ISLE OF MAN GOVERNMENT

LEARNING PROSPECTUS

Learning, Education and Development (LEaD)

Inspire · Motivate · Develop

Isle of Man Government
Reiltys Ellan Vannin

WELCOME to the Learning, Education and Development (LEaD) prospectus which outlines the range of higher education, vocational and learning activities for the coming year. LEaD works in partnership with all areas of Government to support the most appropriate learning and development requirements.

Our vision is to Inspire, Motivate and Develop all Isle of Man Government public servants. This prospectus contains an array of courses that will do just that. Look out for the new courses that are now available. Many of the courses are being refreshed and some are in the process of being re-written in their entirety to ensure they meet the needs of Isle of Man Government staff today.

As the Director of Learning, Education and Development, I am committed to our purpose which is to 'understand, identify and deliver sustainable learning to support the Isle of Man Government priorities across all areas'. I am determined that LEaD will continue to build upon the background of the professional experience and knowledge that has enabled us to offer a variety of qualifications such as MSc degrees, Institute of Leadership and Management Certificate and award (ILM) qualifications, Qualification Credit Framework (QCF) awards, certificates, diplomas and Continued Professional Development (CPD).

LEaD looks forward to welcoming you to our training facilities at The Lodge, Keyll Darree and Santon Professional Development Centre in the near future. Please contact us (see contact details on the course information) if you would like advice concerning your choice of course.

Clare Porter
Director

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COMMUNICATING AND INFLUENCING

ASSERTIVENESS AT WORK

Dates of course: 21st & 28th March 2017
23rd & 30th June 2017
18th & 25th August 2017
23rd & 30th October 2017

Length of course: Two days (not consecutive)

Times of courses: 09.15 – 17.30

Venue: The Lodge, Strang

Designed for:

Staff at all levels who need to be confident and decisive in dealing with others.

Brief description:

To support the development of self-esteem and personal confidence leading to assertive behaviours which produce 'win win' situations.

Learning outcomes:

- Help identify and develop a personal style, self-esteem and confidence
- Define assertive behaviour and distinguish between aggressive, passive and submissive behaviour
- Recognise the value of assertiveness to achieve more of what you want and can contribute within the organisation
- Improve skills in handling difficult working relationships and situations
- Develop constructive and positive behaviour with effective communication

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can apply for this course.

COMMUNICATING EFFECTIVELY IN WRITING

Dates of course: 3rd May 2017
20th September 2017
4th December 2017

Length of course: Half a day

Times of course: 09.15 – 13.00

Venue: The Lodge, Strang

Designed for:
Staff in the Public Service whose jobs involve writing letters, emails, memos and taking messages. This event is a general introduction to developing writing skills and is appropriate for staff who wish to increase skills and confidence.

Brief description:

To improve the quality of written work and to help ensure that information, views, decisions and ideas are transmitted to the reader.

Learning outcomes:

Participants will:

- Have increased confidence in their writing ability
- Be able to organise their thoughts to produce a logical and balanced structure to their written material
- Be able to write clearly and concisely

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can apply for this course.

EFFECTIVE REPORT WRITING

Dates of course: 3rd May 2017
20th September 2017

Length of course: Half a day

Times of course: 14.00 – 17.30

Venue: The Lodge, Strang

Designed for: Staff in the Public Service who are required to achieve a high standard of writing skills when compiling and presenting reports and briefs.

Brief description: To improve the effectiveness of reports and briefs.

Learning outcomes:
To enable participants to:

- Increase confidence in planning, structuring and writing ability
- Clearly define the objectives of the report or brief
- Develop a systematic and structured approach to content, layout and presentation
- Develop a writing style which is interesting, informative, easy to read and understand

This course is structured around a **Management Report**. Participants are required to bring along material for a report that needs to be written. They will then be required to analyse the material, draft the main body of the report, draw conclusions and, where appropriate, make recommendations.

Note:
If you feel you would benefit from updating and increasing confidence in your general writing skills, we recommend that you attend the Communicating Effectively in Writing course before the Effective Report Writing course.

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can apply for this course.

CUSTOMER SERVICE WORKSHOP

Dates of course: 3rd May 2017
24th August 2017
24th October 2017

Length of course: One day

Times of course: 09.15 – 17.30

Venue: The Lodge, Strang

Designed for:

Staff in the Public Service who provide a service to both internal and external customers.

Brief description:

To enable participants to enhance their customer service skills

Learning outcomes:

Participants will:

- Understand the different levels of customer service
- Identify who our customers are
- Understand the importance of positive attitudes and building rapport
- Have identified and practiced skills for defusing difficult situations and handling complaints
- Understand the importance of confidentiality

Additional Information: this workshop can be delivered as a bespoke event for your department. Please contact us for more details.

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can apply for this course.

HANDLING DIFFICULT SITUATIONS

Date of course: 13th March 2017
12th June 2017
7th September 2017
8th November 2017

Length: One day

Times of course: 09.15 – 17.30

Venue: The Lodge, Strang

Designed for:
Managers and staff in the Public Service who have responsibility to work within potentially difficult situations with clients and colleagues.

Brief description:
To help develop and improve skills in recognising, responding to and resolving difficult workplace situations.

Learning outcomes:
Attending this course will enable participants to:

- Define difficult situations and behaviours
- Identify the phases of a difficult incident
- Recognise the triggers of difficult situations
- Consider options of helpful responses
- Identify options for dealing with and resolving

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can apply for this course.

MANAGING MEETINGS

Date of course: 24th April 2017
23rd August 2017
28th November 2017

Length of course: Half a day

Times of courses: 09.15 – 13.00

Venue: The Lodge, Strang

Designed for:

Staff in the Public Service who are required to achieve a high standard of organising and holding meetings. This course is particularly appropriate for staff who are required to chair meetings.

Brief description:

To enable participants to manage meetings so that they achieve effective outcomes.

Learning outcomes:

Participants will be able to:

- Set aims and objectives for meetings
- Prepare for and run a meeting
- Understand the roles of people at meetings
- Appreciate the effect of group dynamics on a meeting and the need to manage those dynamics
- Understand the role of a chair/facilitator
- Recognise the skills of a chair/facilitator
- Develop their confidence by practising the skills required to effectively manage a meeting

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can apply for this course.

PREPARING AGENDAS AND MINUTES

Dates of course: 25th April 2017
5th October 2017

Length of course: One day

Times of course: 09.15 – 17.30

Venue: The Lodge, Strang

Designed for:
Staff in the Public Service who are required to provide a high standard of support for meetings, in particular with regard to taking minutes.

Brief description:
The aim of this course is to improve the effectiveness of agendas and minutes.

Learning outcomes:
Participants will be able to:

- Plan and prepare effectively for meetings
- Understand the role and responsibilities of the chairperson and minute taker
- Be confident in setting agendas and taking minutes
- Produce effective minutes which comply with the Corporate Governance Guidance Notes for Minute Taking

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can apply for this course.

eKnowledge and eLearn Vannin

Advanced literature searching using CINAHL/MEDLINE via EBSCO

Dates of course: On Application

Length of course: One hour

Venue: IT Room, Library, Keyll Darree

Designed for:

Anyone with a basic understanding of literature searching who wants to broaden their skills. Previous attendance at the Introduction to Literature Searching workshop is recommended.

Brief description:

Gain an understanding of advanced searching skills using databases Cumulative Index to Nursing and Allied Health (CINAHL), MEDLINE, British Nursing Index (BNI) and Psyc Info.

Learning outcomes:

Participants will be able to:

- search databases using the advanced tools
- use Medical Subject Heading (MESH) terms and thesaurus headings for more focused searching
- Filter searches using limits
- handle results, sorting, printing and saving.

Awards:

A Certificate of Attendance will be issued.

Please contact library staff for further information on 642974 or email librarykeylldarree@gov.im.

We have a maximum of 9 places for each session so book early to avoid disappointment. You will need an NHS Athens username and password for these sessions.

Also available on eLearn Vannin and online at www.librarykeylldarree.gov.im.

Civil Service Performance and Development Review Scheme e-learning

All you need to know about the Performance and Development Review (PDR) Scheme is now available in an e-learning package on the intranet.

Please view it on Rheynn-Fys/Employee/Appraisal – PDR under 'Links' at the bottom right of the page. It should take no more than two hours of your time to complete or click on the link here: \\reiltys\iomgroot\IOMGAPPS\Articulate\The Performance and Development Review Scheme\player.html

Data Protection Training for Health Care

Dates of course: Online

Length of course: 50 minutes

Designed for: All staff working in a Health Care environment

Brief description:

eLearning course aimed to refresh and hone data protection knowledge for Health Care workers.

To take this course, or register for eLearn Vannin click the icon below:

eLearn Vannin

Data Protection Training for Social Care

Dates of course: Online

Length of course: 60 minutes

Designed for: All staff working in a Social Care environment

Brief description:

Mandatory training for all Social Care staff on the principles and importance of data protection.

To take this course, or register for eLearn Vannin click the icon below:

eLearn Vannin

Deaf Awareness for Healthcare Professionals

Dates of course: Online

Length of course: 30 minutes

Designed for: All staff (particularly those in a health care environment)

Brief description:

Developed in partnership with the Manx Deaf Society, this short course aims to develop general deaf awareness for all healthcare professionals.

To take this course, or register for eLearn Vannin click the icon below:

eLearn Vannin

Dementia Online Resources

Dates of course: Online

Length of course: 60 minutes per module

Designed for: All staff

Brief description:

A collection of seven modules aimed at increasing awareness of Dementia:

Dementia Care Module 1 - What Dementia is and what it isn't

Dementia Care Module 2 - Living with Dementia

Dementia Care Module 3 - What causes Dementia?

Dementia Care Module 4 - Diagnosis and who can help

Dementia Care Module 5 - Common difficulties and how to help

Dementia Care Module 6 - The emotional impact of Dementia

Dementia Care Module 7 - Positive Communication

To take this course, or register for eLearn Vannin click the icon below:

eLearn Vannin

DYKYGA (Do You Know Your Government Acronyms)?

Dates of course: Online

Length of course: 10 minutes

Designed for: All staff (particularly those new to the Isle of Man Government)

Brief description:

A fun and interactive card game aimed to test knowledge of common Isle of Man Government acronyms.

To take this course, or register for eLearn Vannin click the icon below:

eLearn Vannin

eLearn Vannin Tutorials - Managers Training Records

Dates of course: Online

Length of course: 30 minutes

Designed for: All managers

Brief description:

A short and informative course aimed at managers who would like to learn how to use eLearn Vannin for accessing, logging and reporting on their teams' training.

To take this course, or register for eLearn Vannin click the icon below:

eLearn Vannin

eLearn Vannin Tutorials - Training Records

Dates of course: Online

Length of course: 30 minutes

Designed for: All staff

Brief description:

A short and informative course aimed at staff who would like to learn how to use eLearn Vannin for accessing, logging and reporting on their own training.

To take this course, or register for eLearn Vannin click the icon below:

eLearn Vannin

eLearn Vannin Tutorials - Using this Site

Dates of course: Online

Length of course: 10 minutes

Designed for: All staff

Brief description:

A short tutorial designed for staff new to eLearn Vannin who would like to learn how to navigate the site, register for courses and view training records.

To take this course, or register for eLearn Vannin click the icon below:

eLearn Vannin

Equality and Diversity Jackpot!

Dates of course: Online

Length of course: 10 minutes

Designed for: All staff

Brief description:

A fun and interactive jackpot game aimed to test knowledge of Equality and Diversity issues, processes and legislation.

To take this course, or register for eLearn Vannin click the icon below:

Equality and Diversity Training

Dates of course: Online

Length of course: 60 minutes

Designed for: All staff

Brief description:

eLearning course aimed to refresh and hone knowledge of Equality and Diversity issues, processes and legislation.

To take this course, or register for eLearn Vannin click the icon below:

Falls Prevention (NHS)

Dates of course: Online

Length of course: 45 minutes

Designed for: All staff

Brief description:

A short tutorial designed for staff who would like to learn how to prevent patients or service users from falling in Hospitals or other care sites. Please note: this course requires registration with the e-LfH learning portal.

To take this course, or register for eLearn Vannin click the icon below:

eLearn Vannin

Health and Safety (NHS)

Dates of course: Online

Length of course: 45 minutes

Designed for: All staff

Brief description:

A short tutorial designed for staff who would like to learn more about the principles of Health and Safety in a healthcare environment. Please note: this course requires registration with the e-LfH learning portal.

To take this course, or register for eLearn Vannin click the icon below:

eLearn Vannin

INDUCTION: KEYLL DARREE LIBRARY

Dates of course: One to one sessions available on request

Length of course: 30 minutes

Venue: IT Room, Library, Keyll Darree

Designed for:

Any new library members or anyone needing an update on the services provided.

Brief description:

To gain the knowledge and skills to access and use information resources within the library and to seek the assistance of library staff.

Learning outcomes:

Participants should be able to:

- describe the layout of the library and its contents
- list the services that the library provides
- briefly outline the resources that the library provides
- obtain library membership
- access stock using the library catalogue
- describe the 24 hour access policy.

Please contact library staff for further information on 642974 or email librarykeylldarree@gov.im

Also available on eLearn Vannin and online at www.librarykeylldarree.gov.im.

INTRODUCTION TO KEYLL DARREE ONLINE

Dates of course: One to one sessions available on request

Length of course: 15 minutes

Venue: IT Room, Library, Keyll Darree

Designed for:

This session is for anyone who wants an introduction to the resource.

Brief Description:

This course will demonstrate how to search our stock, reserve, renew, and review items, and stay up to date with library information.

Learning Outcomes:

Participants will be able to:

- Search our stock online effectively
- Reserve, renew and review items on our library catalogue

Awards:

A certificate of Attendance can be issued on request

Please contact library staff for further information on 642974 or email librarykeylldarree@gov.im

Also available on eLearn Vannin and online at www.librarykeylldarree.gov.im

INTRODUCTION TO THE COCHRANE LIBRARY

(Also available on eLearn Vannin)

Dates of course: One to one sessions available on request

Length of course: One hour

Venue: IT Room, Library, Keyll Darree

Designed for:

This session is for anyone who wants an introduction to the resource or a refresher. Previous attendance at the Introduction to Literature Searching workshop is recommended.

Brief description:

The Cochrane Library is a collection of databases of reliable evidence about the effects of health care interventions. They include: Cochrane Database of Systemic Reviews; Database of Abstracts of Reviews of Effects; NHS Economic Evaluation Database; Individual Clinical Trials and Health Technology Assessments.

Learning outcomes:

Participants will be able to:

- access the Cochrane database
- use search strategies to find relevant information
- navigate to full text of Cochrane Review
- display, select, save and print search results

Awards:

A Certificate of Attendance can be issued on request.

Please contact library staff for further information on 642974 or email librarykeylldarree@gov.im

INTRODUCTION TO E-BOOKS

Date of course: One to one sessions available on request

Length of course: 15 minutes

Venue: IT Room, Library, Keyll Darree

Designed for:

Anyone who wants to learn about E-Books and their access.

Brief description:

This short course will guide you through the process of accessing e-books and how to get full text articles online with your Athens username and password.

Learning outcomes:

Participants will be able to:

- Access to E-Books
- Identify subjects covered
- Use simple search strategies to locate items
- Browse effectively

Awards:

A Certificate of Attendance can be issued on request.

Please contact library staff for further information on 642974 or email librarykeylldarree@gov.im

Also available on eLearn Vannin and online at www.librarykeylldarree.gov.im

INTRODUCTION TO E-JOURNALS

Date of course: One to one sessions available on request

Length of course: 15 minutes

Venue: IT Room, Library, Keyll Darree

Designed for:

Anyone who wants to learn more about E-Journals and their access

Brief description:

This short course will guide you through the process of accessing E-journals and how to get full text articles online with your Athens username and password.

Learning outcomes:

Participants will be able to:

- Access E-Journals
- Identify subjects covered
- Use simple search strategies to locate items
- Browse effectively

Awards:

A certificate of Attendance can be issued on request.

Please contact library staff for further information on 642974 or email librarykeylldarree@gov.im

Also available on eLearn Vannin and online at www.librarykeylldarree.gov.im

INTRODUCTION TO OXFORD BOOKS ONLINE

Dates of course: One to one sessions available on request

Length of course: 15 minutes

Venue: IT Room, Library, Keyll Darree

Designed for:

This session is for anyone who wants an introduction to the resource.

Brief Description:

This course demonstrates how to access a range of Oxford books online.

Learning Outcomes:
Participants will be able to:
• Find Oxford books online
• Search for titles within our catalogue and be able to access them online

Awards:

A certificate of Attendance can be issued on request

Please contact library staff for further information on 642974 or email librarykeylldarree@gov.im

Also available on eLearn Vannin and online at www.librarykeylldarree.gov.im

INTRODUCTION TO GOOGLE SCHOLAR

Date of course: One to one sessions available on request

Length of course: 30 minutes

Venue: IT Room, Library, Keyll Darree

Designed for:

This session is for anyone who wants to search the Internet to find scholarly information without the need for passwords.

Brief description:

Google Scholar is a freely accessible search engine that will enable you to search across many disciplines and sources to identify journal articles, citations, theses, preprints and book availability on the web.

Learning outcomes:

Participants will be able to:

- gain a basic understanding of the content of Google Scholar
- gain knowledge of the features of Google Scholar
- use simple search strategies using free text searching
- identify full text availability
- gain an understanding of Boolean Logic

Awards:

A Certificate of Attendance can be issued on request.

Please contact library staff for further information on 642974 or email librarykeylldarree@gov.im.

Also available on eLearn Vannin and online at www.librarykeylldarree.gov.im

INTRODUCTION TO LITERATURE SEARCHING USING CINAHL/MEDLINE VIA EBSCO

Dates of course: One to one sessions available on request

Length of course: One hour

Venue: IT Room, Library, Keyll Darree

Designed for:

Anyone who wants to acquire literature searching skills or who needs a refresher.

Brief description:

This course will enable the participant to gain a basic understanding of the principles of searching using databases. Cumulative Index to Nursing and Allied Health (CINAHL), MEDLINE, British Nursing Index (BNI) and Psyc Info.

Learning outcomes:

Participants will be able to:

- identify keywords
- use simple search strategies to find information using electronic resources
- use effective strategies for finding information of high quality from the Internet (subject gateways)
- understand how to combine keywords with Boolean operators.

Awards:

A Certificate of Attendance can be issued on request.

Please contact library staff for further information on 642974 or email librarykeylldarree@gov.im.

Also available on eLearn Vannin and online at www.librarykeylldarree.gov.im

INTRODUCTION TO NEW NHS EVIDENCE

Dates of course: One to one sessions available on request

Length of course: 30 minutes

Venue: IT Room, Library, Keyll Darree

Designed for:

Anyone new to the resource or a refresher

Brief description:

The session offers an overview to the New NHS Evidence website.

Learning outcomes:

Participants will be able to:

- identify a range of electronic resources available on New NHS Evidence
- identify resources that are Athens password protected
- be aware of eligibility for Athens password, access and use resources

Awards:

A Certificate of Attendance can be issued on request.

Please contact library staff for further information on 642974 or email librarykeylldarree@gov.im

Also available on eLearn Vannin and online at www.librarykeylldarree.gov.im

INTRODUCTION TO TWITTER FOR RESEARCH

Date of course: One to one sessions available on request

Length of course: 20 minutes

Venue: IT Room, Library, Keyll Darree

Designed for:

Anyone who wants to learn more about how to use Twitter to keep up to date with current topics of discussion in your field, keep abreast of the news and connect with other professionals.

Brief description:

This short course will guide you through the process of searching on Twitter using Boolean logic and hashtags; creating lists of people to follow specific to your area of interests and building confidence on using social media effectively.

Learning outcomes:

Participants will be able to:

- Search Twitter
- Understand hashtags and how they can be used effectively
- Create lists of areas of interests to follow

Awards:

A certificate of Attendance can be issued on request.

Please contact library staff for further information on 642974 or email librarykeylldarree@gov.im

Also available on eLearn Vannin and online at www.librarykeylldarree.gov.im

INTRODUCTION TO REFWORKS

Date of course: One to one sessions available on request

Length of course: One hour

Venue: IT Room, Library, Keyll Darree

Designed for:

Anyone who wants to build their own reference database.

Brief description:

Online bibliographic management program that allows users to create a personal database of references and generate bibliographies in a variety of formats.

Learning outcomes:

Participants will be able to:

- identify how to obtain a password and log onto RefWorks
- create references manually
- export references
- generate bibliographies

Awards:

A Certificate of Attendance can be issued on request.

Please contact library staff for further information on 642974 or email librarykeylldarree@gov.im

Also available online at www.librarykeylldarree.gov.im

INTRODUCTION TO UPTODATE

Dates of course: One to one sessions available on request

Length of course: 20 minutes

Venue: IT Room, Library, Keyll Darree

Designed for:

This session is for anyone who wants an introduction to the resource.

Brief Description:

UpToDate is a clinical resource designed to assist with diagnosis and treatment. It provides up to date evidence-based answers to clinical questions.

Learning Outcomes:

Participants will be able to:

- identify content
- use simple search strategies
- browse effectively

Awards:

A Certificate of Attendance can be issued on request.

Please contact library staff for further information on 642974 or email librarykeylldarree@gov.im.

Also available on eLearn Vannin and online at www.librarykeylldarree.gov.im

INTRODUCTION TO WEB EVALUATION

Dates of course: One to one sessions available on request

Length of course: 15 minutes

Venue: IT Room, Library, Keyll Darree

Designed for:

This session is for anyone who wants an introduction to the resource.

Brief Description:

This course focuses on some of the different types of web resources which are available, how reliable these sources may be and the different ways they can be used.

Learning Outcomes:

Participants will be able to recognise:

- That not all web sources are equally reliable
- The meaning of different website endings
- The different types of web based resources (journals, newspapers, blogs, open platform learning) and their appropriate usage
- That information should be current and updated regularly

Awards:

A certificate of Attendance can be issued on request

Please contact library staff for further information on 642974 or email librarykeylldarree@gov.im.

Also available on eLearn Vannin and online at www.librarykeylldarree.gov.im

Isle of Man Government: Where to find us

Dates of course: Online

Length of course: 10 minutes

Designed for: All staff (particularly those new to the Isle of Man Government)

Brief description:

A fun and interactive map showing the locations and functions of various Isle of Man Government Departments and sites.

To take this course, or register for eLearn Vannin click the icon below:

eLearn Vannin

Medway: Basic module

Dates of course: Online

Length of course: 40 minutes

Designed for: All staff requiring access to Medway

Brief description:

eLearning course that introduces and explains the basic functions of Medway and the users responsibilities for security and confidentiality when using the Medway Patient Administration System.

To take this course, or register for eLearn Vannin click the icon below:

eLearn Vannin

Mental Health Services: Care Planning Standards Module 1

Dates of course: Online

Length of course: 60 minutes

Designed for: Mental Health Service

Brief description:

This eLearning module introduces Mental Health Services Staff to the Care Planning Standards Policy, and is mandatory before attendance at the classroom sessions for further modules.

To take this course, or register for eLearn Vannin click the icon below:

eLearn Vannin

MUST for Hospitals

Dates of course: Online

Length of course: 60 minutes

Designed for: All staff in a healthcare environment

Brief description:

Developed by BAPEN, this eLearning module is designed to improve the quality of patients' nutritional care.

To take this course, or register for eLearn Vannin click the icon below:

eLearn Vannin

Patient Safety Training – Insulin Safety Modules

Dates of course: Online

Designed for: All healthcare staff in Primary and Secondary Care

Brief description:

This collection of online courses is part of the National Patient Safety Training Suite that the Department of Health and Social Care have subscribed to, in order for you to treat patients safely.

Courses:

- The Safe Use of Insulin
- The Safe Use of Intravenous Insulin Infusions for Adults
- The Safe Use of Non-Insulin Therapies for Diabetes
- The Safe Management of Hypoglycaemia
- The Safe Use of Insulin Syringes, Pen Devices, Pumps and Sharps
- National Curriculum for the Training of Healthcare Professionals Who Care for Children and Young People with Diabetes Mellitus
- Safe Management of Diabetes During End of Life Care

To take this course, or register for eLearn Vannin click the icon below:

eLearn Vannin

Principles of Record Keeping for Health and Social Care

Dates of course: Online

Length of course: 30 minutes

Designed for: All staff

Brief description:

This short course has been designed to help give an overview of good record keeping, its principles and processes.

