skills based giving you a first look (or refresher) at the transferable skills you use every day as a supervisor or manager in a fun and safe environment.

## What you will learn:

By the end of the session you will;

- Be familiar with and have practiced different questioning types and be able to use appropriate techniques to use in given situations.
- Understand your communication style and how to adapt when appropriate.
- Be able to set SMART objectives for yourself and your team.
- Be able to feedback to and praise staff.
- Be able to adapt the skills learnt in a fair and consistent approach across all people management activities.

## What you need to know:

All delegates are asked to be familiar with key HR policies e.g. supporting attendance, appraisal, managing conduct and code of expectations prior to attending the course.



# Supporting Attendance

Please note this course is titled 'Tackling Sickness' in ESR.

## Who is this training for?

- Supervisors and Managers with a responsibility for supporting and managing the health and well-being of staff

## How to do the training:

Classroom in the Education Centre

## How to book:

Please contact the [Education Centre](#)

- 01225 825502
- [ruh-tr.education-centre@nhs.net](mailto:ruh-tr.education-centre@nhs.net)

For a list of dates please click [here](#).

**How long is the training?** 2 hours

## Description:

To develop your knowledge and understand of the health and well-being strategy and how to manage staff through the supporting attendance policy

## What you will learn:

- To have an awareness of the Trust's health and well-being strategy and your responsibilities as a line manager
- To understand the definitions of short and long term absence as per Trust policy
- To be familiar with the tools and support available to support staff health and well-being.

## What you need to know:

All delegates are asked to be familiar with key HR policies e.g. supporting attendance, appraisal, managing performance and code of expectations prior to attending the course.



# Team Building

## Who is this training for?

Teams who would benefit from quality time together to understand how they can understand themselves better, communicate more effectively and build strong relationships

## How to do the training

Classroom in the Education Centre

## How to book:

To discuss your requirements please contact:

**Raechel Harper** on 01225 821913 or [raechel.harper@nhs.net](mailto:raechel.harper@nhs.net)

**Tracy Elvins** on 01225821772 or [tracy.elvins@nhs.net](mailto:tracy.elvins@nhs.net)

**How long is the training?** 1 day

## Description:

This bespoke session offers an opportunity for teams to gain a greater understanding of how they can be as effective as possible. There are a number of tools which our accredited facilitators may recommend to form the basis of the day, including Clarity 4D and Belbin.

The tools can enable teams to identify why they work as they do and to look at areas for greater cohesion and impact.

## What you could learn:

The session will enable you to:

- Gain self-awareness of the impact you have on others
- Recognise and value the differences in others
- Adapt your approach to build closer rapport with others
- Have a framework, a common language, on which to base future interactions
- Motivate and encourage the team during challenging times
- Identify preferred ways of communicating together
- Create an action plan for effective future teamwork.

## What you need to know

For sessions using Clarity 4D and Belbin you are required to **complete a short questionnaire prior to the workshop**. This questionnaire will provide you with a personal profile, given out during the workshop.



# External Programmes

## Description

The leadership academy offers a range of targeted leadership development for all background and experiences. These are the most popular programmes for other offerings, please click [here](#).



## Edward Jenner eLearning Leadership Programme

Highly practical and patient-focused, it's a great way to understand the purpose, challenges and culture of the NHS.

For more information click [here](#)



## Mary Seacole Programme (6 months)

The Mary Seacole programme empowers people to turn their success into consistent team success and to champion compassionate patient care.

For more information click [here](#)



## Elizabeth Garrett Anderson Programme (MSc - 24 months)

The programme consists of a 24 month learning journey; comprising seven study modules, and exploring the knowledge, skills, attitudes and behaviours that are important for leading others when building a culture of patient-centred care within the healthcare system.

For more information click [here](#)



## Nye Bevan

The Nye Bevan programme for aspirant directors will give you the skills, knowledge, attitudes and behaviours needed to lead health and care organisations.

For more information click [here](#)



# 360 Healthcare Leadership Model

## Description:

The model is made up of nine leadership dimensions, which you can explore in your own time, at your own pace. You can complete a self-assessment or undertake the 360 feedback process.

## Who is this training for?

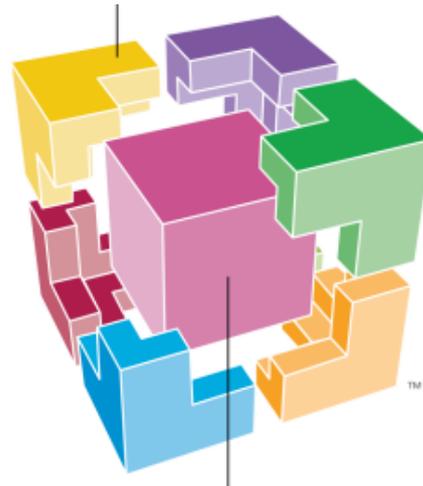
- Managers/leaders, typically B7 and above

## How to do the training

- Online questionnaire
- Face to face feedback

## How to book:

You will need to complete a purchase order, please see the [webpage](#) for more information.



## How long is the training?

Up to 1 hour completing the questionnaire and 1.5 hours for feedback



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