To take this course, or register for eLearn Vannin click the icon below:

eLearn Vannin

RiO Training for DHSC

Dates of course: Online

Length of course: 60 minutes

Designed for: All staff who require access to RiO

Brief description:

eLearning course that introduces and explains the basic functions of RiO and the users responsibilities for security and confidentiality when using the system.

To take this course, or register for eLearn Vannin click the icon below:

eLearn Vannin

Security Awareness Shootout Game

Dates of course: Online

Length of course: 10 minutes

Designed for: All staff

Brief description:

A fun and interactive game aimed to test knowledge of Security Awareness.

To take this course, or register for eLearn Vannin click the icon below:

eLearn Vannin

Security Awareness Training for Health Care

Dates of course: Online

Length of course: 60 minutes

Designed for: All staff in a healthcare environment

Brief description:

Mandatory training for all health care staff on the principles and importance of being information security aware.

To take this course, or register for eLearn Vannin click the icon below:

eLearn Vannin

Security Awareness Training for Social Care

Dates of course: Online

Length of course: 60 minutes

Designed for: All staff in a Social Care environment

Brief description:

Mandatory training for all Social Care staff on the principles and importance of being information security aware.

To take this course, or register for eLearn Vannin click the icon below:

eLearn Vannin

Sharps Awareness Training

Dates of course: Online

Length of course: 30 minutes

Designed for: All staff

Brief description:

A short tutorial outlining the importance of being sharps aware as well as what sharps injuries are, how they can be dealt with, and how you can protect yourself against potential injuries.

To take this course, or register for eLearn Vannin click the icon below:

eLearn Vannin

Sickness Absence Toolkit

Dates of course: Online

Length of course: 20 minutes

Designed for: All staff

Brief description:

A fun and interactive tool kit aimed to hone knowledge of how to deal with sickness absence.

To take this course, or register for eLearn Vannin click the icon below:

eLearn Vannin

TED TALKS

Dates of course: Online

Length of course: varies

Designed for: All staff

Brief description:

A collection of short videos designed to help improve communication skills.

TED Talk: How to talk so that people want to listen Information

TED Talk: You are always changing Information

TED Talk: Why good leaders make you feel safe Information

TED Talk: Why I live in mortal dread of public speaking Information

TED Talk: Which country does the most good for the world Information?

To watch the videos, or register for eLearn Vannin click the icon below:

eLearn Vannin

TIME MANAGEMENT TOP TIPS

Dates of course: Online

Length of course: 10 minutes

Designed for: All staff

Brief description:

A fun and interactive tips for those wishing to hone their time management skills.

To take this course, or register for eLearn Vannin click the icon below:

eLearn Vannin

ESSENTIAL AND CORE SKILLS

FIRE OFFICERS (FIRE WARDENS)

Dates of course: 17th May 2017
8th August 2017

Length of course: Half day

Times of course: 09.15 – 13.00

Venue: The Lodge, Strang

Designed for: People who are undertaking the role of Fire Officer (Fire Warden) at their place of work to enable them to understand their role.

Brief description: The training will cover:

- Fire safety legislation
- Role of the fire warden
- Fire safety precautions
- Fire drills and evacuations
- The chemistry and common causes of fire
- Overview of fire extinguishers
- Human Behaviour
- Short Practical Demonstration

Learning outcomes:

You will gain an understanding of the requirements in the role as Fire Officer.

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can apply for this course.

FIRST AID AT WORK (3 DAY COURSE)

Length of course: 3 days

Times of course: 09.30 – 17.00 each day

Designed for:

This course is for anyone within Government who is a Designated First Aider in their workplace.
Within the Department of Health and Social Care this includes all Managers/Duty Managers/Supervisors/Senior Care workers and Registered Nurses who manage a building, i.e. Duty Officers in Elderly Residential centres, SRSW's in A.L.D.S.

Brief description:

The content of the course will cover how to deal with the following:

- The role of the first aider
- Managing an emergency
- Communication and casualty care
- Asthma
- Bleeding (minor and severe)
- Bone, muscle and joint injuries
- Burns and scalds
- Chest pains (including heart attack)
- Choking (adult)
- Eye injuries
- Fainting
- Health and safety (first aid) regulations
- Head injuries
- Low blood sugar
- Poisoning
- Resuscitation (adult CPR)
- Seizures (adult)
- Severe allergic reaction
- Shock
- Spinal injuries
- Stroke
- Unconscious casualty

Assessment:
Continuous assessment and observation by the trainer.

Certification:
Successful candidates receive a St John Ambulance certificate, valid for three years.

Contact:

If you hold an ELearn Vannin account, click here eLearn Vannin to book.

Alternatively please 01624 685724 or @ lead@gov.im for further assistance.

Emergency First Aid at Work (1 day course)

Length of course: One day

Times of course: 09.30 – 17.00

Designed for:

This course is for anyone who works in Government acting as a support First Aider at work and Lone Workers within the Department of Health and Social Care.

Brief description:

The content of this course provides basic lifesaving first aid and workplace health and safety regulations.

Course content:

- The role of the first aider
- Managing an emergency
- Bleeding (minor and severe)
- Communication and casualty care
- Seizures (adult)
- Burns
- Choking (adult)
- Fainting
- Health and safety (first aid) regulations
- Resuscitation (adult CPR)
- Shock
- Unconscious casualty

Assessment:

Continuous assessment and observation by the trainer.

Certification:

Successful candidates will receive a St John Ambulance certificate which is valid for three years.

Contact:

If you hold an ELearn Vannin account, click here eLearn Vannin to book.

Alternatively please 01624 685724 or lead@gov.im for further assistance.

First Aid for Health Care Workers (1/2 day)

Length of course: Half day

Designed for:

This half day course is for Health Care Workers. This includes all care staff who are not classed as lone workers i.e. Care staff within Older Persons Services, EMI, and Adult Services Day Services.

Brief description:

The course covers emergency life support procedures for adults, children and infants.

Course content:

- Cuts and Bleeding
- Heart Attacks
- Choking
- Signs pf head injury
- Shock
- CPR

Assessment and certification:

Continuous assessment and observation by the trainer.

Contact:

If you hold an ELearn Vannin account, click here eLearn Vannin to book.

Alternatively please 01624 685724 or @ lead@gov.im for further assistance.

SAFER MANUAL HANDLING

Safer Manual Handling Full Practical

Dates of course: 16th June 2017
12th July 2017

Length of course: 1 day

Designed for:

Staff who require their initial Safer Manual Handling of People training or for staff who may have missed the refresher training (which should have been completed within 2 years of their initial Safer Moving and Handling of People training, or last refresher course).

Aim:

Provide delegates with the skills required to avoid sustaining and/or causing injury through manual handling.

The Learning Outcomes of this course are to:

Review and confirmation of ELearning knowledge
Completion and application of ELITE risk assessment based on safer moving of people
Recognise additional theory specific to people handling

The afternoon session focuses on the practical application of manual handling and delegates will have an opportunity to learn about and practice with equipment then apply it to work based scenarios.

Safer Manual Handling Half day refresher practical

Staff are required to attend bi-annual half day refreshers to maintain their competence in this area.

If you hold an ELearn Vannin account, click here eLearn Vannin to book.
Alternatively please 01624 685724 or @ lead@gov.im for further assistance.

HEALTH AND SAFETY

The core of the learning events are based around the National Occupational Standards for Health and Safety as published by ENTO. These units are designed to support the development of good practice and awareness in the workplace, and the needs of employers and employees.

The tutor will provide support to people who, once they have attended the learning event(s) wish to pursue compiling a portfolio for submission for NVQ accreditation. Completion of suitable portfolios on five mandatory units and two optional units will enable the individual to have an NVQ Level 3 which is regarded as equivalent to the NEBOSH National Certificate.

Learning events will be funded by LEaD but any support required to enable the individual to compile a portfolio for assessing, verification and awarding of the certificate(s) will be paid for by a separate agreement with the individual's Department. The tutor will provide a costing structure for this additional support (available through LEaD on request).

Following attendance on each unit an individual will be required to have an action plan of how they will apply the learning in their work environment. Information designed to assist managers in evaluating the application of the learning in the workplace will be produced for each unit.

Unit A is the mandatory unit you must attend before completing any following units.

The core units are:

Unit A – Foundation Unit.
Attendance will be required on Unit A before attending Units B, C and D

Unit B – Developing, monitoring and reviewing health and safety procedures
Unit C – Investigation, evaluation and risk assessment
Attendance will be required on Units A, B and C before attending Unit D

Unit D – Health, safety and welfare of a learner in the workplace
Unit E – Health and safety culture. **This is a standalone unit**
Unit F – Protecting the environment. **This is a standalone unit**

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can apply for these units

UNIT A - FOUNDATION UNIT

HSS 1: Make Sure Your Own Actions Reduce Risks to Health and Safety

HSK 1: Basic Hazard Awareness (Knowledge Unit)

Dates of course: 13th February 2017

Length of course: One day

Times of course: 09.15 – 17.00

Designed for:

The unit is designed for all staff, supervisors and safety committee members who require an introduction to health and safety.

Brief description:

This unit covers the key language and legislative background to provide a foundation for developing health and safety understanding. It aims to provide staff with an appreciation of significant risks in the workplace and the knowledge of how to identify them and deal with them.

Learning outcomes:

This unit covers the health and safety duties for everyone in the workplace and describes the skills and knowledge required to ensure that:

- Your own actions do not create any health and safety risks
- You do not ignore significant risks in your workplace
- You take sensible action to put things right, including: reporting situations which pose a danger to people in the workplace and seeking advice

UNIT B – DEVELOPING, MONITORING AND REVIEWING HEALTH AND SAFETY PROCEDURES

HSS 2: Develop Procedures to Safely Control Work Operations

HSS 3: Monitor Procedures to Safely Control Work Operations

HSS 8: Review Health and Safety Procedures in Workplaces

Dates of course: Dates available on request

Length of course: One day

Times of course: 09.15 – 17.00

Designed for:

Staff who have been allocated responsibility for developing, monitoring and/or reviewing health and safety procedures.

Brief description:

To enable people to prepare health and safety procedures for the workplace and monitor the effectiveness of such procedures.

Learning outcome:

Participants will learn to:

- Develop procedures for maintaining a healthy and safe workplace
- Review the effectiveness of health and safety procedures in the workplace
- Check that health and safety instructions are followed
- Make sure that risks are controlled safely and effectively

Note:
Attendance on Unit A will be required before attending this unit.

UNIT C - INVESTIGATION, EVALUATION AND RISK ASSESSMENT

HSS 5: Investigate and Evaluate Health and Safety Incidents and

Complaints in the Workplace

HSS 6: Conduct a Health and Safety Risk Assessment in the Workplace

Dates of course: Dates available on request

Length of course: One day

Times of course: 09.15 – 17.00

Designed for:

Staff who are involved in undertaking investigations, evaluations or risk assessment

Brief description:

This unit covers the skills required to investigate and evaluate Health and Safety related matters. It focuses on investigations and risk assessments and covers the required documentation.

Learning outcomes:

Participants will develop an understanding of Investigation, Evaluation and Risk Assessment, and will cover all the necessary documentation required for this task

UNIT D - HEALTH, SAFETY AND WELFARE OF A LEARNER IN THE WORKPLACE

HSS 9: Supervise the Health, Safety and Welfare of a Learner in the Workplace

Dates of course: Dates available on request

Length of course: Half day

Times of course: Morning or afternoon session

Designed for:

Staff responsible for supervising a learner/trainee in the workplace

Brief description:
This unit is designed to give those responsible for supervising a learner/trainee the knowledge to be able to plan, supervise and support that learner/trainee. It also covers allocating and Community Health and Safety responsibilities.

Learning outcomes:
Participants will understand:

- Statutory responsibilities of the person providing supervision concerning the health, safety and welfare of a learner in the workplace
- Preparing the learner in relation to health, safety and welfare before their commencement of work
- Ensuring that the learner fully comprehends their statutory duties in health, safety and welfare matters
- Supporting the learner with regard to management of health, safety and welfare risks
- Keeping records

Note:
Attendance will be required on Units A, B and C before attending Unit D.

UNIT E - HEALTH AND SAFETY CULTURE

HSS 4: Promote a Healthy and Safe Culture in the Workplace

Dates of course: Dates available on request

Length of course: One day

Times of course: 09.15 – 17.30

Designed for:

People at a senior management level who have a responsibility to promote a healthy and safe culture in their workplace

Brief description:

This course is aimed at senior managers who have a responsibility for encouraging others to become aware of the importance of supporting health and safety procedures by promoting the benefits to be derived.

It is also about encouraging a culture where changes, which may impact on health and safety procedures, are discussed and resolved with persons responsible for health and safety matters.

Learning outcomes:

The unit is about undertaking the research and planning that is necessary to effect a positive health and safety culture and involving others through consultation, communication and presentations. It will also provide a foundation in the health and safety understanding.

Note:
This unit includes the key language and legislative background to provide a foundation in health and safety understanding.
This is a stand-alone unit.

UNIT F – PROTECTING THE ENVIRONMENT

HSS 7: Make Sure Your Own Actions within the Workplace Aim to Protect the Environment

Dates of course: Dates available on request

Length of course: One day

Times of course: 09.15 – 17.30

Designed for:

This unit is designed for everyone at work and is about maintaining good practice in day to day work activities.

Brief description:

The unit is about the responsibilities of everyone at work for minimising risks to the environment as a result of work activities. In particular the unit describes the skills and knowledge required to ensure that your own actions do not create any risks to the environment, you do not ignore significant risks to the environment and you take sensible action to put things right, including reporting risks, and seeking advice.

Learning outcomes:

Participants shall:

- Understand current legislation and best practice emerging from the Isle of Man Waste Management Plan
- Understand the risks to the environment arising from:
    - the use of materials and substances hazardous to the environment
    - the disposal of waste, materials and substances hazardous to the environment
    - emission of gases, fumes or dusts
    - pollutants to air, land, water courses and drainage systems
    - asbestos, lead, ozone, noise, land contamination

This is a stand-alone unit.

INFORMATION, TECHNOLOGY AND DATA

BASIC IT SKILLS

LEaD provide IT Training sessions every

Wednesday Morning 9.30am—12.30pm

in the IT Training Room, Keyll Darree, Nobles Site, Braddan

For dates and to book a place, please contact Anne Dancox on 651422 or email

Anne.Dancox@gov.im

IT Training – Basics

My Computer:

Logging on
Locking Computer
Logging off
Mouse Control
Folder & File Management

Browsers:

Government Intranet
Searching the Internet

Email:

Open Outlook
Read Emails
Reply to email
Forward email
Send a new email
Search global address list
Open and save an attachment
Print an email
Create folders in the Inbox
Calendar

ELearn Vannin:

Logging on
Search for course
Start an online course
Use links to application forms
Online application forms

IT Training – Building Up

Word:

Typing a letter
Formatting using Ribbon tools
Inserting pictures
Inserting hyperlinks
Headers and Footers

Outlook:

Filters
Views
Searching emails
Calendar appointments

IT Training – In Depth

Word:

Document formatting
Inserting Tables
Inserting Borders

Excel:

Columns, Rows, AutoSum
Replication tool
Renaming Worksheets
Simple functions

ANTI-BRIBERY AWARENESS

Dates: On Request

Additional courses will be run on demand.

Venues:

Brief description:

The Isle of Man Bribery Act 2013 was introduced in December 2013. This legislation requires organisations to ensure that there are suitable procedures in place to prevent instances of bribery. The IOMG Anti-Bribery Policy and Procedure fulfils this requirement for us and summarises the statutory obligations to report bribery as well as the penalties both for failing to report bribery and being convicted of bribery. The prevention, detection and reporting of bribery is the responsibility of all those working for the Isle of Man Government or under its control. All employees are required to avoid activity that breaches this Policy. The Policy sets out a safe, confidential procedure to follow to report any suspicious activity and is designed to foster a culture within the Isle of Man Government in which bribery is never acceptable.

The Anti-Bribery awareness session informs employees of the legislation introduced to prevent bribery and corruption in public office and highlights how we may identify and effectively report a potential breach of the law and the policy.

ELECTRONIC COMMUNICATIONS AND SOCIAL MEDIA POLICY AWARENESS SESSION

Dates: On Request

Additional courses will be run on demand.

Venues: The Lodge, Strang

Brief description:

The new Electronic Communications and Social Media policy was issued in September 2015 and applies to all members of staff, including part-time staff, temporary staff, agency staff, locums and contractors employed by the Isle of Man Government. The policy also applies to staff outside their place of work.

The awareness session explores what is and is not acceptable when it comes to using social media and is brought to life with real examples. Good practice guidelines are also covered. The session is participative and includes discussion of topics such as your responsibilities both in and outside of your working hours.

Learning outcomes:

At the end of the session participants will be able to:

1. Locate the Electronic Communications and Social Media policy
2. Correctly answer questions about the Electronic Communications and Social Media policy which will demonstrate their knowledge of the minimum standards of the policy

Pre-course work:

Attendees are required to read through the policy and guidelines prior to attending the session.

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can request further details

ISLE OF MAN GOVERNMENT CORPORATE INDUCTION

Dates of Induction sessions:

Day 1 – Barrool Suite	**Day 2 – Keyll Darree**
20th February 2017	21st February 2017
20th March 2017	21st March 2017
10th April 2017	11th April 2017
15th May 2017	16th May 2017
19th June 2017	20th June 2017
24th July 2017	25th July 2017
21st August 2017	22nd August 2017
18th September 2017	19th September 2017
16th October 2017	17th October 2017
20th November 2017	21st November 2017

Please note the Induction comprises of two consecutive half days.

Times of course: **Day 1:** 09.00 – 13.00
Day 2: 08.45 – 12.30

Designed for: All staff employed within the Isle of Man Public Service. New employees will be invited to the Induction via their Employment offer letter.

Brief description: Day one of the Induction gives attendees an overview of the structure of the Isle of Man Government, shares the vision and values of the Isle of Man Public Service and aims to make you feel welcome and part of the Public Services team.

Day two concentrates on some of the essential and legal information you will need to know in order to be effective in your role.

All new staff should receive confirmation of their Induction dates via their Confirmation of Employment Letter from OHR

For further information please contact Anne Dancox on anne.dancox@gov.im

YOUR GOVERNMENT

Dates:

20th February 2017
20th March 2017
10th April 2017
15th May 2017
19th June 2017

Please note attendees on this session will join the first day of the Isle of Man Government Corporate Induction for new employees.

Times of course: **9.00–13.00**

Designed for: All staff employed within the Isle of Man Public Service who are interested in finding out more about the structure and role of the Isle of Man Government.

Brief description: To provide public servants with a better understanding of the Isle of Man Government by looking at the structure of the Isle of Man Government and the role, vision and values of the Isle of Man Public Service and in particular the role of Cabinet office. It includes a Tour of the Tynwald buildings.

For further information and to request a place on one of the above dates please contact Anne Dancox on anne.dancox@gov.im

DEPARTMENT OF HEALTH AND SOCIAL CARE CORPORATE INDUCTION

Date of course: Dates to follow

Length of course: Mornings only

Times of course: 09.00 – 12.30

Designed for: New staff at all levels in the Department of Health and Social Care.

Venue: Keyll Darree.

All new staff should receive confirmation of their Induction dates via their Confirmation of Employment Letter from OHR

For further information please contact Clare McDonough on Clare.McDonough@gov.im

MEDWAY P.A.S. (PATIENT ADMINISTRATION SYSTEM) TRAINING

Date of course:	Sessions available on request every Monday Wednesday and Friday
Length of course:	Between One hour and three hours (Depends on job role)
Times of course:	9.30am and 1.30pm
Venue:	Keyll Darree Education and Training Centre
Designed for:	DHSC staff who require access to Medway P.A.S.
Brief description:	This training is mandatory for new staff requiring access to Medway P.A.S.

Core Learning

All new starters, regardless of their work requirement will be shown how to search for patients using the Master Patient Index (MPI) and how to access a patient's Electronic Casenote (ECN).

Nobles-based staff will also be shown how to track a patient's hard-copy case notes using Casenote Tracking.

The final section of this training is a bespoke package, depending on the needs of the individual's role

For those requiring immediate access to the live system there is a basic eLearning course available on eLearn Vannin. Successful completion of the eLearning course will enable a user to access the live system. The trainer will then arrange further practical training on the areas of MedWay not covered. To access this course, search 'Medway' in the eLearn Vannin Prospectus. Which can be accessed via this link eLearn Vannin

LEADERSHIP AND DEVELOPMENT

UNDERSTANDING INSIGHTS DISCOVERY

Dates: 18 September 2017
3 November 2017
16 January 2018

Length: Half day

Times: 9.15-1.30

Venue: The Lodge

Brief description:

Do you hear colleagues talking about Cool Blue, Earth Green, Sunshine Yellow and Fiery Red preferences? Book a place on this programme to find out what they mean …

This four hour session introduces you to Insights Discovery and personal effectiveness. Different personal styles can, at times, prevent us from establishing good connections with others. Insights Discovery helps you understand these different styles assisting specifically in improving the way you connect with others. The session is designed to accommodate a mix of teams or individuals.

Learning outcomes:

This programme will:

- Introduce you to the concept of perception
- Build your knowledge around the Insights Discovery four Colour Energies: Cool Blue, Earth Green, Sunshine Yellow and Fiery Red
- Gain an understanding of the Insights Discovery Wheel
- Develop skills in adapting self and connecting with others

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can apply for this course.

CAREER DEVELOPMENT WORKSHOP (1)

Dates of course: 17th January 2018
11th April 2018
10th September 2018

Length of course: One day

Times of course: 09.15 – 17.30

Venue: The Lodge, Strang

Development Workshop 1 is designed for: all staff from entry level up to and including supervisory level looking to progress their career within Isle of Man Government

Brief description:

Workshop 1: This workshop encourages you to think about what you are good at, what you enjoy doing and how your greater self-awareness can help you develop your career potential. You will have time to reflect on where you are now and to develop an action plan to achieve your career goals. This workshop is packed with hints and tips along with skills development activities built around CV writing and answering those tricky interview questions.

Learning outcomes:

- To understand the concept of career development
- To understand the tools and opportunities available to you in order to develop your career within IOM Government
- To reflect on your skills and strengths and match them with potential career options
- To develop skills that enable you to progress through the recruitment and selection process
- Forward plan and set objectives

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can apply for this course.

CAREER DEVELOPMENT WORKSHOP (2)

Dates of course: On Request

Length of course: One day

Times of course: 09.15 – 17.30

Venue: The Lodge, Strang

Development Workshop 2 is designed for: First line managers looking to progress to middle management level within Isle of Man Government

Brief description:

Workshop 2: This thought provoking and highly participative workshop introduces you to a diagnostic tool that will enable you to identify and reflect on your current strengths. You will consider the competency requirements at middle management level, focusing on how you can develop and demonstrate these. As well as tips on CV writing and interview skills, the workshop also covers networking and the benefits of being a good 'networker'. Valuable reflection time will be provided during the day, giving you the opportunity to create a career development plan and a set of specific action points to achieve your career goals.

Learning outcomes:

- To understand the concept of career development
- To understand the tools and opportunities available to you in order to develop your career within IOM Government
- To reflect on your skills and strengths and match them with potential career options
- To develop skills that enable you to progress through the recruitment and selection process
- Forward plan and set objectives

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can request this course.

INTRODUCTION TO COACHING

Dates of course:

7th August 2017	21st September 2017
19th October 2017	14th November 2017
11th December 2017	15th January 2018
20th February 2018	22nd March 2018
17th April 2018	14th May 2018
12th June 2018	16th July 2018

Length of course: One day

Times of course: 09.15 – 17.30

Venue: The Lodge, Strang

Designed for:

Anyone who wishes to develop basic coaching skills, although this course is likely to be particularly useful for those with line management responsibility.

Please note that this course is a pre-requisite for those attending the ILM Leadership Development Programme (Level 5).

Brief description:

To introduce participants to coaching and develop and practice coaching skills

Learning outcomes:

Participants will:

- Understand what coaching is and the benefits of using coaching
- Explore and develop the key skills required in coaching
- Understand the GROW model and how to use it
- Put their skills into practice in coaching sessions with other delegates
- Explore how coaching can be used in the workplace

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can apply for this course.

COACHING - INSTITUTE OF LEADERSHIP AND MANAGEMENT LEVEL 3 AWARD

Date of course: **Cohort 11**

Module 1: 02nd & 03rd May 2017
Module 2: 28th & 29th June 2017

Length of course: Four days run over 2 modules (2 x 2 days)

Times of course: 09.15 – 17.30

Venue: The Lodge, Strang

Designed for: Individuals with previous knowledge and experience of coaching or prior attendance on the LEaD course, Coaching Skills for Leaders.

Brief description: This is a highly interactive, participatory course which will enhance existing skills and enable individuals to provide more formal coaching support within their Department and/or across Isle of Man Government. Completion of this training will lead to you becoming a member of the IOM Government Coaching Network. Delegates are required to complete the ILM Induction via eLearn Vannin prior to application.

Learning outcomes:

- Describe what coaching is, when to use it and why it is important
- Adopt a structured approach to coaching
- Apply coaching skills by using improved techniques for listening, questioning and giving feedback
- Improve performance by developing the confidence and abilities of team members and other individuals across IOMG
- Develop the potential of team members and other people within the IOMG
- Understand the 'formal' coaching process and be able to operate effectively as an independent workplace coach

Note: Extra study and completion of an Assignment, Coaching Diary, Reflective Log and Coaching Practice can result in achieving a Level 3 Award in Coaching by the Institute of Leadership and Management - tutorial support is provided by LEaD during the programme to achieve this qualification. A registration fee is required by ILM if you decide to study for this qualification.

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can request this course.

DEVELOPMENT CENTRES

Date of course: 15th December 2017
19th March 2018
12th July 2018
13th November 2018

What are development centres?

Development centres help to identify and support talent management within the Isle of Man Government and help to ensure the sustainability and continuity of key roles within our organisation. They provide an opportunity for organisations to assess how employees would perform 'at the next level' based on how they perform in various assessments which simulate and mirror the organisational setting.

The purpose of development centres is to help individuals recognise their strengths, highlight areas of further development and identify hidden potential. It provides the individual with an opportunity to reflect on their career aspirations.

Why should I attend a development centre?

They offer you the opportunity to attend a 1 day event and take part in a number of different exercises, receiving valuable feedback on skills and behaviours from trained observers. The exercises are developed to mirror 'a day in the life' of someone at the next level. You will be observed and provided with objective feedback on your skills and behaviour. Your performance in the exercises will be measured against the IOM Government vision and values and people qualities.

How does a development centre operate?

During the centre, you will be observed carrying out a series of exercises which could involve written activities, group activities - tasks involving interaction with others, presentations, in tray exercises and role plays. These exercises will enable you to demonstrate how you would deal with a range of scenarios. A development centre may be supplemented with psychometric testing based on reasoning, personality and leadership.

They aim to challenge you, yet be fully accessible to all participants, giving the opportunity to gain feedback on how you behave and operate when working at a higher level. All exercises are aimed purely at development, and you will receive feedback at the end of the day (and possibly after the exercises) and will have time to reflect after each activity.

What support will I receive during and after a development centre?

You will work to produce documented individual development plan based on the feedback received from the development centre and self-reflection. This will be a tailored development plan to support your individual career development. You will also meet with a member of LEaD every 6 months to discuss your development plan and future development interventions.

It's important to remember that whilst attending a development centre is a great way to prepare yourself for moving to the next level, it is not a guarantee of promotion. While support will be given from LEaD to help you with your development, you will be responsible for making your development happen and applying for promotion in open competition.

How do I apply for a development centre?

Please register your interest in attending a development centre with LEaD by phone 685724 or by emailing lead@gov.im. We need to know your name, role and current grade.

ESSENTIAL TRAINING TECHNIQUES

Date of course: 15th, 16th & 17th August2017

6th, 7th & 8th December 2017

Length of course: Three days plus approximately 45mins pre-course work online and an observed training delivery session.

Time of course: 9.00 – 17.00

Brief description:

This course will give learners the opportunity to explore and develop the skills required to design and deliver effective training sessions, and to act as competent and confident facilitators.

The emphasis will be on helping learners to develop their skills and knowledge through a range of interactive, highly participative activities.

The course is endorsed by the Institute of Leadership and Management, the European market leader in leadership and management qualifications, and provides a fantastic opportunity for staff to gain a recognised training qualification internally.

Key points to consider before applying:

- Pre-course work is required (45mins approximately online)
- Delegates must attend all three consecutive days of their allocated course
- Delegates will complete a post-course assessment comprising a short written submission and an observed training session (15mins)
- Delegates and their line managers must commit to the delegate attending for all three days and to delivering a minimum of 30 hours training or facilitation per year within the Department of Health or the Department of Social Care.

Places for this course will be limited to a maximum of eight participants.

Award: An ILM Endorsed Certificate will be presented subject to fulfilling the criteria above.

For more information contact Alison Quayle on 685216

EXPLORING LEADERSHIP

Dates of course:

09th & 10th October 2017
08th & 09th February 2018
19th & 20th June 2018
08th & 09th October 2018

Length of course: Two days

Times of course: 09.15 – 17.30

Venue: The Lodge, Strang

Designed for:

Staff in the Public Service who are considering applying for a first line management post. May also benefit staff that are new in post in a first line management role.

Brief description:

To provide participants with an introduction to the practice of management at first line management level. It will assist with the transition from their current role to one where there will be the requirement to manage staff, resources and self.

Learning outcomes:

To enable participants to:

- Identify the main duties and responsibilities of first line management roles
- Increase awareness of strengths and style with practice on giving and receiving feedback
- Understand and practise decision making, problem solving and making recommendations
- Understand the principles behind effective team working
- Understand the importance of effective communication
- Gain, through activities and practice, an experience of supervisory/first line management

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can request this course.

First Line Management Development Programme

Dates of course:

Cohort 21
Module 1: 21st – 22nd August 2017
Module 2: 4th – 5th October 2017
Module 3: 20th – 21st November 2017

Cohort 22
Module 1: 12th – 13th December 2017
Module 2: 22nd – 23rd January 2018
Module 3: 7th – 8th March 2018

Cohort 23 – Commencing March 2018
Module 1 – 20th & 21st March 2018
Module 2 – 7th & 8th May 2018
Module 3 – 2nd & 3rd July 2018

Cohort 24 – Commencing July 2018
Module 1 – 26th & 27th July 2018
Module 2 – 27th & 28th September 2018
Module 3 – 8th & 9th November 2018

Cohort 25 – Commencing December 2018
Module 1 - 3rd & 4th December 2018
Module 2 – 28th & 29th January 2019
Module 3 – 18th & 19th March 2019

Length of course: Two days per module
Times of course: 09.15– 17.30
Venues: The Lodge, Strang

Designed for:
People working at first line management level, who are looking to develop their managerial and leadership capability.

Brief description:
The programme looks at self-awareness, team development, motivation, coaching and provides practical management tools which you can use in the workplace. The programme gives an opportunity for you to discuss the leadership challenges which you're currently facing and how you are able to overcome these.

Pre-requisite:
Delegates are required to attend Introduction to Coaching and complete the ILM Induction via eLearn Vannin prior to application.

The programme is run over three modules:

Module 1	An Introduction to Leadership - 2 days
Module 2	Leading a Team Effectively - 2 days
Module 3	Achieving Results and Delivering a Quality Service - 2 days

Action Learning Sets: Participants also attend Action Learning Sets which build on the learning in the modules and help them to develop their own leadership capability.

There is an option for individuals to gain an **ILM Level 3 Certificate in Leadership**.
A registration fee is required by ILM if you decide to study the qualification.

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can request this course.

INTERNAL VERIFIER COURSE

Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice

Date of course: On Application

Length of course: Determined by prior experience and level of competency to be achieved

Time of course: Negotiated via Tutorials

Venue: Keyll Darree, Education and Training Centre

Designed for:

This course is open to qualified staff (Deputy Ward Managers, Ward Managers, Team Leaders and Senior Registered Practitioners). It is desirable that participants have a recognised teaching qualification, and are qualified Vocational Assessors with experience of assessing against National Occupational Standards in the work place, within the DHSC and the private sector.

Brief description:

This course prepares practitioners for the role of conducting Internal Quality Assurance of the assessment process from within a centre or organisation by sample planning, monitoring and advising on the practice of assessors.

Learning outcomes:

To acquire the necessary skills and knowledge to assess first and second line registered nurses and practitioners who are undertaking the Vocational Assessor Role, and quality of work undertaken by participants who are studying QCF awards.

Award:

City and Guilds - Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice 6317/41
NB The QCF is about recognising achievement, through the award of credit, for units and qualifications, and will provide more flexible routes to full awards.
For further information regarding course content, please contact Voirrey Kewley, telephone 642936.

LEADERSHIP DEVELOPMENT PROGRAMME

Dates of Course: **Cohort 18**

Module 1: 13th – 14th November 2017
Module 2: 8th – 9th January 2018
Module 3: 5th - 6th March 2018
Module 4: 30th April and 1st May 2018
Module 5: 25th – 26th June 2018
Module 6: 20th – 21st August 2018

Length of course: 2 days per module
Times of courses: 09.15 – 17.30
Venue: The Lodge, Strang

Designed for:
Those who are in middle management positions and wish to build on their experience, improve their self-awareness and make positive changes to develop their own leadership capability.

This course is specifically designed to support the development of middle managers who have responsibility for developing others and managing teams. Our approach is to encourage delegates to actively support and develop one another during the programme, allowing them to draw on each other's skills and experiences in a positive way. Due to the experiential nature of many of the activities, the programme may prove unsuitable for individuals who are not currently in a people management role.

Brief description:
Over the course of twelve months the course considers self-awareness, team development, motivation, performance management, leadership styles, change management and strategic thinking, and provides practical tools which you can use in the workplace. The programme is designed to give delegates an opportunity to discuss the leadership challenges they are currently facing and how they could overcome them and is therefore suitable for middle managers who have responsibility for developing others and managing teams.

Pre-requisite:
Delegates are required to attend Introduction to Coaching and complete the ILM Induction via eLearn Vannin prior to applying for this programme.

The programme comprises of six modules:

Module 1: Introduction to Leadership
Module 2: Emotionally Intelligent Leadership
Module 3: Driving a Customer Centric Vision
Module 4: Leading High Performance
Module 5: Leading through Change and Transition
Module 6: Review and Act

Action Learning Sets: Participants must also attend Action Learning Sets which build on the learning in the modules and help them to develop their own leadership capability.

Note: There is an option for individuals to gain an **ILM Level 5 Certificate in Leadership**. A registration fee is required by the ILM if you decide to study for the qualification.

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can request this course.

SUPPORTING CHANGE

Dates: 4th September 2017 / 21st November 2017 / 05th February 2018

23rd April 2018 / 18th June 2018 / 13th August 2018

Length: One day

Times: 9.15 – 17.30

Venue: The Lodge, Strang

Supporting Change is a one day trainer led course which has been designed to assist you in recognising how you deal with change and how you can support yourself and others effectively through change.

During the day you will:

- Gain an understanding of what change is
- Develop your awareness on how you personally manage change
- Build your knowledge based around The Change Curve
- Understand what Personal Resilience is and how resilient you are
- Learn ways to best support others through change

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can request this course.

PROJECT MANAGEMENT SKILLS WORKSHOP

This programme is under development and due to be released early summer 2017.

PRE-REGISTRATION NURSING MENTORS UPDATE

Dates of course: Future dates to be confirmed

Length of course: One ¼ hours

Times of course: 14.15 – 15.30

Venue: Keyll Darree, DHSC Education and Training Centre

Designed for: Registered Nurses, Midwives and Health Visitors

Pre Requisites:

Participants must currently be on the Pre-Registration Nursing Mentors Register and hold either an ENB 998 qualification, a Mentors and Assessors Course or a recognised Assessors Course.

Brief Description

The course will comprise:

- A review of the Mentor's role
- Update on responsibilities
- Update on curriculum changes
- Discussion and reflection on role

As from Sept 2014 the link lecturers will carry out Nursing Mentor updates in their link areas, please can managers contact the appropriate individual to book dates.

It is essential that nurses maintain their eligibility to assess Pre-Registration students in practice and follow the standards as set by the NMC. (NMC Standards to Support Learning and Assessment in Practice - NMC standards for mentors, practice teachers and teachers 2008)

For booking please contact programme administrator on 651422

For further information please contact: Bernadette Devlin on 642927

PRE-REGISTRATION NURSING SIGN-OFF MENTORS WORKSHOP

Dates of workshop:	Future dates to follow
	Registered Nurses need to attend both days
Length of workshop:	One ½ Days
Times of workshop:	Day One: 9.30 – 16.00
	Day Two: 9.30 – 12.30

For further information please contact: Bernadette Devlin on 642927 or Donna Hart on 642926.

RECRUITMENT AND SELECTION WORKSHOP

Dates of course:

27th July 2017

25th September 2017
23rd November 2017

Length of course: One day

Times: 09.15 – 17.30

Venue: The Lodge, Strang

Designed for:

People who have recently become involved in the recruitment and selection of staff and those who need to understand the current process

Brief description:

This is designed to provide an overview of the applicable legislation, the current policy and procedures and provide an opportunity to develop the skills necessary for successful recruitment and selection of staff.

Learning outcomes:

Attendees will:

- Develop an understanding of the applicable legislation and how it impacts on the process
- Understand the recruitment and selection process and the responsibilities of the Department and the Office of Human Resources
- Develop an overview of the E-Recruitment process being developed and rolled out
- Practice the skills required to undertake effective recruitment and selection

Note:

If there is sufficient demand from an Employing Authority then this course can be run in-house

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can apply for this course.

SENIOR LEADERSHIP DEVELOPMENT PROGRAMME

The Senior Leadership Development Programme is for those working at a senior level within the organisation.

The **Learning Aim** of this programme is:
Based around the principles of Good Government and gives an opportunity for you to develop self-awareness, personal leadership skills and knowledge of many aspects of leadership. Each module is tailored to the context of the Isle of Man and includes the latest global research into best practice of leadership.

The next available programme will be commencing in early 2018. The content of this programme can be used as a platform to achieve the **ILM Level 7 Certificate in Strategic Leadership**.

If you would like to register your interest and receive information about future programmes please contact 685724.

Length of course: The Programme comprises of six modules - 2 days per module

Times of courses: 09.15 – 17.30

Venue: The Lodge, Strang

For more information please contact 685724 or click here

to be redirected to eLearn Vannin where you can apply for this course.

SUPERVISORY SKILLS

Dates of course: 31st July to 1st August and 17th August 2017
9th to 10th November and 22nd November 2017
19th & 20th March 2018 and 30th March 2018
28th & 29th June 2018 and 13th July 2018
25th & 26th September 2018 and 5th October 2018

Length of course: Two days plus one follow up day

Times of course: 09.15 – 17.30

Venue: The Lodge, Strang

Designed for:

Supervisors or team leaders who are currently working within a team

Brief description:

This course will help you to develop your style and skills to meet the day to day challenges faced by you and your team.

This course will give participants the opportunity to share their experiences and learn from one another

Learning outcomes:

To enable participants to:

- Gain a clear understanding of what a good supervisor looks like within the Isle of Man Government
- Understand the importance of good communication and why things go wrong
- Understand why motivation really matters
- Understand the importance of having general organisational skills in order to supervise
- Develop existing leadership skills through a better understanding of personal leadership styles
- Understand resilience and how resilient you are in the workplace

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can apply for this course.

VOCATIONAL ASSESSORS COURSE

Date of course:	On Application
Length of course:	½ Day Briefing, 3 Days followed by ½ Study Days x 2 Approximately six months to a year (to accommodate assessments)
Time of course:	9.00 - 12.30 and 13.30 - 16.00
Venue:	Keyll Darree, DHSC Education and Training Centre

Brief description:

This course prepares registered nurses for the role of assessing Health Care Assistants in the workplace against National Occupational Standards.

Other registered professional practitioners will be considered to undertake this course, providing they are assessing against National Occupational Standards i.e. Customer Service, Pharmacy, Allied Health Profession Support and Perioperative Support.

Learning outcomes:

To obtain the necessary skills and knowledge to undertake assessments of Health Care Assistants and/or others undertaking QCF Level II/Level III or equivalent award and comply with the necessary quality assurance mechanisms of City and Guilds and the DH Education and Training Centre.

Assessment:

Practically based assessments within the work environment, and compilation of a portfolio of evidence to be submitted for the award.

Awards:

City and Guilds - Level 3 Award in Assessing Competence in the Work Environment

NB: The QCF is about recognising achievement, through the award of credit, for units and qualifications, and will provide more flexible routes to full awards.

For further information regarding course content, please contact Voirrey Kewley on 642936.

LEGISLATION AND POLITICS

DRAFTING STATUTORY DOCUMENTS – LEVEL 1

Dates of course: 31st March 2017

Length of course: One day

Times of course: 09.15 – 17.30

Venue: The Lodge, Strang

Designed for:

Staff in the Public Service **who expect to** be involved in producing Statutory Documents.

Brief description:

To enable participants to understand the formal requirements for the making of Statutory Documents and their legislative content.

Learning outcomes:

- Acquire a basic understanding of when and why subordinate legislation is appropriate to give effect to policy
- Understand the legislative context in which subordinate legislation is made and the formal processes surrounding it
- Understand how to structure Statutory Documents and the sort of matters they should cover
- Undertake some basic drafting
- Understand the role of the Legislative Drafting Division of the Attorney General's Chambers in vetting Statutory Documents

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can apply for this course.

DRAFTING STATUTORY DOCUMENTS – LEVEL 2

Dates of course: 21st September 2017

Length of course: One day

Times of course: 09.15 – 17.30

Venue: The Lodge, Strang

Designed for:

Staff in the Public Service **who have been** involved in producing Statutory Documents.

Brief description:

To enable participants who are required to draft more complex Statutory Documents to extend their skill in the field.

Learning outcomes:

- Developing confidence in drafting more complex Statutory Documents

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can apply for this course.

INSTRUCTING THE LEGISLATIVE DRAFTER IN THE PREPARATION OF BILLS

Dates of course: 29th June 2017

Length of course: One day

Times of course: 09.15 – 17.30

Venue: The Lodge, Strang

Designed for:

Individuals who expect to be involved in writing instructions on a Bill

Brief description:

To enable participants to write effective drafting instructions for the preparation of Bills and to understand their role in this process.

Learning outcomes:

To enable participants to:

- Acquire a basic understanding of when and why legislation is needed to give effect to policy
- Understand the process for policy is to be implemented by means of a new Act of Tynwald
- Understand how to structure drafting instructions and what they should cover
- Be familiar with the different roles of the instructing officer and the drafter in the process of making new legislation

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can apply for this course.

WORKING WITH THE LEGISLATURE

Dates of course: 28th September 2017

Length of course: One day

Times of course: 09.15- 17.30

Venue: The Lodge, Strang

Designed for:

Those who work in conjunction with the Clerk of Tynwald's Office on any aspect of Government business (resolutions, scrutiny or legislation)

Brief description:

To demystify the practice and procedures of Tynwald Court, the House of Keys, the Legislative Council and Parliamentary Committees. The course will raise awareness of parliamentary practice and procedure, particularly from a civil service perspective

Learning outcomes:

To enable participants to:

- Understand the different types of Bills, their starting points and the procedure they must go through in order to become Acts
- Understand Motions and resolutions
- Understand Procedures for making secondary legislation
- Understand Select and Standing Committees and other parliamentary scrutiny functions
- to plan and prepare efficiently for Government business in the three Chambers
- to give well-informed advice to Ministers on procedural matters relating to their parliamentary role

For more information please contact 685724 or click here

to be redirected to eLearn Vannin where you can apply for this course.

MANAGEMENT AND ACCOUNTABILITY

ACCOUNTABILITY WORKSHOP

Date of course: 6th September 2017

Length of course: One Day

Time of course: 09.30 – 16.00

Venue: Keyll Darree, DHSC Education and Training Centre

Designed for: Registered Professionals

Brief description:

This short workshop addresses professional guidelines and legislation which relate to the conduct of registered professionals.

Learning outcomes:

On completion of the workshop participants will have a working knowledge of their Code of Professional Conduct, which will enable them to relate the concept of accountability to their practice.

Award:

A Certificate of Attendance will be issued.

If you require further information, please contact: Anne Dancox on 642927

DELIVERING SERVICE PROCESS IMPROVEMENT

Dates of course:

Cohort 11 Session 1 – 07th & 08th December 2017

Session 2 – 15th January 2018

Session 3 – 12th February 2018

Session 4 – 12th March 2018

Length of course: Two days plus four half day sessions

Times of course: 09.15 – 17.30 on both days, plus either morning or afternoon half day sessions

Venue: The Lodge, Strang

Designed for:

First line managers, administration officers and other staff who are enthusiastic about the opportunity to review and increase efficiency of a small scale improvement process.

Brief description:

This course is designed to support you through developing, enhancing and practicing problem solving and service improvement skills. It will help you to provide an even better service to your customers. It will take you step-by-step, through a service processing issue and the improvements that can be made, through the introduction of various tools. When you start to look at processes and question why you do it that way (because we always have) you can start to see how to make improvements.

Learning outcomes:

- You will learn how to use tools that can help you identify and cut out the wasteful processes
- You will learn how to define, measure, analyse, improve and control your own service problem and report on the success

Note: Extra study and the submission of a report on the work based project undertaken as part of the course can lead to the Institute of Leadership and Management's Level 3 Award in Service Improvement. In order to complete the qualification, you must be able to bring along a process that you want to change, and have the ability to implement changes on completion. There is a fee of £79 for this programme.

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can request this course.

ESSENTIALS OF EMPLOYMENT LAW

Dates of course: 09th May 2017
26th September 2017

Length of course: One day

Times of course: 09.15 – 17.30

Venue: The Lodge, Strang

Designed for:

Those new to management, or who need to refresh their knowledge of employment law. It will also be relevant to new entrants to HR as well as those HR professionals seeking a reminder of the key areas of risk.

Brief description:

This will provide an understanding of the legal framework which underpins the policies and regulations within which managers and staff operate.

Learning outcomes:

Participants will:

- Have an awareness of relevant current and forthcoming Manx legislation and understand how the law applies in the workplace
- Be aware of key employment rights and responsibilities of management throughout the employment relationship
- Understand the function of the Employment Tribunal and what it expects from managers
- Understand the roles and responsibilities of the Manx Industrial Relations Service and how they differ from those of the manager and the HR function

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can apply for this course.

FINANCIAL AWARENESS (DHSC)

Date of course: 24th February 2017
24th May 2017
22nd September 2017
17th November 2017

Length of course: One Day

Time of course: 9.00 – 16.00

Venue: The Lodge

Designed for: All DHSC staff (particularly budget holders)

Brief description:

This workshop raises awareness of the nature and importance of the financial regulations and prudent financial management.

Learning outcomes:

Following the course staff will:

- Understand the financial planning and control processes of Government finance.
- Appreciate the importance of adherence to the financial regulations in the context of.
- Understand Corporate Governance.
- Be able to find answers to queries concerning the Financial Regulations.
- Know the responsibilities and limits of authority of the budget holder.
- Gain an awareness of the main financial reporting and modelling tools used by Government.
- Be able to prepare business cases.

Application: Please apply and book a place on this workshop via eLearn Vannin

FINANCIAL GOVERNANCE AWARENESS WORKSHOP

Dates of course: 28th April 2017
29th September 2017

Length of course: Half a day

Times of course: 09.15 – 13.00

Venue: The Lodge, Strang

Designed for:

Managers and staff who need to increase their awareness of the content and application of Financial Regulations within Government

Brief description:

To provide practical assistance in the understanding, application and interpretation of Financial Regulations.

Learning outcomes:

Participants will have an increased awareness of the purpose, importance and content of Financial Regulations and a clear understanding of how they should be applied within their own Departments.

Note:

While the content of this course can be tailored to meet the identified needs of a Department, the workshops will cover areas such as:

- Overview of Financial Regulations
- Financial Risk overview
- Bribery and fraud
- Procurement

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can apply for this course.

GRIEVANCE HANDLING

Dates of course: 29th June 2017
5th December 2017

Length of course: One day

Times of courses: 09.15 – 17.30

Venue: The Lodge, Strang

Designed for:

Managers and first line supervisors in the Public Service

Brief description:

This course is designed to:

- Support the prompt and effective resolution of grievances by first line supervisors/managers
- Equip managers with a systematic approach to grievance handling
- Identify the necessary skills required in grievance handling
- Ensure that a consistent and fair approach is taken in the handling of grievances

Learning outcomes:

Participants will be able to:

- Understand what constitutes a grievance and the purpose of having a grievance procedure
- Understand the principles of the grievance policy and procedures
- Handle grievances effectively using the necessary skills, techniques and good practice
- Identify management practices to reduce the incidence of grievances

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can apply for this course.

MANAGING FOR HIGH PERFORMANCE

Dates of course: 18th October 2017 / 05th February 2018

23rd May 2018 / 06th August 2018

14th August 2018 / 14th November 2018

Length of course: One day

Times of course: 09.15 – 17.30

Venue: The Lodge, Strang

Designed for: Managers who have a responsibility for managing the performance and conduct of staff

Brief description:

Develops skills and techniques to strengthen the performance of those you manage,

and to support high-performance working which is essential for building successful teams. The course will look at ways to motivate high performers as well as identify poor performers, consider reasons for the performance level and develop techniques on how to address this.

Learning outcomes:

- Understand the organisational context and standards for conduct and performance
- Understand the importance of managing good and high performance
- Identify the skills required to manage performance
- Be confident in handling challenging performance management situations
- Give and receive objective and constructive performance feedback

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can apply for this course.

MANAGING SICKNESS ABSENCE

Dates of course: 27th February 2017
22nd May 2017
11th September 2017
14th December 2017

Length of course: One day

Times of course: 09.15 – 17.30

Venue: The Lodge, Strang

Designed for:
Managers and first line supervisors in the Public Service who are responsible for the management of employees' attendance at work

Brief description:

To give an understanding of the Government's policy 'Managing Sickness Absence' and to explain the procedures and good practice which should be adopted to ensure the effectiveness of this policy.

Learning outcomes:

Participants will have an awareness of:

- The importance of encouraging and maintaining high levels of attendance at work
- The Government's policy on managing sickness absence
- The procedures for encouraging attendance and dealing with absence
- Their role in ensuring that the policy and procedures are effective
- Attendance can, and must, be managed

Note: If there is sufficient demand from an Employing Authority then this course can be run in-house

For more information please contact 685724 or click here

to be redirected to eLearn Vannin where you can apply for this course.

SOFT SKILLS FOR APPRAISALS AND PDRS

Dates of course: 23rd March 2017

Length of course: Half day

Times of course: Morning (AM) session 09:30 to 12:30
Afternoon (PM) session 13.30 to 16:30

Designed for: All staff who are responsible for conducting appraisals

Brief Description:

This training is aimed at managers and reviewers. It takes a fresh look at the process required to make your performance management meetings more effective. Its focus is on the skills required to ensure that appraisals are motivating and inspiring.

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can apply for this course.

STAFF SUPERVISION WITHIN SOCIAL SERVICES

Dates of courses: Wednesday 8th March 2017
Tuesday 9th May 2017
Thursday 19th September 2017
Wednesday 18th October 2017
Wednesday 29th November 2017

Length of course: One day

Time of course 9:15am – 5.00pm

Venue: The Lodge

Designed for:

For staff specifically working within Adult Social Care Services who conduct or receive supervision within their current job role (under the Adult Social Care Supervision Policy April 2014)

Aim:

To ensure staff are aware of their roles and responsibilities within the Supervision Policy and to equip staff with the skills to deliver and receive effective Supervision.

Learning Outcomes

By the end of the training delegates will be able to;

- Describe, explain and use the Supervision policy
- Brief your staff on the Supervision process
- Prepare yourself and your staff to have effective Supervision
- Deliver an effective Supervision meeting
- Complete the necessary paperwork to support the Supervision process
- Give useful and meaningful feedback on performance

To apply for a place please complete the online Supervision e-form here.

PROFESSIONAL ACCREDITATION AND EDUCATION

MSc PROFESSIONAL PRACTICE

This is an exciting and innovative programme that has been designed by a multi-professional team and service users from across DHSC. The aims of the programme support the continual professional development of employees who deliver health and social care, especially within a national and international context. The programme outcomes set out to foster the development of research and critical thinking skills to enhance the knowledge and values which underpin professional practice.

To be awarded MSc Professional Practice, the student will complete 3 core units and 4 option units. Taught 20 credit units are 14 weeks long with 20 hours direct teacher content, usually of six three-hour sessions and one two-hour session. These units can also be accessed on an independent basis and used for CPD purposes.

Core Units	Credits
Valuing People and Celebrating Diversity in Professional Practice	20
Research Methodologies and Methods	20
Dissertation	60
Option Units (choose 4 from options listed)	
Comparative Health and Social Care Systems	20
Leading Organisational Transformation	20
Inter-professional Working, Learning and Mentorship	20
Law and Ethics in Health and Social Care	20
Enhancing Practice through Negotiated Learning. (Students may undertake this unit with a different focus on three occasions)	20
Negotiated Professional/Clinical Skill for Enhancing Practice. (Students may undertake this unit with a different focus on three occasions)	20

Each unit's assessment can be tailored to an issue related to each student's field of practice. The programme is delivered on Island and takes around 4 years to complete the necessary 180 level 7 credits for the final award of MSc Professional Practice. Programme fees are met by service areas for employees.

The entry criteria are:

1. a professional qualification;
2. a degree or equivalent; and
3. are employed in a health or social care capacity

If wish to find out more about the programme, contact Programme Leader, Lyz Howard on 651426, email lyz.howard@gov.im

Delivery of MSc Professional Practice Units

Professional Accreditation and Education

Valuing People and Celebrating Diversity in Professional Practice (core unit)

Dates of course: 13th January, 3rd February, 3rd March 2017

Length of course: Fourteen weeks in duration

Times of course: 20 hours direct teacher content, usually of six three-hour sessions and one two-hour session

Venue: Keyll Darree

Brief description:

The participant will deconstruct taken for granted assumptions about self, the world and others and facilitate the reconstruction of a clearly defined professional value base.

Learning outcomes:

On successful completion of this unit students will be able to:

- Deconstruct the notion of values based practice.
- Critically explore and reflect upon the impact on professional practice of one's own values and the ways these values are communicated.
- Judge a range of political, sociological and psychological theories of difference and otherness in reference to professional practice.
- Summarise and critically review a range of transformative learning methods and apply to own practice.
- Synthesize the ways in which theoretical frameworks inform own professional practice.

For more information please contact Lyz Howard, Programme Leader 651426 or click here for an application form.

RESEARCH METHODOLOGIES AND METHODS (CORE UNIT)

Dates of course: 2017 dates to follow

Length of course: Fourteen weeks in duration

Times of course: 20 hours direct teacher content, usually of six three-hour sessions and one two-hour session

Venue: Keyll Darree

Brief description:

Participants will be able to undertake data collection and analysis within a research paradigm of their choice, and critically interpret the process of research.

Learning outcomes:

On successful completion of this unit students will be able to:

- Construct a research design based on an appropriate selection of paradigm, which adheres to legal and ethical guidelines.
- Critically contrast quantitative, qualitative and mixed methodological data collection and data analysis methods.
- Select appropriately from quantitative, qualitative and mixed methodological approaches of data collection and data analysis methods
- Critically reflect on own theoretical perspective in relation to research.

For more information please contact Catherine Black, Unit Leader 642929 or click here for an application form.

DISSERTATION (CORE UNIT)

Dates of course: Intake scheduled each May

Length of course: Forty-two weeks in duration

Times of course: Supervision hours to be negotiated with allocated supervisor

20 hours of group support where attendance is encouraged

Venue: Keyll Darree

Brief description:

This dissertation requires a level of originality in designing a research project to address a problem or concern in their current field of practice.

Learning outcomes:

On successful completion of this unit students will be able to:

- Justify the development of the research questions pertaining to your area of professional practice.
- Design a research process with an appropriate methodology to investigate the research question.
- Collect, analyse, present and evaluate data pertaining to the selected methodology and methods.
- Explain the value of the research project's findings in relation to professional practice.
- Justify a range of dissemination strategies.

For more information please contact Lyz Howard, Unit/Programme Leader 651426 or click here for an application form.

COMPARATIVE HEALTH AND SOCIAL CARE SYSTEMS (OPTION UNIT)

Dates of course: April 2018

Length of course: Fourteen weeks in duration

Times of course: Twenty hours direct teacher content – daily interaction suggested

Venue: Online

Brief description:

This unit aims to critically explore developed and developing countries international health and social care systems, and the impact of historical, economic, social and political factors globally.

Learning outcomes:

On successful completion of this unit students will be able to:

- Critically apply metrics to compare health and/or social care systems, to inform local practice.
- Critically reflect on how historical, economic, social and political factors impact on the organisation, planning and delivery of health and/or social care services in developed and developing countries.
- Critically compare international health and/or social care provision, including the influences that private, charitable, public and insurance-based funding approaches have upon such provision.
- Synthesise perspectives deduced from the exploration of two comparative health and/or social care systems with own professional context.

For more information please contact Lyz Howard, Unit Leader 651426 or click here for an application form.

LEADING ORGANISATION TRANSFORMATION (OPTION UNIT)

Dates of course: 2017 dates to follow

Length of course: Fourteen weeks in duration

Times of course: 20 hours direct teacher content, usually of six three-hour sessions and one two-hour session

Venue: Keyll Darree

Brief description:

Leadership styles and organisational cultures are explored, to consider how people, power and policy interact.

Learning outcomes:

On successful completion of this unit students will be able to:

- Judge the appropriateness of leadership styles and their effect within organisational cultures.
- Critically explore the professional, social, cultural and political facets of Manx health and social care context to inform organisational transformation.
- Critically explore approaches for achieving organisational change.
- Synthesise the ways in which professional, legal and ethical knowledge inform organisational change.
- Critically evaluate the means of measuring the impact of organisational change.

For more information please contact Raymond Ndengeya, Unit Leader 687551 or click here for an application form.

INTER-PROFESSIONAL WORKING, LEARNING AND MENTORSHIP (OPTION UNIT)

Dates of course: September 2017

Length of course: Fourteen weeks in duration

Times of course: 20 hours direct teacher content, usually of six three-hour sessions and one two-hour session

Venue: Keyll Darree/Blended Learning

Brief description:

The unit explores the factors influencing the development of inter-professional health and social care and the challenges and benefits of effective inter-professional working.

Learning outcomes:

On successful completion of this unit students will be able to:

- Summarise the political, professional and social drivers supporting the development of inter-professional working in health and social care.
- Synthesise selected concepts of professions, professionalism and inter-professional working with relation to their own professional practice.
- Deconstruct the relationship between personal values and professional values.
- Critically evaluate and reflect upon the benefits and challenges of inter-professional working, learning and mentorship.
- Critically reflect upon and evaluate inter-professional working, learning and mentorship to inform own area of practice.

For more information please contact Lyz Howard, Unit Leader 651426 or click here for an application form.

LAW AND ETHICS IN HEALTH AND SOCIAL CARE (OPTION UNIT)

Dates of course: 6th, 13th, 20th, 27th July and 3rd August 2017

Length of course: Fourteen weeks in duration

Times of course: 20 hours direct teacher content, usually of six three-hour sessions and one two-hour session

Venue: Keyll Darree

Brief description:

The application of relevant health and social care legislation and ethical reasoning are critically explored to inform professional judgement/decision making in own practice.

Learning outcomes:

On successful completion of this unit students will be able to:

- Discriminate between appropriate and inappropriate use of personal and professional values within own practice.
- Deconstruct ethical and legal aspects of health and social care dilemmas to inform practice decisions.
- Critically evaluate relevant legislation and case law and apply to dilemmas in own practice.
- Critically evaluate ethical theories and principles and apply to dilemmas in own practice.
- Synthesise ethical and legal positions in order to optimise service user experience.

For more information please contact Ber Devlin, Unit Leader 642927 or click here for an application form.

ENHANCING PRACTICE THROUGH NEGOTIATED LEARNING (OPTION UNIT)

Dates of course: Negotiated with Unit Leader

Length of course: Fourteen weeks in duration

Times of course: Supervision hours to be negotiated with allocated supervisor

Brief description:

This unit is designed to develop confidence in undertaking autonomous learning to promote independent studying of an issue relating to professional practice. Skills relating to planning and executing time limited academic study are developed to mirror the professional working context.

Learning outcomes:

On successful completion of this unit students will be able to:

- Critically appraise their working practices to identify areas for further development.
- Critically evaluate the current evidence base relating to a specific aspect of current practice.
- Integrate learning from different sources to create an informed perspective on the area of professional practice.
- Critically reflect on the implications their learning has on their own, local, national and international professional practice.
- Judge the impact of responding to their findings from an individual, organisational and policy perspective.

For more information please contact Donna Hart, Unit Leader 642926 or click here for an application form.

NEGOTIATED PROFESSIONAL/CLINICAL SKILLS FOR ENHANCING PRACTICE (OPTION UNIT)

Dates of course: **Negotiated with Unit Leader**

Length of course: Fourteen weeks in duration

Times of course: Supervision hours to be negotiated with allocated supervisor

Brief description:

This unit is designed to enable the student to demonstrate mastery of locally agreed professional/clinical competencies and skills that have been mapped to national standards and are required for enhancing current and developing new evidence based practice for the benefit of their own, local, national, international and organisational professional development requirements.

Learning outcomes:

On successful completion of this unit students will be able to:

- Demonstrate mastery of and critically evaluate their working practices to develop and enhance professional competencies relating to their area of practice.
- Justify and critically evaluate the evidence base for best practice achieved through in-service professional development activities.
- Critically examine the relationships between the competencies demonstrated, underpinning theoretical constructs and practice contexts and the implications for future professional practice.
- Critically reflect upon how undertaking in-service professional/clinical competencies has impacted on their own, local, national and international professional learning.
- Judge the impact of undertaking in-service professional competencies from an organisational and policy perspective.

For more information please contact Donna Hart, Unit Leader 642926 or click here for an application form.

NON - MEDICAL PRESCRIBING PROGRAMME (LEVEL 7)

Delivered in Partnership with University of Chester

Date of course: Future dates to follow

Venue: Keyll Darree, Education and Training Centre

Brief description:

The programme is multi-professional and leads to:

- Registration as a V300 Extended/Supplementary Prescriber with the NMC (Nurses); or
- Supplementary Prescriber with RSPGB (Pharmacists); or
- Supplementary Prescriber with HPC (Allied Health Professionals)

The programme will be provided by the University of Chester and managed by a lecturer within the Health and Social Care Team on the Island.

The programme utilises a multidisciplinary approach to learning including shared learning through contact days and generic blended learning web-based materials. University of Chester specialist staff will deliver the 11 contact taught days on Island. The distance learning web based material equates to 15 days and will be accessible on Island.

Students will also be required to undertake a minimum of 12 days (90) hours of prescribing practice supervised by an independent prescriber.

The programme attracts 40 credits at Level 7.

Contact:

For further information and expressions of interest please contact:

- Donna Hart, Programme Manager 642926
- Anne Dancox, Programme Administrator 651422

MASTER OF NURSING (MN) ADULT AND MENTAL HEALTH FIELDS

Date of course: Commenced September 2015

Length of course: Three years

Times of course: 9.00 – 17.00 hrs Monday to Friday

Venue: Keyll Darree, Education and Training Centre

Entry requirements:

1. First degree (normally 2:1 class honours or above)
2. All applicants **must** be resident on the Isle of Man
3. All applicants **must** also have English Language or Literature and Mathematics at GCSE grade C or above or equivalent (Key Skills Level 2).
4. For those educated outside the EU applicants must have: IELTS Test 7.0 in each section.

As part of the selection process all candidates admitted to the programme will be formally interviewed.

Assessments:
Each module carries a theoretical and practice assessment

Award:
The awarding university is University of Chester

Further information:
All applicants must have English and Maths at GCSE grade C or above, or equivalent qualification. Students must also have evidence of recent academic study (within five years of commencement of the programme). **Please note Level 2 Key Skills/Functional Skills is no longer accepted.**
The health of successful candidates will be assessed to establish fitness to undertake nurse education and a Criminal Records Bureau clearance is carried out for all candidates.

A bursary award (currently £5,000) is provided by the DHSC. This bursary increases annually in line with the Nurses Pay award. This award is paid monthly by BACS into your bank account.

Overview of Programme

Modules MN	Credits
Year 1	120 Total
NM4 200 (Practice Learning 1)	**40**
NM4 201 (Developing skills for practice)	**20**
NM7 950 (Exploring professional values)	**20**
NM7 951 (Health of individuals across the lifespan)	**20**
NM7 952 (Health and wellbeing)	**20**
Year 2	120 Total
NM5 200 (Practice Learning 2)	**40**
NM5 201 (Enhancing skills for practice)	**20**
NM7 953 (Exploring field specific nurse practice [Adult])	**20**
NM7 959 (Exploring field specific nurse practice [Mental Health])	**20**
NM7 954 (Exploring critical perspectives in health and social care)	**20**
NM7 955 (Exploring complexities in care delivery [Adult])	**20**
NM7 962 (Exploring complexities in care delivery [Mental Health])	**20**
Year 3	120 Total
NM6 400 (Practice Learning 3)	**40**
NM6 401 (Skills for registration)	**20**
NM7 956 (Preparing for future practice)	**20**
NM7 957 (Using research to develop practice)	**40**

Should you have any queries or require further information please contact:

- Catherine Black, Adult Field Programme Leader on 642929 or email catherine.black@gov.im
- Mark Haith, Mental Health Field Programme Leader on 642928 or email mark.haith@gov.im

For an application form or an information pack please contact the programme administrator on 642933 or email alison.wood@gov.im

You could also visit our website: www.gov.im/nursetraining

STUDY SKILLS AND RESEARCH AWARENESS WORKSHOP

Dates of workshops:

Study Skills	Research Awareness
16th & 17th March	22nd & 23rd March 2017
13th & 14th July	18th & 19th July 2017
6th & 7th December	13th & 14th December 2017

Length of workshop: Four Days (two days Study Skills, two days Research Awareness)

Times of workshop: 9.30 - 16.00

Venue: Keyll Darree, Education and Training Centre

Designed for: Anyone commencing or revisiting academic studies

Brief description:

This 4 day workshop is designed as a 'starter kit' to assist individuals re:

- Learning how to learn
- Reviewing time management skills for fitting study into 'life'
- Recognising and utilising available support mechanisms for study
- Developing skills to structure and write an academic essay
- Reviewing methods of learning through reflection
- Reviewing the importance of portfolios and continuing professional development
- Utilising library information sources
- Introducing participants to the language of research and some research approaches employed within the healthcare arena
- Providing an overview of sample techniques, data collection methods and analysis

Award:

Certificate of Attendance - Acknowledgement of research component assisting progression on to further courses. There is an option to undertake a formative reflective assessment with workshop lecturers for constructive feedback. The assessment is not compulsory.

For further information, please contact: Lyz Howard, telephone 651426, or email lyz.howard@gov.im

STUDY SKILLS FOR MASTERS

Dates of courses: 26th October 2017

Length of course: Half day

Time of course: 09:30 – 12:30

Optional Library session (for Refworks and Literacy searching) 13:30 – 16:30

Designed for: Prospective students to explore the study skills required and options of support currently available in the DHSC for a Masters programme

These activities are additional to the support offered from the Higher Educational Institution which is delivering a selected Masters Programme.

Brief description:

For those intending to study at Masters level to review and adjust where necessary current study skills to support Masters level study such as:

- critical analytical reading
- argumentative analytical writing
- understanding the marking criteria
- utilising feedback from lecturers
- dealing with difficult moments
- accessing resources
- enhancing your creativity
- definition of 'mastery' of a subject

Awareness of the support mechanisms which are an integral part of purchasing a place on the Masters programme. Identifying a range of informal support within the DHSC which may enhance studying at Masters level, for future use, for example:

- Academic from a lecturer within the Health and Social Care Teaching Team
- Collegiate from fellow students through 1:1 or Networking to share learning
- Attending study related activities e.g. Critical Allies Group.

Contact

For further information please contact Module Leader, Lyz Howard, on 651426

LEARNING AND ASSESSMENT IN PROFESSIONAL EDUCATION (NM7 036)

LEVEL 7 (MASTERS)

Delivered in partnership with University of Chester

Dates of Programme:	Dates to follow
Length:	200 hours to include 20 taught hours
Duration:	15 weeks
Venue:	Keyll Darree, DH Education and Training Centre

Rationale and Brief Description

This is an inter-professional module aimed at those professionals who support learning, assessment, supervision and the learning organisation. The module explores mentorship in its broadest terms and so will meet the needs of health and social care practitioners with a diverse range of professional responsibilities within professional education. The module is benchmarked to key professional education and training documents (Nursing and Midwifery Council, 2008; Health and Care Professions Council (2012), and so provides an initial professionally recognised mentorship qualification. Nurses wishing to access this module as an initial mentorship qualification will require a student on an NMC approved programme to support them during the module.

The module is delivered at Level 7 (Masters) and attracts 20 credits. It will be offered once a year.

Pre-requisite: One year post health or social care qualification. Previous study to level 6 or equivalent relevant experience. **Co-requisite:** Currently practising.

Aims
To enable students to develop a critical understanding of the mentorship role. To provide practitioners with the in-depth knowledge and skills to promote student learning within the contexts of professional and inter-professional education.

Learning Outcomes

- Critically evaluate effective relationship-building skills to support learning.
- Critically reflect on and evaluate the principles and context of the facilitation of learning in practice.
- Deconstruct the concept of practice as a dynamic environment in which knowledge is created and learning is optimised.
- Critically evaluate the contributions of the wider inter-professional team and service users within the context of practice education.
- Critically reflect on the integration of evidence-based practice to enhance the quality of the learning experience.
- Critically analyse and reflect on the assessment and evaluation of learning in practice.
- Justify the application of models of leadership and facilitation to professional education.

Assessment
Summative: 5000 word negotiated assignment. A practice document will also need to be penned if you are a nurse commencing your initial mentorship qualification.

For further information please contact Module Leader: Donna Hart telephone 642926

PROFESSIONAL ACCREDITATION AND EDUCATION

BSc (HONS) HEALTH AND SOCIAL CARE

Validated by Manchester Metropolitan University

The BSc (Hons) Health and Social Care programme is centred on developing lifelong learning in support of professional practice and person development planning. Although the programme is designed as a 'taught' BSc (Hons) degree it is modular in design and has two mandatory core units and a range of diverse and contemporary option units.

All units are planned and delivered with regard to student application and lecturer availability. This could result in units running or not at all depending on application.

CRITICAL APPRAISAL IN PRACTICE (CORE UNIT)

Dates of course: 9th, 16th, 23rd, 30th January 2017
6th, 13th, 20th, 27th February 2017
6th, 13th March 2017

Length of course: Fourteen weeks in duration

Times of course: 30 hours direct teacher content, of ten three-hour sessions (or five full days)

Venue: Keyll Darree

Brief description:

Participants will be able to argue, based on evidence sources, to support/dispute existing healthcare practice, and propose changes/research to address issues.

Learning outcomes:

On successful completion of this unit students will be able to:

- Analyse the use of critical appraisal frameworks and the skills of critical appraisal.
- Locate appropriate data sources and critically evaluate the reliability and validity of the data.
- Compare and contrast the body of evidence with actual practice in own health care arena.
- Utilise problem-solving skills and evaluation strategies to critically address any identified gaps between theory and practice, and identify ways to address same.

For more information please contact Bernadette Devlin, Unit Leader 642927 or click here for an application form.

LEADING EVIDENCE BASED CHANGE IN PROFESSIONAL PRACTICE (CORE UNIT)

Dates of course: 27th September 2017
4 & 11th October 2017
1st, 8th & 29th November 2017
6th December 2017
10th January 2018
7th February 2018

Length of course: Twenty-eight weeks in duration

Times of course: 60 hours direct teacher content, of ten six-hour sessions

Venue: Keyll Darree

Brief description:

The student identifies an area of their practice in health and social care to develop a robust change proposal that to justify its implementation.

Learning outcomes:

ON SUCCESSFUL COMPLETION OF THIS UNIT STUDENTS WILL BE ABLE TO:

- Select a change model in keeping with the characteristics of the practice environment to inform how change may be led.
- Synthesise evidence to support change initiatives and leadership decisions in a manner that can be disseminated to stakeholders.
- Critically analyse ethical leadership styles to guide transitions for self, individuals group and the organisation.
- Critically appraise leadership processes involved with change to engage interdisciplinary and other stakeholders.
- Situate the leadership of evidence based change within political, organisational and professional context including financial viability.

For more information please contact Bernadette Devlin, Unit/Programme Leader, 642927 or click here for an application form.

ADVANCED COMMUNICATION SKILLS IN PSYCHOLOGICAL APPROACHES (OPTION UNIT)

Dates of course: To be determined

Length of course: Fourteen weeks in duration

Times of course: 30 hours direct teacher content, of ten three-hour sessions (or five full days)

Venue: Keyll Darree

Brief description:

This unit will enable students to critically appraise and develop advanced communication skills in a range of psychological approaches.

Learning outcomes:

ON SUCCESSFUL COMPLETION OF THIS UNIT STUDENTS WILL BE ABLE TO:

- Critically appraise of a range of key theories and models of interpersonal communication with reference to own practice.
- Critically appraise a range of evidence for psychological approaches.
- Critically reflect upon the application of effective and appropriate communication strategies within a range of psychological approaches.
- Critically analyse and reflect upon the therapeutic use of self in establishing, maintaining and disengaging from therapeutic relationships.
- Critically evaluate a range of psychological approaches utilised within own sphere of professional practice.

For more information please contact Mark Haith, Unit Leader 642928 or click here for an application form.

APPLIED PATHOPHYSIOLOGY AND PHARMACOLOGY (OPTION UNIT)

Dates of course: June 2018

Length of course: Fourteen weeks in duration

Times of course: 30 hours direct teacher content, of ten three-hour sessions (or five full days)

Venue: Keyll Darree

Brief description:

Participants will be able to critically apply pathophysiology and pharmacology to reflect upon their clinical practice.

Learning outcomes:

On successful completion of this unit students will be able to:

- Critically evaluate the pathophysiology of specific body systems.
- Critically evaluate the role of pharmacology in the management of patient care.
- Explore and analyse the significance of a range of clinical investigations and their impact on patient management.
- Justify their response to a range of critical clinical situations.

For more information please contact Lyz Howard, Unit Leader 651426 or click here for an application form.

Care of Patients Requiring Transfer by Air, Land or Sea (Option Unit)

Dates of course:	Not scheduled
Length of course:	Fourteen weeks in duration
Times of course:	30 hours direct teacher content, of ten three-hour sessions (or five full days)
Venue:	Keyll Darree

Brief description:

This unit will enable health care practitioners to care competently for patients, whose health needs require transfer by air, land or sea to another health care facility.

Learning outcomes:

On successful completion of this unit students will be able to:

- Appraise the altered physiology and the effects on the patient through the transfer process.
- Critically analyse the changing status of all transfer decisions on the patient's care needs.
- Reflect on their attainment of the competent nursing element within the RCN (2006) competency framework for in-flight nurses.
- Critically analyse the appropriate evidence that affects the patient during the transfer process.
- Critically analyse and take appropriate action on their own development and ability to act as a patient transfer practitioner.

For more information please contact Catherine Black, Unit Leader 642929 or click here for an application form.

EXPLORATION OF PRACTICE THROUGH A NEGOTIATED CONTRACT (OPTION UNIT)

Dates of course: Negotiated with Unit Leader

Length of course: Fourteen weeks in duration

Times of course: Supervision hours to be negotiated with allocated supervisor

Brief description:

This unit will enable the student to consider selectively an aspect of practice they wish to explore within agreed parameters. Students may undertake this unit twice within their programme of study.

Learning outcomes:

On successful completion of this unit, students will be able to:

- Critically appraise further knowledge and understanding of a specific area of health and social care practice.
- Critically reflect upon development of own potential as a health and social care practitioner.
- Critically analyse research and evidence to support their work.
- Critically reflect upon this learning on health and social care practice.
- Critically analyse the combination of theoretical concepts with actual health and social care practice.

For more information please contact Lyz Howard, Unit Leader 651426 or click here for an application form.

HELPING PEOPLE LIVE WITH CHRONIC ILLNESS: PALLIATIVE AND TERMINAL CARE (OPTIONAL UNIT)

Dates of course: 08th, 16th, 22nd, 30th November 2017
07th, 14th December 2017
04th, 11th, 18th January 2018

Length of course: Fourteen weeks in duration

Times of course: 30 hours direct teacher content, of ten three-hour sessions (or five full days)

Venue: Hospice Isle of Man

Brief description:

Participants will be able to apply the principles and practice of palliative and terminal care to their client group and develop practice in this area.

Learning outcomes:

On successful completion of this unit students will be able to:

- Critically evaluate the underpinning principles of palliative / end-of-life care in relation to their practice in a wide range of chronic illnesses.
- Critically evaluate the principles and practice of terminal care in their area of practice.
- Critically appraise the role of the multi-disciplinary team in evidence based holistic symptom management within palliative / end-of-life and terminal care.
- Manage stress in their clients and families, themselves and other professionals within the framework of palliative / end-of-life care, terminal care and bereavement management.

For more information please contact Catherine Black, Unit Leader 642929 or click here for an application form.

LAW AND ETHICS IN HEALTH AND SOCIAL CARE (OPTION UNIT)

Dates of course: 6th, 13th, 20th & 27th July 2017

3rd August 2017

Length of course: Fourteen weeks in duration

Times of course: 30 hours direct teacher content, of ten three-hour sessions (or five full days)

Venue: Keyll Darree

Brief description:

This unit will enable the student to apply relevant health and social care legislation, case law and ethical reasoning to their own practice.

Learning outcomes:

On successful completion of this unit students will be able to:

- Apply relevant legislation and case law to situations/dilemmas identified in own practice.
- Apply ethical theories and principles to dilemmas encountered in own practice as part of the decision making process.
- Actively participate in multi-disciplinary debate around health care issues from a legal perspective.
- Utilise relevant coherent and logical arguments during ethical debates related to practice.
- Utilise appropriate levels of ethical and legal guidance in the delivery of best health care.

For more information please contact Bernadette Devlin, Unit Leader 642927 or click here for an application form.

MANAGEMENT OF PAIN (OPTION UNIT)

Dates of course: October 2017

Length of course: Fourteen weeks in duration

Times of course: 30 hours direct teacher content, of ten three-hour sessions (or five full days)

Venue: Keyll Darree

Brief description:

Participants will be able to understand and apply the principles of pain management to their own client group and develop their clinical practice.

Learning outcomes:

On successful completion of this unit students will be able to:

- Critically evaluate the underpinning principles of pain management in relation to their practice area.
- Critically appraise the role of the multi-disciplinary team (doctors (including anaesthetists), nurses, clinical nurse specialists, pharmacists, operating department practitioners, paramedics, hospice team, and psychologists, social workers) in evidence based pain management using pharmacological methods.
- Critically appraise the role of the multi-disciplinary team in evidence based pain management using non-pharmacological methods.
- Critically evaluate the impact of the physiological, pharmacological and psychological factors upon pain management in a variety of settings.

For more information please contact Bernadette Devlin, Unit Leader 642927 or click here for an application form.

NEGOTIATED WORK RELATED PROFESSIONAL/CLINICAL SKILLS (OPTION UNIT)

Dates of course: Negotiated with Unit Leader

Length of course: Fourteen weeks in duration

Times of course: Supervision hours to be negotiated with allocated supervisor

Brief description:

This unit will enable the student to develop identified clinical skills with the support of their manager, a clinical mentor, and an academic supervisor.

Learning outcomes:

On successful completion of this unit students will be able to:

- Develop professional / clinical skills relating to their area of practice.
- Justify a rational, coherent critical review of learning achieved through in-service staff development activities.
- Explore the relationships between competencies demonstrated, underpinning theoretical constructs and practice contexts and the implications for healthcare and practice.
- Critically evaluate how in-service staff development activities have impacted on own work practice and/or environment where health/social care is provided.
- Critically analyse and evaluate the outcome of application of learning in the practice area to self and others.

For more information please contact Lyz Howard, Unit Leader 651426 or click here for an application form.

OLDER PERSON-CENTRED APPROACH IN PRACTICE (OPTION UNIT)

Dates of course: 5th, 11th & 25th April 2017
10th & 25th May 2017

Length of course: Fourteen weeks in duration

Times of course: 30 hours direct teacher content, of ten three-hour sessions (or five full days)

Venue: Keyll Darree

Brief description:

Participants will be enabled to develop and maintain an older person-centred approach to their practice through their engagement with learning that has older people as its focus.

Learning outcomes:

On successful completion of this unit students will be able to:

- Critically evaluate the situation of older people in contemporary society, exploring the reality of older people's lives.
- Critically analyse the evidence base and theories pertinent to older people.
- Critically evaluate the range of influences that impact on an older person's health and well-being.
- Critically evaluate their own practice and that of others in relation to care of the older person.
- Critically analyse the nature and impact of age discrimination on a range of vulnerable older people in society.

For more information please contact Lyz Howard, Unit Leader 651426 or click here for an application form.

PSYCHOSOCIAL APPROACHES IN RECOVERY AND REHABILITATION (OPTION UNIT)

Dates of course:	To be determined
Length of course:	Fourteen weeks in duration
Times of course:	30 hours direct teacher content, of ten three-hour sessions (or five full days)
Venue:	Keyll Darree

Brief description:

This unit will introduce the key principles of psychosocial approaches within a recovery and rehabilitation model and examine the notion of working collaboratively with individuals.

Learning outcomes:

On successful completion of this unit students will be able to:

- Critically analyse the evidence base and key drivers to psychosocial approaches in contemporary practice.
- Critically review the concept of recovery and rehabilitation and the implications for professional practice.
- Critically appraise the key features of psychosocial approaches to care.
- Critically reflect upon the application of skills to enhance engagement and foster motivation for change.
- Critically analyse the nature of relapse and relapse prevention strategies.

For more information please contact Mark Haith, Unit Leader 642928 or click here for an application form.

PUBLIC HEALTH IN PROFESSIONAL PRACTICE (OPTION UNIT)

Dates of course: To be determined

Length of course: Fourteen weeks in duration

Times of course: 30 hours direct teacher content, of ten three-hour sessions (or five full days)

Venue: Keyll Darree

Brief description:

Participants will be able to develop their public health and health promotion role within their practice area through the engagement of learning that has a public health or health promotion focus.

Learning outcomes:

On successful completion of this unit students will be able to:

- Critically analyse the determinants of health and well-being of individuals, communities and populations.
- Critically revise the evidence base and theories underpinning public health and health promotion and evaluate the relevance of this knowledge to their own practice.
- Critically analyse health inequalities and strategies aimed at their reduction.
- Critically evaluate public health policy and public health and health promotion strategies at a local, national, international and global level.
- Critically analyse their own practice and that of others in relation to their public health and health promotion role.

For more information please contact Donna Hart, Unit Leader 642926 or click here for an application form.

CLINICAL LEADERSHIP PROGRAMME (OPTION UNIT)

Dates of course: To be determined

Length of course: Fourteen weeks in duration

Times of course: To be determined

Venue: To be determined

Brief description:

This unit will develop the leadership skills of health / social care practitioners enabling them to deliver high quality, patient-centred, evidence-based care within their day-to-day practice.

Learning outcomes:

On successful completion of this unit students will be able to:

- Analyse their capabilities of self-management in personal and professional practice.
- Critically reflect upon their ability to build, develop and manage effective relationship with both their team and their other colleagues.
- Critically reflect upon a focussed approach to patient / client care.
- Critically review relevant internal external networks.
- Critically review the political environment in which they work.

Further criteria for each of these outcomes is available within the RCN leadership information.

In the first instance, please contact Cathie Quine (catherine.quine@gov.im) for dates, applications and more information. Catherine Black is the Unit Leader and can be contacted on 642927.

THE APPLICATION OF A COGNITIVE BEHAVIOURAL APPROACH IN PROFESSIONAL PRACTICE (OPTION UNIT)

Dates of course:	9th, 16th, 22nd & 30th May 2017 6th June 2017
Length of course:	Fourteen weeks in duration
Times of course:	30 hours direct teacher content, of ten three-hour sessions (or five full days)
Venue:	Keyll Darree

Brief description:

This unit will introduce students to the key feature of a cognitive behavioural approach. It will focus on the application of knowledge and skills within a practice context.

Learning outcomes:

On successful completion of this unit students will be able to:

- Critically appraise the characteristics of a cognitive behavioural approach.
- Critically analyse the evidence base for a range of cognitive behavioural approaches.
- Critically review the core qualities and skills required by the professional when using a cognitive behavioural approach.
- Critically evaluate the nature of assessment and formulation within a cognitive behavioural approach.
- Critically review and apply a range of cognitive behavioural interventions within own professional practice.

For more information please contact Mark Haith, Unit Leader 642928 or click here for an application form.

THE REFLECTIVE PRACTITIONER IN HEALTH AND SOCIAL CARE (OPTION UNIT)

Dates of course: April 2018

Length of course: Fourteen weeks in duration

Times of course: 30 hours direct teacher content, of five full days

Venue: Keyll Darree

Brief description:

This unit will equip the practitioner with the knowledge and skills that will enable them to engage in reflective practice pertinent to their practice area.

Learning outcomes:

On successful completion of this unit students will be able to:

- Justify the selection of reflective approaches to the development of critical thinking relating to own identity, professional practice and organisational culture.
- Critically analyse methods of reflection to consider their suitability for self-study to guide professional practice.
- Critically appraise how reflexivity can inform enquiry into personal and professional practice.
- Critically evaluate the ethical, political and financial consequences of promoting reflective practice for the individual, profession and organisation.

For more information please contact Bernadette Devlin, Programme Leader, 642927 or click here for an application form.

WOMEN'S HEALTH AND WELLBEING (OPTION UNIT)

Dates of course: Not scheduled

Length of course: Fourteen weeks in duration

Times of course: 30 hours direct teacher content, of ten three-hour sessions (or five full days)

Venue: Keyll Darree

Brief description:

Participants will be enabled to develop and enhance their practice by exploring current issues and the underpinning evidence base relating to the delivery of women's health care across the age continuum.

Learning outcomes:

On successful completion of this unit students will be able to:

- Critically appraise women's position in contemporary society, exploring the reality of women's lives.
- Critically evaluate the evidence base and theories pertinent to women's health and wellbeing.
- Critically evaluate the Biopsychosocial, political and economic influences that impact on women's health and wellbeing.
- Critically analyse biological, psychological, sociological, political and economic challenges to women's health and wellbeing throughout the lifespan.
- Critically reflect upon their own practice, the practice of others and organisational practices relating to the care of women.

For more information please contact Lyz Howard, Unit Leader 651426 or click here for an application form.

The whole programme comprises of 2 mandatory core units (totalling 60 credits) and the opportunity for students to choose 3 further option units (60 credits), totalling 120 credits.

If you would like any further information about the programme or units please contact the Programme Leader, Bernadette Devlin on 642927 or email bernadette.devlin@gov.im

MULTI-PROFESSIONAL SUPPORT OF LEARNING AND ASSESSMENT IN PRACTICE

Delivered in partnership with University of Chester

Dates of Programmes: 2nd, 9th, 16th, 23rd, 30th March 2017
6th, 13th, 20th, 27th April 2017
4th, 11th, 18th, 25th May 2017
1st, 8th June 2017

Length of course: Fifteen weeks

Times of course: 150 hours of which 40 hours are taught

Venue: Keyll Darree, Education and Training Centre

Brief description:

There is a requirement in health and social care settings for suitably qualified practitioners to support practice based learning and assessment (Health and Care Professions Council HCPC 2012, Nursing and Midwifery Council (NMC) 2008). This module brings together the knowledge, skills and values to enable practitioners to develop themselves and others within their practice area. The module will prepare appropriately qualified health and social care professionals to mentor and assess students in practice.

The module, offered annually, is at level 6 and attracts 20 level 6 credits. These credits can be utilised towards the BSc (Hons) Health and Social Care programme. The module participant will be assessed supporting this learner by an appropriately qualified mentor.

Pre-requisite: One year post health or social care related qualification

Co-requisite: Currently practising
If you are a registered nurse you will need to mentor a pre-registration nursing student during the module.

Aims:

- To enable practitioners working in a range of settings to develop their knowledge and skills in facilitating and assessing learning and practice.
- To enable practitioners to apply best evidence in practice to promote the development of self and others.

For more information, contact: Bernadette Devlin on 642927 or Donna Hart on 642926

NON-MEDICAL PRESCRIBING PROGRAMME

Delivered in partnership with University of Chester

Date of course: Dates to follow

Venue: Keyll Darree, Education and Training Centre

Brief description:

The programme is multi-professional and leads to:

- Registration as a V300 Extended / Supplementary Prescriber with the NMC (Nurses); or
- Supplementary Prescriber with RSPGB (Pharmacists); or
- Supplementary Prescriber with HPC (Allied Health Professionals)

The programme will be provided by the University of Chester and managed by a lecturer within the Health and Social Care Team on the Island.

The programme utilises a multidisciplinary approach to learning including shared learning through contact days and generic blended learning web-based materials. University of Chester specialist staff will deliver the 11 contact taught days on Island. The distance learning web based material equates to 15 days and will be accessible on Island.

The students will also be required to undertake a minimum of 12 days (90) hours of prescribing practice supervised by an independent prescriber.

The programme attracts 40 credits at Level 6

Contact:

For further information and expressions of interest please contact:

- Donna Hart, Programme Manager 642926
- Anne Dancox, Programme Administrator 651422

BACHELOR OF NURSING (BN)

Date of course: Commenced September 2015

Length of course: Three years

Times of course: 9.00 – 17.00 hrs Monday to Friday

Venue: Keyll Darree, Education and Training Centre

Entry Requirements:

UCAS points:	A minimum of 260 - 300 UCAS points from GCE A Levels or equivalent
BTEC:	BTEC National Extended/Diploma: DMM-DDM (Distinction/Merit Profile)
OCR:	OCR National Extended/Diploma: Merit/Distinction Profile
Irish/Scottish Highers:	B in 4 subjects
International Baccalaureate:	28 points
QAA:	QAA recognised Access to HE Diploma: 60 credits to achieve Access to HE Diploma, of which 45 credits must be at Level 3 with all Level 3 units awarded at Merit.
Others	Open College Units or Open University Credits The Advanced Diploma: acceptable on its own Welsh Baccalaureate (core) will be recognised in our tariff offer.
Extra Information:	All applicants must have English and Maths at GCSE grade C or above, or equivalent qualification. Students must also have evidence of recent academic study (within five years of commencement of the programme). **Please note we will not be accepting Level 2 Key Skills/Functional Skills**.

Applications:

Courses commence each September and advertisements inviting applicants for the course will be placed in the local newspapers. If your application is successful you will be invited to attend the

selection process. Applications are welcome from those with predicted grades who are awaiting examination results.

NB: Those individuals who may require Disability Support need to seek guidance from the appropriate programme leader prior to application about the requirements of the programme.

How Do I Apply?

Informal discussions can be arranged through the Programme Administrator telephone number 01624 642933.

Applications are invited annually for Adult Field and alternate years for Mental Health Field (next Mental Health Field intake will be 2016) through an advert in the local newspapers approximately 8 months prior to the start date (January/February). There will be 10 Adult Field places annually and 6 Mental Health Field places alternate years.

Overview of Programme

Modules BN	Credits
Year 1 – CFP	120 Total
NM4 200 (Practice Learning 1)	**40**
NM4 201 (Developing Skills for practice)	**20**
NM4 202 (Learning to be a professional)	**20**
NM4 203 (Understanding health of individuals across the lifespan)	**20**
NM4 204 (Determinants of health and wellbeing)	**20**
Year 2	120 Total
NM5 200 (Practice Learning 2)	**40**
NM5 201 (Enhancing skills for practice)	**20**
NM5 202 (Research, teaching and leadership for professional practice)	**20**
NM5 203 (Field specific nursing practice [Adult])	**20**
NM5 207 (Field specific nursing practice [Mental Health])	**20**
NM5 204 (Enhancing health and wellbeing across populations)	**20**
Year 3	120 Total
NM6 400 (Practice Learning 3)	**40**
NM6 401 (Skills for registration)	**20**
NM6 402 (Preparing for future practice)	**20**
NM6 403 (Managing complexities in care delivery [Adult])	**20**
NM6 407 (Managing complexities in care delivery [Mental Health])	**20**
NM6 404 (Critical perspectives in health and social care)	**20**

Assessments:

Each module carries a theoretical and practice assessment

Award:

The awarding university is University of Chester

Further information:

The health of successful candidates will be assessed to establish fitness to undertake nurse education and a Criminal Records Bureau clearance is carried out for all candidates.

A bursary award (currently £5,000) is provided by the DHSC. This bursary increases annually in line with the Nurses Pay award.

This award is paid monthly by BACS into your bank account.

Should you have any queries or require further information please contact:

- Catherine Black, Adult Field Programme Leader on 642929 or email catherine.black@gov.im
- Mark Haith, Mental Health Field Programme Leader on 642928 or email mark.haith@gov.im

For an application form or an information pack please contact the programme administrator on 642933 or email alison.wood@gov.im

You could also visit our website: www.gov.im/nursetraining

RETURN TO PRACTICE

Anyone wishing to make enquiries about this programme should contact the person detailed below:

- Bernadette Devlin on 642927 or email bernadette.devlin@gov.im

  Commencement dates annually February and August.

PROTECTION AND CARE

APPLIED SUICIDE INTERVENTION SKILLS (ASIST)

Date of course: 26th June 2017
15th November 2017

Length of course: Two days

Time of course: 08.45 to 17.00

Venue: The Lodge

Designed for: Open access

Brief description:
ASIST is designed to help all care givers become more willing, ready and able to help a person at risk of suicide. Just as 'CPR' skills make physical first aid possible, training in suicide intervention develops the skills used in suicide first aid. ASIST is a two day intensive, interactive and practice dominated course designed to help care givers recognise risk and learn how to intervene to prevent the immediate risk of suicide.
The workshops are suitable for all care givers (any person in a position of trust) and will focus on the needs of the Isle of Man.

Learning outcomes:

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

- Outline the main concepts of the ASIST model, Connecting, Understanding and Assisting.
- Develop an increased awareness of their own attitudes towards suicide and develop an understanding of the possible impact their attitudes may have on an intervention process.
- Develop an understanding of the intervention needs of a person a risk.
- Recognise individuals at risk of suicide and develop safe plans to reduce the risk of suicide.
- Practice using the ASIST model through observation and supervised simulation experiences in large and small groups.

- Demonstrate an increased knowledge about locating resources available for a person at risk on the Isle of Man.
- Have an opportunity to network and become part of the islands increasing group of ASIST trained care givers.
- Increase their confidence, competence and their level of comfort when dealing with an individual at risk of suicide.

A Certificate of Attendance will be issued.

Applications:
Please register at http://iomscbtraining.co.uk/ to view course dates and apply for a place.

BREASTFEEDING TRAINING FOR HEALTH PROFESSIONALS

Date of Course 1: 21-Jun-16 and 28-Jun-16

Date of Course 2: 25-Oct-16 and 8-Nov-16

Date of Course 3: 23-Feb-17 and 9-Mar-17

Date of Course 4: 20-Jun-17 and 27-Jun-17

Length of course: Two non-sequential days

Venue: Keyll Darree

Designed for: For anyone working with Mums and Babies

Brief description:

Two days of training on how to support mums with breastfeeding, and how to troubleshoot problems. There are 15 Places available and you must be able to attend both days of the course.

Please Contact:

Nicole Hara 656030 nicole.hara@gov.im or

Barbara Roberts 650030 barbara.roberts@gov.im

CAPACITY - WHAT YOU NEED TO KNOW

Date of course:

Day	**Date**
Friday	24th March 2017
Thursday	27th April 2017
Wednesday	14th June 2017
Monday	17th July 2017
Friday	15th September 2017
Tuesday	17th October 2017
Thursday	30th November 2017

Length of course: One Day

Time of course: 9.15 prompt -16.30 (arrive for coffee at 9.00am)

Venue: The Lodge

Designed for: Professional DHSC staff who work directly with people who lack Capacity or who co-ordinate services for those who lack Capacity.

Brief description:

This workshop helps staff to gain an understanding of the legal framework for delivering care and treatment to Adults without Capacity. It is an interactive day with the opportunity to look at Case studies and practice using tools to support practice.

Learning outcomes:

- To enhance the care of people who lack Capacity
- To introduce new tools to support practice in caring for people who lack Capacity
- To give staff an opportunity to practice using these tools in a training environment

Numbers will be limited so advance booking is required.

For more information please contact 686645 or click here for an application form

CRISIS PREVENTION INSTITUTE: DEMENTIA CAPABLE CARE: BEHAVIOURS (DCC:B)

Date of course:

15th to 16th February 2017
8th to 9th May 2017
26th to 27th June 2017
29th to 30th August 2017
12th to 13th October 2017
18th to 19th December 2017

Length of course: Two days

Time of course: 9.00 – 16.45

Venue: The Lodge

Designed for:

All staff employed within the DHSC who deal with older individuals who have dementia and may display aggressive or violent behaviours.

Brief description:

This course is designed to provide you with the knowledge and skills required to de-escalate a potentially aggressive or violent situation when dealing with an older individual who has dementia or cognitive impairment. It focuses mainly on appropriate verbal intervention methods but does involve some physical intervention in the form of personal safety techniques.

Award:

This course is accredited by the CPI and a certificate will be issued for those who actively participate and complete a brief post-test.

Numbers will be limited so advance booking is required.

For further information please contact 642925 or click here for an application form

MAPA – Management of Aggressive and Potentially Aggressive Behaviour (De-Escalation Training)

Date of course:

6th March 2017
2nd May 2017
10th July 2017
14th September 2017
9th November 2017

Length of course: One Day (further attendance is required within 2 years to maintain certification)

Time of course: 9.00am – 5.00pm

Venue: The Lodge, Strang

Designed for: Any staff member employed within the DHSC or those who are exposed to potentially aggressive or violent situations at work

Brief description:

This training is designed to provide you with the knowledge and skills required to de-escalate a potentially aggressive or violent situation. It focuses mainly on appropriate verbal intervention methods but does involve some physical intervention in the form of personal safety techniques.

Award:

This course is accredited by the Crisis Prevention Institute and a certificate will be issued for those who actively participate and complete a brief post-test.

Numbers will be limited so advance booking is required.

For further information please contact 642925 or click here for an application form.

Please note: This course was previously named Non-Violent Crisis Intervention (de-escalation) Training.

DIPLOMA IN HEALTH OR HEALTH AND SOCIAL CARE - LEVEL 2

Date of course: On Application

Length of course: Five Days - Day Release - 30 hours for Modular Course. Determined by prior experience and level of competency to be achieved

Time of course: 9.00 - 12.30 and 13.30- 16.00

Venue: Keyll Darree, Education and Training Centre

Designed for: The course is available to all Health Care Assistants employed by the Isle of Man Health Services and satellite-centres (private sector) attached to the DHSC Education and Training Centre who are undertaking the Level II QCF City and Guilds Diploma.

Brief description:

This course recognises prior learning and experience gained in the workplace; the QCF award is a nationally recognised and accepted qualification. The QCF is awarded through City and Guilds and has pre-determined competencies and learning outcomes. The programme is designed to provide the underpinning knowledge required to comply with the National Occupational Standards for Care, or its equivalent.

Learning outcomes:

The Health Care Assistant will be provided with the necessary underpinning knowledge and be assessed in the workplace to recognised National Occupational Standards.

Assessment:

Formative and Summative. The Health Care Assistant is assessed in the work environment and has to achieve the relevant competencies/learning outcomes.

Awards:

City and Guilds - QCF Level 2 Diploma in Health and Social Care
QCF Level 2 Diploma in Clinical Healthcare Support
QCF Level 2 Certificate in Pharmacy Service Skills

NB The QCF is about recognising achievement, through the award of credit, for units and qualifications, and will provide more flexible routes to full awards.

For further information, please contact Voirrey Kewley on 642936.

DIPLOMA IN HEALTH OR HEALTH AND SOCIAL CARE LEVEL 3 WORKSHOPS

Date of course: On Application

Length of course: Eight Days x ½ Day Release

Time of course: 13.00 - 16.30

Venue: Keyll Darree, Education and Training Centre

Designed for: Health Care Assistants who are working towards QCF Level 3 Diplomas.

Brief description:

The above workshops are aimed at providing the underpinning knowledge for Diplomas in Health or Health and Social Care Level 3 or its equivalent.

Learning outcomes:

The candidate will be provided with the necessary underpinning knowledge and will be assessed against National Occupational Standards in the workplace.

Assessment:

Formative and Summative. The Health Care Assistant is assessed in the clinical environment in order to achieve the relevant competencies/learning outcomes.

Awards:

City and Guilds	QCF Diploma in Clinical Healthcare Support Level 3
	QCF Diploma in Allied Health Profession Support Level 3
	QCF Diploma in Perioperative Support Level 3

NB The QCF is about recognising achievement, through the award of credit, for units and qualifications, and will provide more flexible routes to full awards.

For further information, please contact Voirrey Kewley on 642936.

DIPLOMA IN LEADERSHIP FOR HEALTH AND SOCIAL CARE SERVICES LEVEL 5

Date of course: On Application

Length of course: Eight days – (recognised prior learning (RPL) may be given and may be linked to the ILM course for underpinning knowledge)

Venue: Keyll Darree, Education and Training Centre

Designed for:

This course is aimed at registered nurses, qualified practitioners and managers in health and social care.

Brief description:

This course is offered through City and Guilds (London). The Leadership for Health and Social Care Services Award is designed to cover a wide range of service led roles and pathways. These National Occupational Standards have been designed to improve the quality of service provided to patients, clients and carers.

The award includes a number of units related to management of a care service, the assessment of individuals' needs and the planning of packages of care to meet those needs. It brings together and recognises the mix of advanced practitioner work functions with first-line management responsibilities.

Assessment:

The selection of option units should be based on a discussion between the candidate and their manager about the candidate's present and future work role. The outcomes of this discussion can then be used to identify which of the option units are most suitable.

Award:

City and Guilds (London) - QCF Diploma Level 5 in Leadership for Health and Social Care Services

N.B. The QCF is about recognising achievement, through the award of credit, for units and qualifications, and will provide more flexible routes to full awards.

For further information, please contact Voirrey Kewley on 642936.

HEALTH CARE ASSISTANT INTRODUCTORY TRAINING

Dates of course: On Application

Length of course: Three Days

Times of Course: 9.00 – 17.00

Venue: Skills Lab 2 / Keyll Darree

Designed for: Newly Appointed Health Care Assistants including Bank Staff

Brief description:

This incorporates Risk Assessment, Oral and Personal Hygiene, Food Hygiene and Nutrition, Basic Life Support, Moving and Handling, Transforming Care, Record Keeping, Observations of Care, Privacy and Dignity, Fire Training and Infection Control.

Evidence of completion can be used for QCF Health and Social Care. The programme covers fundamental and mandatory training for Health Care Assistants.

If you would like more information or an application form, please contact:

Jayne Kerruish, Patient Services Development Manager on 650763 or by email: jayne.kerruish@gov.im.

INTENSIVE INTERACTION: INDUCTION TRAINING

Dates of course: On Application

Length of course: Half-day workshop

Times of course: Morning or afternoon

Venue: Eastcliffe Resource Centre

Brief description:

The Induction Training is a new initiative in introducing Intensive Interaction to staff who have had little training in using this approach. The pack is designed to give staff an initial overview of the socially interactive approach of Intensive Interaction, a preliminary insight into what II consists of, why we might use it and who we might use it with.

The Induction Training consists of a half-day workshop. The training will be facilitated by a knowledgeable practitioner and / or II tutor.

Course content:

- What is Intensive Interaction and why do we do it?
- Who is Intensive Interaction for?
- How do we do Intensive Interaction?
- Working with people
- What you can do next

Please note: for staff groups of 6 or more, bespoke training can be arranged in your work place. Please contact to discuss your needs.
Your trainer for these sessions:

Jan Gordon, Specialist Speech and Language Therapist, Clinical Lead for SLT Learning Disabilities, Advanced Practitioner and Tutor for Intensive Interaction.

Please contact Jan Gordon for further details or to register your interest in the induction package. Jan.Gordon@gov.im.

INTENSIVE INTERACTION PRACTITIONER PROGRAMME

Dates of course: On Application

Length of course: 5 afternoon sessions

Brief description:

This course will be of interest to staff of all disciplines who work with adults and children with severe learning difficulties, including social care staff, teachers and assistants, nurses, staff from voluntary organisations, therapists and indeed patients and other carers.

The focus is on the communication needs of people who have not achieved use or perhaps understanding of speech and may be 'difficult to reach' in various ways. Intensive Interaction is an approach where the member of staff is seen as the main teaching resource, using personal qualities of face, voice and body language to involve the learner in progressive sequences of interactive activities.

These activities provide the person with learning difficulties the opportunity to learn the pre-speech fundamentals of communication such as enjoying being with another person, giving sustained attention, turn-taking, use and understanding of eye contacts, facial expressions, body language and non-verbal signalling. The course will include extensive use of video examples. Comprehensive hand-outs will be given. Course members should expect to work in a warm, humorous and supportive atmosphere.

Course content:

- the development of Intensive Interaction
- how people learn to communicate and relate in infancy
- the fundamentals of communication
- the principles of Intensive Interaction
- how to do Intensive Interaction
- organising work on Intensive Interaction
- record-keeping and documentation
- issues: age appropriateness, challenging behaviours, physical contact, teamwork, ethics, emotional bonding / professional objectivity.

Course delivery: This course will run over five afternoon sessions. Participants will be expected to attend all five sessions and also schedule a visit from Jan to their place of work for a 'live' tutorial. Also, each course member will bring videos of their own Intensive Interaction sessions to the two

further workshops for group feedback and will keep a written logbook on their sessions. Collaborative review of these videos comprises a major aspect of course content, both in terms of learning II technique by reflection and evaluation together and in terms of the course members satisfactorily demonstrating their abilities.

Target Group

- Staff members who have daily contact with pupils / service users
- Staff members who enjoy working closely with the pupils / service users
- Staff members who are prepared to give full participation to the course, to contribute to discussion, analysis and all other course processes
- Preferably, course members will already have had some experience in using Intensive Interaction, however this is not a pre-requisite for attendance.

Please contact Jan Gordon for further details or to register your interest in the induction package. Jan.Gordon@gov.im.

Numbers will be strictly limited to twenty and will be allocated on a 'first-come-first-served' basis.

MAKING A DIFFERENCE AT THE POINT OF CARE

Date of course: On Application

Length of course: 2 days followed by ½ day 4-6 weeks later

Times of course: Day One: 09:00 – 16:00 Day Two: 09:00 – 13:00

Designed for:

Suitable for all disciplines: Registered Nurses, Health Care Assistants, Allied Health Professionals, Housekeepers, Secretaries, Porters, Switchboard telephonists, Catering Staff. All bands up to and including band 6.

Brief description:

Making a Difference at the Point of Care is about the impact your work has on the patients / service users / clients and their families, carers and members of the public. It takes a lot of people, each doing their own job well, and working together as a team to provide care and service.

Making a Difference at the Point of Care will help you to:

- Be clear about your role and responsibilities and those of others who work around you
- Appreciate what you bring to the team and what others contribute
- Discuss responsibilities that we all share
- Become a better team member by learning to communicate in a way that others understand
- Get others on board with your ideas
- Find things that you can change and work with others to make those changes. Small changes have a big impact
- Understand what it is like to be a patient or visitor and make that experience better for them.
- Feel good about your work

The workshops will provide a number of practical tools that you can use back in your area. It also gives you time out to think about and discuss things in relation to practice and service delivery. After the first one and a half days workshop, you will be asked to make a change in your workplace. When you come back for the final half day, which will be approximately 4 – 6 weeks later, you will be asked to share your experience with others so that everyone learns together.

For further information, please contact the course facilitator: Cathie Quine 650234 or email catherine.quine@gov.im

NAIL CARE AND FOOT HYGIENE TRAINING

Dates of course: Dates to follow

Length of course: Three hours

Times of Course: 9.30 – 12.30 or 13.30 – 16.30

Venue: Skills Lab 2

Designed for: All staff that are involved in caring for patients
(Residential, Nursing, Social Care Homes and Ward Staff)

Brief description:

The course has been designed to instruct the carer in the importance of foot health and nail and foot care. The first part of the session deals with the theory relating to the foot and its pathology. The second part of the session is practical involving toenail cutting technique and foot hygiene.

Participants are advised to allow their own toenails to grow and remove nail polish for the practical part of the training.

Course outcomes:

- Provides basic knowledge and skills required to fulfil foot care and hygiene needs
- Broadens the scope of practice resulting in a greater quality of care provided
- Contributes to the comfort and quality of life of the patient
- Enhances existing skills

For further information and dates of sessions please contact the Podiatry Department on 642652/642656.

PERSON-CENTRED DEMENTIA CARE PROGRAMME

Dates of course:

Module 1:

Day	Date	Time
Wednesday	5th April 2017	9.15-12.45
Friday	16th June 2017	9.15-12.45
Wednesday	9th August 2017	9.15-12.45
Monday	16th October 2017	13.00-16.30

Module 2:

Day	Date	Time
Tuesday	7th March 2017	9.15-12.45
Thursday	11th May 2017	13.00-16.30
Tuesday	18th July 2017	13.00-16.30
Thursday	14th September 2017	13.00-16.30
Friday	17th November 2017	9.15-12.45

Dementia and Learning Disability:

Day	Date	Time
Monday	19th June 2017	9.30-13.30
Monday	20th November 2017	9.30-13.30

Length of course: ½ day

Venue: The Lodge

Designed for: All staff working with people with dementia

Module One (Mandatory Module to be completed before any other Dementia Courses)

- What is Dementia? - types/causes/characteristics
- The experience of dementia- the perspective of the person
- Communication - barriers to and effective communication

Module Two Communication - challenging situations

- Dementia and the Social environment
- Living well with dementia

This is an interactive fully participative session all attendees need to be willing to take part in the exercises involved.

Dementia and Learning Disability

- Learning Disabilities and Dementia – the difference and the similarities
- Diagnosing Dementia – knowing the person
- Supporting a person with learning disabilities and dementia - from a person's perspective
- Communication - barriers to and effective communication

Learning outcomes:

- Participants will have an increased knowledge of the different types and characteristics of dementia.
- Participants will be able to understand and appreciate the difficulties experienced by people with dementia.
- Participants will have a better understanding of the skills necessary for effective communication.
- Participants will be able to identify additional sources of information and where to obtain further advice and support.

A certificate of Attendance will be issued.

For further information please contact 685645 or click here for an application form.

PROMPT Course Isle of Man

Dates of course: 2017 dates to be confirmed

Length of course: One Day

Times of Course: 8.00 – 18.00

Venue: Keyll Darree, Education and Training Centre - AM
Ante-Natal Clinic - PM

Designed for:

Midwives, Obstetric Doctors and Consultants, General Theatre Team, Night Managers, A and E Staff, Maternity Care Assistants, NNU Staff and Paramedics

Brief description:

This is a training course for all professionals and staff involved in maternity emergencies. The course is very intensive consisting of presentations, workshops and team working for obstetric emergencies such as: maternal arrest, eclampsia, obstetric haemorrhage and much more.

For further information please contact:

Sue Kirk on 650273 or email: susan.kirk@gov.im
Tarun Ghosh on 650000 or email: tarun.ghosh@gov.im

Resuscitation Courses

Dates of courses: On Application

Acute Life Threatening Events, Recognition and Treatment (ALERT)

ALERT is a nationally recognised one day multi-professional course for registered practitioners focusing on the early recognition and treatment of deteriorating patients in hospital.

Advanced Life Support (ALS and E-ALS)

The ALS is a one day Course accredited by the Resuscitation Council (UK). The course is suitable for medical staff, registered practitioners working in critical care areas.

Advanced Paediatric Life Support (APLS)

The APLS course is a 2 day course accredited by the Advanced Life Support Group. The course is suitable for medical staff and registered practitioners working with children or in critical care areas.

Advanced Trauma Life Support (ATLS)

ATLS is a three day course accredited by the Royal College of Surgeons. The course is suitable for medical staff in surgical, trauma and AandE departments. There are also four observer places available for registered practitioners working in critical care area.

Basic Life Support and Automated External Defibrillation (BLS and AED)

BLS and AED training is a 2 hour session which is mandatory annually for DHSC staff working in Noble's Hospital.

Bedside Emergency Assessment Course for HCA's (BEACH)

BEACH is a half-day course focused on recognising clinical signs of deterioration and the importance of proactive communication with colleagues. BEACH is suitable for Health Care Assistants and Senior Health Care Assistants working in a hospital ward setting.

Ill Medical Patients Acute Care and Treatment (IMPACT)

IMPACT is a two day course accredited by the Royal College of Physicians. It is suitable for medical staff working in acute medicine. There are also 4 observer places available for senior, experienced registered practitioners.

Immediate Life Support (ILS)

ILS is a one day course accredited by the Resuscitation Council (UK). This course is mandatory for some groups of registered practitioners working within identified areas of the Health Service.

NEWBORN LIFE SUPPORT (NLS)

NLS is a one day course accredited by the Resuscitation Council (UK). This course is suitable for medical staff and registered practitioners who are working or have an interest in neonates or obstetrics.

PAEDIATRIC LIFE SUPPORT (PLS)

PLS is a one day course accredited by the Advanced Life Support Group. The course is suitable for medical staff, registered practitioners working with Children or in Critical care areas.

For further information and application forms for all resuscitation courses listed above please contact the Resuscitation Department email: resus@gov.im

Resuscitation Department
Clinical Skills Centre
Keyll Darree

Direct Line: 01624 650082

Smoking Cessation Training

To access all of the smoking cessation training packages produced for the Isle of Man by the National Centre for Smoking Cessation and Training (NCSCT, London), click on the following link

elearning.ncsct.co.uk/iom

The Isle of Man unique website has been licensed and funded by the Public Health Directorate, DHSC until 31/7/15. Please always use this Isle of Man specific link

More details are outlined below regarding the range of packages.

Very Brief Advice on Smoking

Brief intervention training programme developed by the National Centre for Smoking Cessation and Training (NCSCT, London, UK) on how to deliver brief advice to smokers. Designed particularly for Doctors, but useful for all health professionals. Involves a series of practical videos about how to do brief interventions and evidence for what is effective. Certificate provided on completion.

elearning.ncsct.co.uk/vba_IoM-launch

Very Brief Advice on Secondhand smoke: promoting smokefree homes and cars

A training module developed by the National Centre for Smoking Cessation and Training (NCSCT) on how to raise the issue of secondhand smoke exposure and promote smokefree homes and cars. Designed for all health professionals working with smokers and families. Involves a series of practical videos. Certificate provided on completion.

elearning.ncsct.co.uk/shs_vba_IoM-launch

Stop Smoking Medications

A brief training module is currently being developed by the National Centre for Smoking Cessation and Training (NCSCT) on stop smoking medications. Due to be launched autumn/winter 2014.

elearning.ncsct.co.uk/stop_smoking_medications_course-launch

Online Smoking Cessation Training and Assessment

Excellent online training programme developed by the NCSCT. An Isle of Man unique version has been licensed and funded by the Public Health Directorate until 31/7/15.

elearning.ncsct.co.uk/iom

Information about the programme:

The NCSCT Training and Assessment Programme includes all of the core competences (knowledge and skills) needed by stop smoking practitioners to help smokers to quit.

The training programme is built around evidence-based behaviour change techniques that provide an understanding of the factors involved in smoking and smoking cessation. It includes practical interventions that make a significant difference to the chances of your clients becoming permanent ex-smokers.

The training programme has been shown to increase practitioners' knowledge, develop their skills and lead to improved practice. The training programme includes all of the information that you need to pass the practitioner assessment and achieve full NCSCT certification.

Who is it for?

It has been developed for experienced practitioners who want to update or improve their knowledge and skills - as well as newcomers to the profession.

What does it involve?

The Training Programme takes approximately 8-10 hours to complete and it is recommended that practitioners do not try to complete it in one sitting. At the end of the training, you can then complete the 'Assessment of core knowledge and key practice skills'. This is an online test made up of several multiple choice questions.

Once you have successfully completed the Assessment, you can achieve full NCSCT certification as an accredited Stop Smoking Practitioner.

For more information about the programme:

Contact Anita Imberger, Health Psychologist and Tobacco Lead, Public Health Directorate, on 642404 or email: Anita.Imberger@gov.im

Mental Health Specialty Module

This is only available to NCSCT Certified Stop Smoking Practitioners who have completed the above training and passed the assessment. The specialty modules give practitioners working in specialised areas the additional knowledge and skills to work with particular groups of smokers.

http://elearning.ncsct.co.uk/iom
scroll down to 'Specialty courses for practitioners who have NCSCT Practitioner Certification' and click on 'Mental Health and Smoking Cessation'

Pregnancy Specialty Module

This is only available to NCSCT Certified Stop Smoking Practitioners who have completed the above training and passed the assessment. The specialty modules give practitioners working in specialised areas the additional knowledge and skills to work with particular groups of smokers.

http://elearning.ncsct.co.uk/iom
scroll down to 'Specialty courses for practitioners who have NCSCT Practitioner Certification' and click on 'Pregnancy and Smoking Cessation'

Care Pathway and Prescribing for Patients Admitted to Nobles Hospital Who Smoke

Designed for:

Nobles Hospital Staff (Health Care Assistants, Senior Health Care Assistants, Nurses and Doctors). Training is being provided as part of a 'Stop Smoking Interventions in Secondary Care' project first piloted in the Medical Directorate. This is being extended to the Surgical Directorate and pre assessment clinics in 2013/2014.Training for Nurses and Health Care Assistants(HCA's)

Designed for:
All Nurses and HCA's from Medical Directorate Wards. Training will be available later for Surgical Directorate Pre-Assessment clinic staff as well.

Training will cover:

- New Care Pathway - how and when to refer to Quit4You Stop Smoking Service (pathway
- for temporary abstinence whilst in hospital, and quit attempts)
- Brief interventions for smoking cessation - how to do it
- Nicotine Replacement Therapy products on Nobles Hospital formulary - practical session talking about what's useful and when

Training for Doctors

Designed for:

Being offered as part of the Foundation Doctors Training Programme.

Training will cover:

- New Care Pathway (that was piloted in Medical Directorate and extending to Surgical Pre-Assessment clinics)
- Nicotine Replacement Therapy (NRT) products on Nobles Hospital formulary
- What to prescribe and when
- How to complete Prescription Chart and Discharge Form when prescribing NRT

Courses will be arranged at suitable times for each ward.

To register your interest, or to arrange a course for your ward, please contact Anita Imberger, Tobacco Strategy Co-ordinator, Public Health Directorate, on 642404 or email: Anita.Imberger@gov.im.

VENEPUNCTURE AND CANNULATION SKILLS WORKSHOP

Date of workshops: On Application

Length of workshop: One Day

Times of workshop: 09.30 - 16.00

Venue: Skills Lab 1

Designed for: Registered Nurses and Health Care Assistants

(HCA's Venepuncture only – ½ Day)

Brief description:

This workshop offers theoretical and practical knowledge to develop competencies in relation to venepuncture and/or cannulation. The workshop covers legal issues, accountability, infection control, maintaining skills and competency, anatomy, physiology and equipment choice and selection. It also gives practical experience on simulators. It is a multi-professional workshop aimed at all health care professionals required to perform these procedures in clinical practice. Individuals who only wish to do either venepuncture or cannulation can be accommodated easily and will only practice that component.

Workshop outcomes:

1. To equip the practitioner with the knowledge and skills to develop competencies in relation to venepuncture and / or cannulation.

2. The workshop focuses on developing professional responsibility and accountability, minimising risks to the patient and improving standards of care.

Assessment:

This study day requires the completion of a pre-course workbook followed by post-course supervised practice and competency assessment document. This document will act as a reflective journal as well as a record of supervised practice and competence.

To apply for a place please contact:

Cathie Quine	650234	catherine.quine@gov.im
Graham Lloyd-Brandrick	650773	graham.lloyd-brandrick@gov.im

SAFEGUARDING ADULTS

ADULT PROTECTION (BASIC AWARENESS)

Dates of Course: See Applications section below

Length of course: Half day

Time of course: AM 09.15 to 13.00 (09.00 arrival for coffee)
PM 13.00 to 16.45 (12.45 arrival for coffee)

Venue: The Lodge

Designed for: Open access -All staff who work directly with Adults

Brief description:

This is an introductory half day course to raise awareness of safeguarding adults and develop an understanding of the safeguarding process and roles and responsibilities.

Learning outcomes:

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

- define abuse;
- outline the principle signs and symptoms of abuse;
- describe the roles and responsibilities for you, as an individual, and your organisation within the safeguarding process;
- demonstrate an understanding of the safeguarding process;
- effectively complete an Alert form; and
- implement an action plan for person-centred care in the safeguarding process

Applications:
Please register at http://iomscbtraining.co.uk/ to view course dates and apply for a place.

EQUALITY AND DIVERSITY AWARENESS

Date of course: 2017 dates to follow

Length of course: Two hours

Time of course: 10.00 – 12.00

Venue: The Lodge, Strang

Brief description:

This mandatory workshop explains concepts of Equality and Diversity and explores the concepts of discrimination.

Learning outcomes:

This course will clarify Manx legislation in terms of employment protection and service provision, Government Equal Opportunity Policy and will encourage participants to examine their own practice in relation to Equality and Diversity.

Award:

A Certificate of Attendance will be issued where requested.

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can apply for this course.

MULTI-AGENCY TRAINING – SUPPORTING VULNERABLE INDIVIDUALS EXPERIENCING MENTAL DISORDER

Date of course: 06th October 2017

Length of course: One Day

Time of Course: 09.15 -16.30 (coffee and registration from 09.00)

Venue: The Lodge

Designed for: Police, social workers, doctors, ambulance personnel, nurses, and other professionals providing support or care to individuals experiencing mental health crisis, whose presentation necessitates a multi-agency approach.

Brief description: Patients subject to the Mental Health Act or in mental health crisis are often at their most vulnerable. This workshop enables staff to gain an understanding of the legal framework for delivering collaborative care and treatment to those individuals. It is an interactive day, using case studies that focus on the role of the various Agencies involved.

Learning Outcomes:

To be able to recognise and develop an awareness of other professionals roles and statutory framework

To effectively explore the challenges faced across agencies

To be able to develop better initiatives and a more coordinated way of working between services

For further information or joining instructions please contact Jodi Pinckard on 01624 642843 or Jodi.Pinckard@gov.im

SAFEGUARDING CHILDREN

AN APPROPRIATE ADULT

Dates of Course: See Applications section below
Time: 09:30 – 16.30
Venue: The Lodge, Strang
Trainer: Victor Whiteside

Aim:
To prepare staff that have been asked to be an Appropriate Adult when accompanying a young or vulnerable person at a police station. At the end of the training participants should be familiar with all aspects of the role of an Appropriate Adult. Through knowledge gained, participants should have increased confidence in the role and be familiar with all aspects of Police procedure following the arrest of someone.

Learning Outcomes:
By the end of the training session participants will be able to outline and describe the following:

- The rights of an individual who is arrested.
- The Police Codes of Practice.
- What is meant by mentally vulnerable?
- Who is entitled to an Appropriate Adult?
- Who decides if someone is a mentally vulnerable adult?
- Who can/cannot be an Appropriate Adult?
- What is your role as an Appropriate Adult?
- What is a custody record and why I should insist on seeing it?
- What happens if you are called to the police station to act as an Appropriate Adult?
- What are my rights as an Appropriate Adult?
- When should I demand an Advocate – Can I decide?
- What is confidential? Rules on disclosure by detained person to Appropriate Adult?
- What if I have concerns over the health of someone in custody?
- Should I be present when detained person is speaking to Advocate?
- What happens during ID parades, house searches and do I need to be there?
- Intimate/strip searches – What is my role and how should they be completed?
- Finger prints and DNA samples – What is my role?

Target Audience:
Social Workers, Social Work Assistants, Care Providers, Outreach Workers and Youth Workers, Foster Carers, Youth Justice Team members, Residential Social Workers, staff who work with vulnerable adults and those with learning disabilities.

Pre-requisites:
Applicants should complete Child Protection Procedures Training before attending this course.

Applications:
Please register at http://iomscbtraining.co.uk/ to view course dates and apply for a place.

ASSESSMENT, ANALYSIS AND INTERVENTION IN SEXUAL ABUSE

Dates of Course: See Applications section below

Time: 09:30 – 16.30

Venue: The Lodge, Strang

Trainer: Martin Calder Associates

Aim:

To provide participants with a range of materials to enable them to understand and assess various areas subsumed within the Sexual Abuse umbrella and to start to develop capacity for analysis of information collected.

Learning outcomes:

- Identify the differences between Sexual Abuse assessments and other types of assessments.
- Differentiate between adults, young people and children who sexually abuse.
- Explore the differences and similarities between men and women who perpetrate Sexual Offences.
- Identify the key issues surrounding assessment of offenders with a learning disability.
- Provide a range of initial and core assessment frameworks for operational use.
- Introduce the concept of actuarial risk tools into our work and to provide several examples of these materials.
- Identify the problems associated with our intervention with non-abusing carers.
- Provide a holistic framework for assessing mothers whilst supporting and understanding them.

Target Audience:

Those who work regularly with children and young people and adults who are parents/carers including: Social Workers in Children and Families and all practitioners contributing to assessments of children in need, Adult Social Workers, Residential Social Workers, Family Centre Workers, Education Welfare Officers, Hospital, Community (including GPs and Practice Nurses) and Mental Health Staff, Police Officers, Teachers, Teaching Assistants, Educational Psychologists, Day Care Staff, Professional Youth Workers, Probation Officers and Mentors etc.

Pre-requisites:

Applicants should have completed the Level 2 Recognising Sexual Abuse training before attending this course.

Applications:

Please register at http://iomscbtraining.co.uk/ to view course dates and apply for a place.

AWARENESS AND INTERVENTIONS FOR SAFEGUARDING BABIES

Dates of Course: See Applications section below

Time: 09:30 – 16.30

Venue: The Lodge, Strang

Trainer: Linda Thompson

Aim:

- Raise awareness of the vulnerability of babies pre-birth and in early infancy and the multi-agency safeguarding responsibilities in assessment and interventions that promote safety and well-being.

Learning Outcomes:

- Describe the nature and impact of a range of family and parental stress factors on the development, safety and welfare of babies.
- Outline the pathways for effective early intervention including Child Protection processes that Safeguard babies and contribute to better health and welfare outcomes.
- Demonstrate and understanding of effective multi-agency interventions that keep babies safe and promote healthy development.

Target Audience:
Those who work regularly with children and young people and adults who are parents/carers including: practitioners contributing to assessments of children in need and children in need of protection, Social Workers and Social Work Assistants in Children and Families, Adult Social Workers, Residential Social Workers, Family Centre Workers, Education Welfare Officers, Hospital, Community (including GPs and Practice Nurses) and Mental Health Staff, Police Officers, Teachers, Teaching Assistants, Educational Psychologists, Day Care Staff, Professional Youth Workers, Probation Officers, and Mentors etc.

Pre-requisites:
Applicants should complete Basic Child Protection Awareness training before attending this course.

Applications:
Please register at http://iomscbtraining.co.uk/ to view course dates and apply for a place.

AWARENESS OF SAFEGUARDING CHILDREN AND YOUNG PEOPLE AGAINST SEXUAL EXPLOITATION

Dates of Course: See Applications section below

Time: 09:30 – 12:30

Venue: The Lodge, Strang

Trainer: Grainne Burns and Sue Coyle

Aim:

Raise Awareness of Child and Young People Sexual Exploitation

Learning Outcomes:

- Define Child and Young People Sexual Exploitation
- Identify Children and Young people who may be vulnerable
- Recognise indicators that a child may be at risk
- Outline strategies and interventions that are effective

Target Audience:

Social workers, Social Work Assistants, Care Providers, Outreach Workers and Youth Workers, Foster Carers, Youth Justice Team members, Residential Social Workers, staff who work with vulnerable adults and those with learning disabilities.

Pre-requisites:

Applicants should complete Child Protection Procedures Training before attending this course.

Applications:

Please register at http://iomscbtraining.co.uk/ to view course dates and apply for a place.

BASIC CHILD PROTECTION AWARENESS

Dates of Course: See Applications section below

Time: 09:30 – 15:00

Venue: The Lodge, Strang

Trainer: Sue Coyle

Aim:

To raise awareness of Child Protection within Safeguarding and identify roles and responsibilities of staff within the child protection process in the Isle of Man.

Learning Outcomes:

- Explore the subject of Child Protection, including values and attitudes.
- Have an understanding of the Child Protection responsibilities of organisations who work with and care for children, and the individuals who work with them.
- Recognise some common indicators of child abuse.
- Know what to do if you have a concern about a child's welfare, including making and keeping records and sharing information.
- Explore what constitutes a safer working environment.

Target Audience:

- Those who are in contact/work with children and young people and adults who are carers. These will be people who are in a position to identify concerns about maltreatment, including those which may arise from the use of the Common Assessment Framework (CAF). This includes for example, Childminders, Nursery Owners, Managers and Senior Staff, Education and Health Staff, Dentists, Police Officers and Emergency Services Workers, Probation Officers, Prison Officers, Adult Social Care Staff, Children's Residential Care and Family Centre Staff, Foster Carers, Counsellors, Family Court Advocates, Leisure and Sport Centre Staff, Housing Officers, Occupational Therapists, Senior Youth Support Workers and Club Officials.

- Members of this group have a responsibility to contribute to safeguarding and promoting the welfare of children in the community, but do not necessarily have specific organisational responsibility or statutory authority to intervene in the lives of children and their families. They require the skills and knowledge necessary to manage the interface between themselves and statutory agencies (if not employed in one) and where appropriate the child and family. They therefore need to understand the nature of worries about children's welfare and the systems in place to safeguard children from harm and promote their welfare.

Applications:
Please register at http://iomscbtraining.co.uk/ to view course dates and apply for a place.

Refresher Training:
If you have attended this course previously and require Refresher training, we can provide this via an eLearning package. Please contact the administrator on 687550 for further information.

CHILD PROTECTION PROCEDURES, CORE GROUPS AND CONFERENCES

Dates of Course: See Applications section below

Time: 09:30 – 16:30

Venue: The Lodge, Strang

Trainer: Sue Coyle

Aim:

- Introduce and examine the Isle of Man Safeguarding Children Board Child Protection Procedures for inter-agency working.
- Provide participants with overview of the purpose and content of Child Protection Conferences and Core Groups
- Clarify multi-agency roles and responsibilities.
- Identify best practice behaviour and skills that promote partnership and authoritative working with children with children, young people and their families.

Learning Outcomes:

- Describe own professional role and responsibility in Child Protection in respect of referral assessment and intervention, to protect children and young people from harm, abuse and neglect.
- Outline the content policy and legislative background of Child Protection processes.
- Describe the purpose of Case Conferences and Core Groups
- Define multi-agency roles and responsibilities in Case Conferences and Core Groups and skills for engaging effectively with children, young people and families subject to these processes.

Target Audience:

- Those who work regularly with children and young people and adults who are parents/carers including: Social Workers in Children and Families and all practitioners contributing to assessments of children in need, Adult Social Workers, Residential Social Workers, Family Centre Workers, Education Welfare Officers, Hospital, Community (including GPs and Practice Nurses) and Mental Health Staff, Police Officers, Teachers, Teaching Assistants, Educational Psychologists, Day Care Staff, Professional Youth Workers, Probation Officers, Mentors. Child Centred Organisation Owners and Managers, etc.

- This group have considerable professional and organisational responsibility for safeguarding and promoting children's well-being. They have to be able to act effectively on child welfare concerns. This group also needs to be able to work within an inter or multi-agency context.

Pre-requisites:
Applicants should complete Basic Child Protection Awareness training before attending this course.

Applications:
Please register at http://iomscbtraining.co.uk/ to view course dates and apply for a place.

CHRONOLOGIES: BUILDING POSITIVE CULTURES OF PRACTICE

Dates of Course: See Applications section below

Time: 09:30 – 16:30

Venue: The Lodge

Trainer: Martin Calder Associates

Aim: To explore the significance of history to grasp of the present and as influence of future potentials.

Learning Outcomes:

- To understand what Chronologies are, why they matter and who they are for.
- To know how and when to do Chronologies.
- Be able to use Chronologies as a key tool in assessment, unravelling the complexity of family dynamics and help to identify and address needs and risks.

Target Audience:

- Those who work regularly with children and young people and adults who are parents/carers including: practitioners contributing to assessments of children in need and children in need of protection, Social Workers and Social Work Assistants in Children and Families, Adult Social Workers, Residential Social Workers, Family Centre Workers, Education Welfare Officers, Hospital, Community (including GPs and Practice Nurses) and Mental Health Staff, Police Officers, Teachers, Teaching Assistants, Educational Psychologists, Day Care Staff, Professional Youth Workers, Probation Officers, and Mentors etc.
- This group have considerable professional and organisational responsibility for safeguarding and promoting children's well-being. They have to be able to act effectively on child welfare concerns. This group also needs to be able to work within an inter or multi-agency context.

Pre-requisites: Applicants should complete Child Protection Procedures Training before attending this course.

Applications:
Please register at http://iomscbtraining.co.uk/ to view course dates and apply for a place.

COURT SKILLS

Dates of Course: See Applications section below

Time: 08:30 – 16:30

Venue: The Courts and The Lodge, Strang

Trainer: Sue Coyle and Alison Quayle

Aim: Gain confidence and learn skills to deliver effective evidence in Court Proceedings

Learning Outcomes:

- Outline the structures of Isle of Man Courts
- Describe scope of their role and responsibility in terms of Court Proceedings
- Write or contribute sections to Court Reports
- Demonstrate awareness of Court Protocols and rules of giving effective evidence
- Action plan how to use the learning in the event of being requested to give evidence

Target Audience:

- Those who work regularly with children and young people and adults who are parents/carers including: Practitioners contributing to assessments of children in need and children in need of protection, Social Workers and Social Work Assistants in Children and Families, Adult Social Workers, Residential Social Workers, Family Centre Workers, Education Welfare Officers, Hospital, Community (including GPs and Practice Nurses) and Mental Health Staff, Police Officers, Teachers, Teaching Assistants, Educational Psychologists, Day Care Staff, Professional Youth Workers, Probation Officers, and Mentors etc.
- This group will likely be required to give evidence in Court Proceedings as a result of their work with children and families.

Pre-requisites: Places on this course are very limited and will be prioritised. Applicants should evidence their requirement for this course as much as possible within their application.

Applications:
Please register at http://iomscbtraining.co.uk/ to view course dates and apply for a place.

ENGAGING FATHERS IN CHILD PROTECTION

Dates of Course: See Applications section below.

Time: 09:30 – 16:30

Venue: The Lodge, Strang

Trainer: Tim Rumley and Tom Cole

Aim:

- To increase participants understanding of issues related to working with fathers (especially young fathers)
- To provide space for discussion to explore how to engage and work with fathers

Learning Outcomes:

- Define the context of fathers in child protection
- Explore the role of young fathers in families
- Outline fathers involvements in serious case reviews
- Develop engagement strategies for working with fathers

Target Audience:

Those who work regularly with children and young people and adults who are parents/carers including practitioners contributing to assessments of children in need and children in need of protection. For example Social Workers and Social Work assistants in Children and Families, Adult Social Workers, Residential Social Workers, Family Centre Workers, Education Welfare Officers, Hospital, Community (including GPs and Practice Nurses) and Mental Health Staff, Police Officers, Teachers, Teaching Assistants, Educational Psychologists, Day Care Staff, Professional Youth Workers, Probation Officers, and Mentors etc.

Pre-requisites:
Applicants should complete Child Protection Procedures training before attending this course.

Applications:
Please register at http://iomscbtraining.co.uk to view course dates and apply for a place.

FABRICATED AND INDUCED ILLNESS

Dates of Course: See Applications section below.

Time: 09:30 – 16:30

Venue: The Lodge, Strang

Trainer: Dr Christopher Bools

Aim:
Ensure that staff working with children and families are aware of their roles and responsibilities in cases of suspected Fabricated and Induced Illness, develop the skills to respond and work together effectively to protect Children and Young People.

Learning Outcomes:

- Outline the role and responsibilities when working with suspected cases of Fabricated and Induced Illness
- Identify and assess possible cases of FII
- Contribute effectively and in a child focused way to the assessment process in a multi-agency and multi-disciplinary context
- Recognise blocks and barriers to effective multi-agency working in this area and identify ways that they can be addressed. Outline some possible early interventions involving the non-abusing parent.

Target Audience:
Those in contact or working with children and families and adults who are parents or carers (for example, adult psychiatrists). Those who work regularly with children and families and adults who are parents or carers (for example, health visitors and teachers). Those who have a particular responsibility for safeguarding children (for example, child and family social workers, police in child abuse investigation units and paediatricians). Incredibly Caring is designed for the use of course participants who are front-line practitioners and managers in these three groups, as well as their middle and senior managers.

Pre-requisites:
Applicants should complete Child Protection Procedures training before attending this course.

Applications:

Please register at http://iomscbtraining.co.uk to view course dates and apply for a place.

INTERVENTIONS IN NEGLECT: LEARNING FROM RESEARCH

Dates of Course: See Applications section below.

Time: 09:30 – 16:30

Venue: The Lodge, Strang

Trainer: Martin Calder

Aim:
To develop staff knowledge of theory and research on the neglect of children and implications for prevention, assessment and intervention that promotes positive outcomes for children.

Learning Outcomes:

- Demonstrate an understanding of the relevant causal and contributory factors
- Critically appreciate the impact of neglect upon a child's physical, cognitive, emotional and social development
- Recognise the components of and tools appropriate in the assessment of child neglect
- Integrate their knowledge of child neglect with resilience theory to maximise the developmental outcomes for children
- Make informed decisions about strategies of intervention with neglectful parents within the context of their work
- Evaluate the knowledge obtained and exercise professional judgement as to its application to their practice with children and families from diverse backgrounds.

Target Audience:
Those who work regularly with children and young people and adults who are parents/carers including practitioners contributing to assessments of children in need and children in need of protection. For example Social Workers and Social Work assistants in Children & Families, Adult Social Workers, Residential Social Workers, Family Centre Workers, Education Welfare Officers, Hospital, Community (including GPs and Practice Nurses) and Mental Health Staff, Police Officers, Teachers, Teaching Assistants, Educational Psychologists, Day Care Staff, Professional Youth Workers, Probation Officers, and Mentors etc.

Applications:

Please register at http://iomscbtraining.co.uk to view course dates and apply for a place.

INTRODUCTION TO CHILD PROTECTION

Dates of Course: See Applications section below

Time: 19.00 – 21.00

Venue: The Lodge, Strang

Trainers: Sue Coyle

Aim:

To provide an introduction to Child Protection within Safeguarding.

Learning Outcomes:

- Explore the subject of child protection, including values and attitudes.
- Have an understanding of the child protection responsibilities of organisations who work with and care for children and the individuals who work with them.
- Recognise some common indicators of child abuse.
- Know what to do if you have a concern about a child's welfare, including making and keeping records and sharing information.

Target Audience:

- Those who are in contact/work with children and young people and adults who are carers. These will be people who are in a position to identify concerns about maltreatment, including those which may arise from the use of the Common Assessment Framework (CAF). This includes for example, Nursery Staff, Volunteers in Community Groups and Community Sports and Leisure Groups, Church and Faith Organisations, Leisure and Sport Centre Staff, Youth Support Workers.

- Members of this group have a responsibility to contribute to safeguarding and promoting the welfare of children in the community, but do not necessarily have specific organisational responsibility or statutory authority to intervene in the lives of children and their families. They require the skills and knowledge necessary to manage the interface between themselves and statutory agencies (if not employed in one) and where appropriate, the child and family. They therefore need to understand the nature of worries about children's welfare and the systems in place to safeguard children from harm and promote their welfare.

Applications:

Please register at http://iomscbtraining.co.uk to view course dates and apply for a place.

Refresher Training:

If you have attended this course previously and require Refresher training, we can provide this via an eLearning package. Please contact the administrator on 687550 for further information.

RECOGNISING SEXUAL ABUSE AND APPROPRIATE INTERVENTIONS

Dates of Course: See Applications section below

Time: 09:30 – 16:30

Venue: The Lodge, Strang

Trainer: Sue Coyle

Aim: To facilitate an understanding of Sexual Abuse within the context of Child Protection.

Learning Outcomes:

- Identify signs of Sexual Abuse and the impact on children and family dynamics.
- Demonstrate an understanding of the short and long term effects of Sexual Abuse.
- Demonstrate a knowledge of sex offending behaviours and models of offending.
- Demonstrate a knowledge of a range of evaluation tools to assist in multi-agency assessment.
- Identify a range of interventions relating to the specific needs of children.

Target Audience:

- All Practitioners and Managers who come into contact with children and families who want to build on their knowledge regarding multi-agency working where sexual abuse is an issue. Those who work regularly with children and young people and adults who are parents/carers including: Practitioners contributing to assessments of children in need, Social Workers and Social Work Assistants in Children and Families, Adult Social Workers, Residential Social Workers, Family Centre Workers, Education Welfare Officers, Education Staff, Hospital, Community (including GP's and Practice Nurses) and Mental Health Staff, Police Officers, Teachers, Educational Psychologists, Day Care Staff, Professional Youth Workers, Probation Officers Learning Support Assistants and Mentors etc.

- This group have considerable professional and organisational responsibility for safeguarding and promoting children's well-being. They have to be able to act effectively on child welfare concerns. This group also needs to be able to work within an inter or multi-agency context.

Pre-requisites: Applicants should complete Child Protection Procedures training before attending this course.

Applications:
Please register at http://iomscbtraining.co.uk to view course dates and apply for a place.

SAFEGUARDING CHILDREN IN DOMESTIC ABUSE

Dates of Course: See Applications section below

Time: 09:30 –16:30

Venue: The Lodge

Trainer: Michelle Walmsley

Aim: Raise awareness of the extent and impact of Domestic Abuse on families, children and young people and multi-agency assessment and intervention methods that safeguard.

Learning Outcomes:

- Outline a framework for understanding the nature of Domestic Abuse within our society and how it impacts on families.
- Identify risk factors for children and young people living with Domestic Abuse
- Describe multi-professional roles and the range of multi-agency interventions which improve outcomes for children and young people
- Practise assessing levels of risk and protective factors using risk assessment tools
- Outline the main tenets of best practice in Safeguarding where Domestic Abuse is a risk factor for children and the IOM Safeguarding Children Board practice guidance on working with Domestic Abuse

Target Audience:

Those who work regularly with children and young people and adults who are parents/carers including: practitioners contributing to assessments of children in need and children in need of protection, Social Workers and Social Work Assistants in Children and Families, Adult Social Workers, Residential Social Workers, Family Centre Workers, Education Welfare Officers, Hospital, Community (including GPs and Practice Nurses) and Mental Health Staff, Police Officers, Teachers, Teaching Assistants, Educational Psychologists, Day Care Staff, Professional Youth Workers, Probation Officers, and Mentors etc.

Pre-requisites: Applicants should complete Child Protection Procedures training before attending this course.

Applications:

Please register at http://iomscbtraining.co.uk to view course dates and apply for a place.

SAFEGUARDING CHILDREN WITH DISABILITIES

Dates of Course: See Application section below

Time: 09.30 – 12.30

Venue: The Lodge, Strang

Trainer: Carole Williams

Aim:

- To develop an awareness of safeguarding children and young people who have additional needs
- To enhance knowledge of Child Protection

Learning Outcomes:

- Identify the factors that lead to an increased risk of abuse
- Recognise the importance of direct and effective communication with children
- Be alert to indicators of abuse
- Be more confident in their ability to manage Child Protection concerns involving children with additional needs

Target Audience:

Those who are in contact/work with children and young people and adults who have additional needs. This includes for example Social Workers, Respite Support Workers, Education Staff, Nursery Staff, Volunteers in Community Groups and Community Sports and Leisure Groups, Church and Faith Organisations, Leisure and Sport Centre Staff, Youth Support Workers.

Applications:

Please register at http://iomscbtraining.co.uk to view course dates and apply for a place.

SAFEGUARDING FOR ADMINISTRATIVE STAFF

Dates of Course: See Applications section below

Time: 09:15 – 13:00

Venue: The Lodge, Strang

Trainers: Sue Coyle and Alison Quayle

Aim:

- To raise awareness of Safeguarding, and Adult and Child Protection.
- Identify the role of Administrative Staff within it.

Learning Outcomes:

- Identify the different types of child and adult abuse.
- Describe the Child and Adult Protection processes within Safeguarding.
- Outline own role within the Child and Adult Protection process.
- Referring concerns to appropriate body/person.

Target Audience:

Administrative staff who work in the areas where families in need and people in need of protection may be availing of Primary Health Education and Social Welfare Services. These may include: School Administrative Staff, Reception and Administrative Staff in GPs Surgeries and Counselling Services, DAT and Family and Children's Resource Centres. Administrative Staff who may come into contact with Vulnerable Adults, Reception staff, Administrators in Resource Centres, Caretakers, Gardeners, Porters and Patient/Residential Transport Drivers.

Applications:
Please register at http://iomscbtraining.co.uk to view course dates and apply for a place.

Refresher Training: If you have attended this course previously, and require Refresher training, we can provide this via an eLearning package. Please contact the administrator on 687550 for further information.

THROUGH THE KEYHOLE - VOICES IN PARTICIPATION

Dates of Course: See Applications section below

Time: 09:30 – 16:30

Venue: The Lodge, Strang Road, Braddan

Aims:

- Raise awareness of the experiences of Children & Young People who become looked after on the Isle of Man
- Develop an understanding of the impact of these experiences on children and young people and what helps to minimise adverse effects and maximise good outcomes.
- Identify own and organisational role in contributing to good practice in Corporate Parenting.

Learning Outcomes:

- Describe the knowledge base regarding how participation of looked after Children & Young People enables the voice of the child and young person to be heard.
- Outline good practice across services that support children & young people coming into care, from a child and young person's perspective.
- Identify the emotional impact on children and young people of the journey from before becoming looked after, experience of life in care through to leaving care and beyond.
- Identify each professional's responsibility as a Corporate Parent and demonstrate how the learning will inform Children's Services' development and delivery across the Isle of Man

Applications:
Please register at http://iomscbtraining.co.uk to view course dates and apply for a place.

UNDERSTANDING YOUNG PEOPLE WHO SELF HARM

Dates of Course: See Applications section below

Time: 09:30 – 16:30

Venue: Santon Professional Development Centre

Trainer: Emma McClean and David McClean

Aim: To increase staff awareness and understanding of suicidal and self-harming behaviour in young people.

Learning Outcomes:

- Have increased skills in dealing with young people presenting with suicidal and self-harming behaviour in a non discriminatory manner
- Have raised awareness regarding resources available for staff and the young person
- Understand the range of factors that may promote resilience in children and young people affected by self-harming behaviours

Target Audience:

- Those who work regularly with children and young people and adults who are parents/carers including: practitioners contributing to assessments of children in need and children in need of protection, Social Workers and Social Work Assistants in Children and Families, Adult Social Workers, Residential Social Workers, Family Centre Workers, Education Welfare Officers, Hospital, Community (including GPs and Practice Nurses) and Mental Health Staff, Police Officers, Teachers, Teaching Assistants, Educational Psychologists, Day Care Staff, Professional Youth Workers, Probation Officers, and Mentors etc.

- This group have considerable professional and organisational responsibility for safeguarding and promoting children's well-being. They have to be able to act effectively on child welfare concerns. This group also needs to be able to work within an inter or multi-agency context.

Pre-requisites: Applicants should complete Child Protection Procedures Training before attending this course.

Applications:
Please register at http://iomscbtraining.co.uk to view course dates and apply for a place.

UNDERSTANDING THRESHOLDS FOR INTERVENTION

Dates of Course: See Applications section below

Time: 10:00 – 13:00

Venue: The Lodge, Strang

Trainer: Amanda Barton

Aim:
To introduce the new thresholds document for referral into Social Care and the new early help model of care.

Learning Outcomes:

- Outline why thresholds are being introduced to children's services
- Describe how thresholds will operate
- Understanding the impact of thresholds on families
- Identify the impact of thresholds on services

Target Audience:
Those who work regularly with children and young people and adults who are parents/carers including practitioners contributing to assessments of children in need and children in need of protection.

For example Social Workers and Social Work assistants in Children & Families, Adult Social Workers, Residential Social Workers, Family Centre Workers, Education Welfare Officers, Hospital, Community (including GPs and Practice Nurses) and Mental Health Staff, Police Officers, Teachers, Teaching Assistants, Educational Psychologists, Day Care Staff, Professional Youth Workers, Probation Officers, and Mentors etc.

Applications:

Please register at http://iomscbtraining.co.uk to view course dates and apply for a place.

WORKING WITH CHALLENGING FAMILIES

Dates of Course: See Applications section below

Time: 09:30 – 16:30

Venue: The Lodge, Strang

Trainer: Dawn O'Neill

Aim:

- To facilitate discussion and address concerns in working with families resistant to involvement
- To consider lessons from practice and research
- To assist understanding of reasons for hostility or resistance
- To address the impact on workers engaged with difficult families
- To develop practical authoritative working ways with families to meet the needs of the child

Learning Outcomes:

- Outline lessons from serious case reviews
- Describe factors underlying hostility towards workers in families
- Understand the impact on worker
- Recognise a range of strategies for working with hostile families
- Identify best practice in multi-agency working
- Identify the barriers to making effective partnerships with families in the Child Protection system
- Describe the paths workers can take to avoid provoking hostility
- Outline strategies for working effectively with families where there is hostility

Target Audience:

Those who work regularly with children and young people and adults who are parents/carers including practitioners contributing to assessments of children in need and children in need of protection.

For example Social Workers and Social Work assistants in Children & Families, Adult Social Workers, Residential Social Workers, Family Centre Workers, Education Welfare Officers, Hospital, Community (including GPs and Practice Nurses) and Mental Health Staff, Police Officers, Teachers, Teaching Assistants, Educational Psychologists, Day Care Staff, Professional Youth Workers, Probation Officers, and Mentors etc.

Applications:

Please register at http://iomscbtraining.co.uk to view course dates and apply for a place.

WORKING WITH FAMILIES AFFECTED BY PARENTAL ALCOHOL PROBLEMS

Dates of Course: See Applications section below

Time: 09:30 – 16:30

Venue: The Lodge, Strang

Trainer: Viv Mumby

Aim: To increase the effectiveness of work with children and families not only within the Alcohol field but also Childcare, Social Work and Family Support and to provide an opportunity for skill sharing and relationship building across professional networks.

Learning Outcomes:

- Explore concepts of safe parenting and risk.
- Understand Child Protection concerns and statutory safeguarding processes.
- Utilise risk assessment tools and develop collaborative approaches for multi-agency working.
- Develop skills to work with problem drinking parents towards making sustainable changes.
- Develop Holistic approaches to work with dependency and parenting.
- Develop skills to facilitate parents to realistically achieve safety and well being for their children.
- Develop skills to work with children's fear, shame and overall adversity.
- Develop a time limited intervention based on resilience building in children.

Target Audience:

Multi-Agency Practitioners who work with children and families where Alcohol misuse is a safeguarding concern. Practitioners seeking to move from assessment to positive, skill based interventions with families within a safeguarding model.

Pre-requisites:

Applicants should complete Child Protection Procedures training before attending this course.

Applications:

Please register at http://iomscbtraining.co.uk to view course dates and apply for a place.

YOU AND YOUR WELLBEING

BUILDING PERSONAL RESILIENCE WORKSHOP

Date of course: 2017 dates to follow

Length of course: Half day

Times of course: 09.00 – 13.00

Designed for:

Staff interested in developing a more robust attitude towards challenging and threatening events or situations.

Brief description:

To boost the delegates personal resilience through measuring and developing an understanding of the 8 elements that make up resilience.

Learning outcomes:

- To understand the relationship between stress and personal resilience
- To understand the links between wellbeing and performance
- To measure delegates resilience against the 8 elements of a personal resilience framework
- To develop an awareness of the process that forms attitudes to events
- To develop an understanding and apply the personal resilience framework

Note:
The session introduces delegates to the knowledge and exercises that can improve personal resilience. It is an on-going process and delegates will be contacted as a follow up to the workshop. The personal resilience framework was developed by Professor Mowbray, an experienced psychologist.

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can apply for this course.

MANAGING MY STRESS

Date of course: 24th February 2017
18th April 2017
21st July 2017
17th October 2017

Length of course: Four hours

Times of course: 09.00 – 13.00

Designed for:

Individuals who feel that the effects of stress are or could impact on their health or wellbeing.

Brief description:

This workshop will look at the basics of stress and its impact, and will introduce delegates to a number of aspects that can influence our ability to manage stress in ourselves. It will also include wellbeing, relaxation techniques, mindfulness, CBT and goal setting.

Learning outcomes:

- This workshop will provide tips, practical exercises and information on key topics known to help enable delegates to consider what is right for them.
- Understanding of key roles outlined in the Prevention and Management of Workplace Stress Policy.
- You will be made aware of sources of support and further advice that is available and where to find it

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can apply for this course.

MANAGING YOUR TIME

Dates of course: 20th April 2017
7th November 2017

Length of course: One day

Times of course: 09.15 – 17.30

Designed for:

Staff in the Public Service who wish to make more effective use of their time at work.

Brief description:

To improve participants' management of time by introducing them to the principles of time management and helping them to identify ways to make better use of their time.

Learning outcomes:

To enable participants to:

- Understand the importance of time planning
- Prioritise work effectively
- Understand the importance of getting it right first time
- Understand delegation (including the importance of giving clear instructions)
- Control interruptions
- Forward plan and set objectives
- Identify time wasters in their roles

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can apply for this course.

RETIREMENT PREPARATION

Dates of course: 5th April 2017
20th June 2017
31st August 2017
23rd October 2017

Length of Course: One day

Times of course: 09.15 – 17.30

Designed for:

All members of staff employed by Isle of Man Government Public Service who are within two years of retirement, or who are due to retire soon and their partners (when spare places are available).

Brief description:

To provide guidance to support the successful transition from work to retirement. To give an insight and to help consider such topics as pensions, tax and your wellbeing in retirement.

Learning Outcomes:

To enable participants to:

- Develop an awareness of the challenges and achievements of retirement
- Identify options and facilities that are available to assist in developing a quality of life in retirement

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can apply for this course.

THE HEALTHY WORKER (SELF CARE AT WORK)

Dates of course:

		2017 courses		
Day 1	**Day 2**	**1st**	**2nd**	**3rd**
			Reviews	
10/01/17	**18/01/17**	Review dates will be given on the course		
07/02/17	**10/02/17**	Review dates will be given on the course		
08/03/17	**14/03/17**	Review dates will be given on the course		
03/04/17	**06/04/17**	Review dates will be given on the course		
11/05/17	**17/05/17**	Review dates will be given on the course		
13/06/17	**16/06/17**	Review dates will be given on the course		
07/07/17	**11/07/17**	Review dates will be given on the course		
10/08/17	**14/08/17**	Review dates will be given on the course		
14/09/17	**19/09/17**	Review dates will be given on the course		
16/10/17	**20/10/17**	Review dates will be given on the course		
02/11/17	**08/11/17**	Review dates will be given on the course		
04/12/17	**07/12/17**	Review dates will be given on the course		

Length of course: Two days (not consecutive) plus follow up sessions – this will be discussed on Day One (see Note)

Times of course: 09.00 – 17.00

Course venues: Keyll Darree, next to Noble's Hospital and The Lodge, Strang
Reviews will be held at Keyll Darree

Designed for:

Staff with recurrent health problems which impact on their attendance at work. Staff with long term health conditions which impact on their wellbeing and work.

Brief description:

To promote awareness and understanding of personal wellbeing and to empower individuals to improve their health and wellbeing.

Learning outcomes:

To enable participants to:

- To explore the concepts of self care, self empowerment and health beliefs
- To provide people with ways to change health behaviours and to promote self care

- To develop self-esteem and self-confidence and to develop more positive attitudes towards healthier lifestyles
- To promote understanding of the psychological and emotional aspects of health and wellbeing, with focus on self care of stress
- To explore the health benefits of exercise and healthy eating
- To enable planning for longer term self care including support networks and resources

Note:

The course takes place over two full (non-consecutive but usually 3 - 4 days apart) days and 1 hour follow up sessions are arranged at 3, 6 and 9 months to map progress. If all reviews can't be attended, a mutually agreed method of reviewing progress will be sought during the 2 day course.

For more information please contact 685724 or click here

WORKPLACE STRESS MANAGEMENT

Date of course: 22nd February 2017
10th May 2017

Length of course: One day

Times of course: 09.15 – 17.00

Designed for: Managers to help them understand workplace stress and how it can be managed. This course covers stress work assessment of the workplace generally and for individuals

Learning outcomes:

To enable participants to:

- You will understand the basics of stress and its impact
- You will learn how to carry out risk assessments and identify solutions
- You will learn about the support available for individuals and managers, and where to find this

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can apply for this course.

SPECIALISED COURSES

LEaD provides training on a broad range of subjects, for some of the more specialised courses there is not sufficient demand to schedule regular sessions. The courses below can be requested via eLearn Vannin but sessions will only be scheduled once there are a viable number of applicants. LEaD may also deliver these specialised courses on request for specific teams within a Department.

MEDIA AWARENESS

Dates of course: On request
Length of course: One day
Times of courses: 09.15 – 17.30
Venue: The Lodge, Strang

Designed for: Individuals who have responsibility for issuing information to the press and media and require a general introduction to media relations.

Brief description: The course helps to raise awareness and develop an understanding of the usefulness of the media. It provides information on how to write more effective press releases and enable participants to prepare for interviews with local journalists.

Learning outcomes:

To enable participants to:

- Write press releases which are interesting, easily understood and in a format that a journalist is likely to use
- Prepare themselves for interviews with local journalists and to understand the sort of information/story they are seeking
- Understand that short periods of time can be used effectively on radio to get across important messages
- Remove barriers to effective communication, such as Jargon
- Understand the target audience

Note:

- Participants should clarify their specific authority for communicating with the media before attending this workshop so that they will derive maximum benefit from it
- An audio recording of interviews and playback will be an integral part of this workshop to help prepare you for journalist interviews
- During the course participants will be asked to draft a short news release on a subject of their choice

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can request this course.

Survey Awareness Workshop

Date of course: On request
Length of course: Half day
Times of course: Morning or afternoon session
Venue: The Lodge, Strang

Designed for:

Individuals who are involved in developing and delivering surveys or questionnaires.

Brief description:

Develops awareness of good practice used to deliver surveys or questionnaires within The Isle of Man Government

Learning outcomes:

To enable participants to:

- Understand the background of the process and the good practice to follow
- Deliver effective and meaningful surveys and/or questionnaires within Isle of Man Government

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can request this course.

Using the Evac Chair

Date of course: On request
Length of course: Three hours
Times of course: Morning or afternoon session

Designed for:

Fire Wardens and staff who may be required to assist disabled staff/visitors to egress a building during a fire situation, preferably the staff teams who will deal with this type of evacuation.

Brief description:

It provides practical training in the use of the Evac evacuation chair and gives participants an understanding of safe moving and handling in relation to the evacuation of a disabled person.

Learning outcomes:

You will be able to use the Evac evacuation chair to safely evacuate a disabled person from the building.

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can request this course.

Display Screen Equipment Assessments

Dates of course: On request
Length of course: Half day
Times of course: Morning or afternoon session

Designed for:

Staff who can lead on the assessment of display screen equipment (primarily PC's and laptops) workstations in their workplace. In addition to this staff involved in IT purchasing, installation and ongoing support should attend thus enabling them to contribute to good practice.

Brief description:

This programme is designed to enable participants to carry out a suitable assessment relating to the use of display screen equipment (PC's and laptops) in their workplace. It will enable them to identify ergonomic hazards and advise on effective practical measures that will contribute to the prevention of poor work practices and ill health conditions.

Learning outcomes:

You will be able to carry out suitable assessments relating to PC's/laptops

For more information please contact 685724 click here eLearn Vannin to be redirected to eLearn Vannin where you can request this course.

INTRODUCTION TO THE DATA PROTECTION ACT

Date of course:	On request
Length of course:	Three hours
Times of course:	09.15 – 12.00 or 14.00 – 17.00
Designed for:	Staff at all levels in the Public Service
Venue:	The Lodge, Strang

Brief description:

The introduction to the Data Protection Act will provide an understanding of the Act, its eight principles and through the use of real case studies demonstrate how the principles should be applied in the workplace.

It may even dispel some myths!

Learning outcomes:

To enable participants to:

- Acquire an understanding of the Data Protection Act and its eight principles
- Understand how the principles should be applied in the workplace

How many times have you heard I can't tell you that or I can't give you that information because of Data Protection?

Is it the truth, a myth or an excuse? Come along and find out!

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can request this course.

LEAN PROCESSING WORKSHOP FOR TEAMS

Dates of course: 09th April 2018
15th October 2018

Length of course: One day

Times of course: 09.15 – 17.30

Venue: The Lodge, Strang

Designed for:

Teams who want to learn about the basic principles of lean processing and have some practical experience on how to apply these principles

Brief description:

The workshop covers the principles and history of Lean Production and how this has been adapted to be used in service process improvement. It provides tools which can be used when reviewing processes to make improvements.

The afternoon of the workshop gives the participants the opportunity to work together and use the lean principles to 'lean' one or two of their own processes.

Learning outcomes:

The workshop will enable participants to:

- look at existing processes in a fresh way
- identify ways to cut out the wasteful steps in processes – and begin to think LEAN
- identify what steps in a process add value
- Lean their own processes through the practical experience during the afternoon of the workshop

Note:

Teams attending the workshop need to bring one or two processes with them which they know in detail. These processes will be worked on to be processed mapped and 'leaned' during the workshop.

For more information please contact 685724 or click here

to be redirected to eLearn Vannin where you can request this course.

MANUAL HANDLING - TRAIN THE TRAINER

Dates of course: On Request
Length of course: Two days plus one follow up day
Times of courses: 09.15 – 17.30 on all days

Designed for:

Staff who are willing to be responsible for delivering basic workplace based manual handling awareness training across the IOM Government as part of a pool of manual handling instructors

This training may also be available for staff who are responsible for delivering basic manual handling awareness training to colleagues within their workplace.

Brief description:

The course will provide information on the legal standards, best practice assessment, physiology, manual handling techniques as well as presentation skills.

Learning outcomes:

Participants will learn about manual handling techniques and be able to prepare and deliver a presentation by the end of the day

Note:

There will be a written test and candidates will be required to prepare and deliver a presentation. A list of approved trainers that have passed the course will be maintained and there is an expectation that they will sign a training agreement to deliver training on behalf of LEaD for staff across the Isle of Man Government.

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can request this course.

MANAGING THE POLITICAL INTERFACE

Dates of course: 10th February 2017
Length of course: Half day
Times of course: 09.15 – 13.00
Venue: The Lodge, Strang

Designed for:

Staff whose current job brings them into regular contact with politicians, this workshop will provide you with some practical skills to do so with more confidence and better understanding.

Brief description:

This course will give IOM Government employees a useful insight into working with political members

Learning outcomes:

To enable participants to:

- Better understand their role, rights and etiquette when dealing with politicians
- Gain more confidence when dealing with politicians
- Protect the reputation of the IOM Government
- Protect themselves

Note:

The workshop will be delivered by Jon Callister - Executive Director, Human Resources, Cabinet Office and includes a session by the President of Tynwald

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can request this course.

SCR Learning Management System

Dates of course: Online or Classroom based / one to one on demand

Designed for:

Staff involved in the cancer patient's care and treatment from referral to diagnosis and onwards.

Brief Description:

Our Learning Management System consists of subject specific courses and modules. These can be completed individually or as a whole package. New users will be able to experience the Somerset Cancer Register (SCR) before using their live system and existing users will be able to refresh their skills.

You will be able to track your progress and badges will be awarded to you once each module has been completed. The majority of modules is in bite size chunks and shouldn't take longer than 30 minutes to complete.

Courses:

- Video Demonstrations
- SCR Video Release Guides
- SCR: Core Somerset Cancer Register Training
- SCR MDT Additional Course
- Cancer Waiting Times
- Cancer Waiting Times and Services Datasets
- SCR Administration
- SCR Clinical Nurse Specialist
- Treatment Summary for GP
- Tertiary Referrals
- Recurrences
- Local Reports
- Allied Health Professionals
- Follow Up.

Contact To find out further information contact – Elizabeth McGowan, Cancer Services Improvement Facilitator & Clinical Lead Somerset Cancer Register at Elizabeth.mcgowan@gov.im or by Telephone on 01624 650723

REGULATION OF SURVEILLANCE ACT

Dates of course: On Request
Length of course: Half day
Times of courses: 09.15 – 13.30
Venue: The Lodge, Strang

Designed for:

Staff in the Public Sector who by virtue of their role or responsibility may have to apply for an authorisation under the Regulation of Surveillance Act 2006 to carry out directed surveillance activities; or staff that may have to grant authorisations under the Act.

Brief description:
This course is designed to

(i) Raise awareness of the legal aspects and assist staff with the practical requirements required by the Regulation of Surveillance Act 2006 to apply for or grant an authorisation to carry out surveillance

(ii) Raise awareness of staff to the strict authorisation procedures and conduct allowed under any authorisation.

Learning outcomes:

- how the requirements of the Regulation of Surveillance Act 2006 apply to your role or responsibility
- the sections of The Human Rights Act 2001 that are relevant to the above Act
- the difference between general observations and directed surveillance
- the information required to complete an application form for an authorisation to carry out directed surveillance
- how to apply for an authorisation to carry out directed surveillance
- the persons designated to grant authorisations
- how to notify the Surveillance Commissioner that an authorisation has been granted
- the procedures to renew or cancel an authorisation
- when the requirement of an *R v Johnson* warning might apply
- For more information please contact 685724 or click here

to be redirected to eLearn Vannin where you can request this course.

ACCIDENT/NEAR MISS INVESTIGATION WORKSHOP

Dates of course: On request
Length of course: One day
Times of course: 09.15 – 17.30
Venue: The Lodge, Strang

Designed for: Staff involved in investigating accidents/near misses in the work place

Brief description: Reinforcing the importance of reporting and the different requirements from a civil and criminal perspective.

Learning outcomes:

- To promote proportionate investigation and how to learn the lessons and apply that learning to prevent further accidents and defend claims.

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can request this course.

EFFECTIVE HEALTH AND SAFETY COMMITTEES

Dates of course: On Request
Length of course: One day
Times of course: 09.15 – 17.30
Venue: The Lodge, Strang

Designed for: Employees and management members of health and safety committees

Brief description: This course is designed for and provides participants with information on the legal framework of safety legislation and setting up and running health and safety committees

Learning outcomes:

To be able to use successful methods for co-operation, communication and control.

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can request this course.

Event Safety Workshop

Dates of course: On Request
Length of course: One day
Times of course: 09.15 – 17.00
Venue: The Lodge, Strang

Designed for: Staff who are involved in planning events and safety arrangements

Brief description: This course will help to develop understanding of what is involved in event safety

Learning outcomes:

Participants will develop an understanding of:

- The planning process
- The risk assessments
- Emergency arrangements
- Developing event manuals

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can request this course.

Managing Buildings

Date of course: On Request
Length of course: One day
Times of course: 09.15 – 17.00
Venue: The Lodge, Strang

Designed for: Assisting non-technical staff given responsibility for managing facilities

Brief description: To cover key issues, for example, fire prevention and evacuation, asbestos management, electrical safety, hot and cold water systems, contractor management, etc.

Learning outcomes:

To enable managers to:

- Evaluate current arrangements
- Develop in-house procedures
- Ensure maintenance and inspection arrangements are adequate

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can request this course.

EVIDENCE GATHERING AND INVESTIGATORY POWERS

Dates of course: On Request

Length of course: One day

Times of courses: 09.15 – 17.30

Venue: The Lodge, Strang

Designed for:

Staff in the Public Sector who by virtue of their role or responsibility have investigatory powers and require awareness in the presentation of admissible evidence gathered at a Civil or Criminal Court or Tribunal; or staff that may be responsible for presenting evidence at a Tribunal.

Brief description:

This course is designed to give an awareness of the law and procedures required to locate secure and preserve evidence, question persons suspected of an offence and present admissible evidence to a Court or Tribunal.

Learning outcomes:

- the types of evidence that may be gathered and rules regarding production of that evidence at Court or Tribunal proceedings and the importance of evidence audit trails
- the procedures prescribed by the Police Powers and Procedures Act 1998 Codes of Practice for the searching of persons, vehicles and premises and the seizure of evidence
- dealing with vulnerable groups including juveniles, mentally disordered persons, people with learning difficulties; those whose first language is not English; or who are deaf or blind and other persons suspected of an offence
- when to administer the caution to ensure statements made by suspects are admissible in Court or Tribunal proceedings and how in some circumstances, statements made outside the caution may also become admissible
- basic interviewing principles in order to comply with Code C of the Codes of Practice, including questioning and listening skills

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can request this course.

INVESTIGATIVE INTERVIEWING

Dates of course: On Request

Length of course: Two days

Times of courses: 09.15 – 17.30

Maximum attendees: 8

Designed for: Staff in the Public Sector who by virtue of their role or responsibility may have to carry out tape recorded interviews of persons suspected of an offence

Brief description: This course is designed to give an awareness of the basic interviewing principles used by enforcement agencies to comply with Code C and E of the Police Powers and Procedures Act 1998. Attendees will be able to carry out a practical tape recorded interview based on a real scenario in a safe learning environment and receive objective feedback afterwards.

Prior to attending this course staff must have attended the 'Evidence Gathering and Investigatory Powers' one day course within 18 months of the start date.

Learning outcomes:

- the basic interviewing principles in order to comply with Code C of the Codes of Practice, including questioning and listening skills
- how to administer the caution at the commencement of a taped interview
- how to deal with procedural issues at the commencement and conclusion of a taped interview
- how to plan for an interview
- the PEACE model of interviewing
- the Conversation Management technique
- Code E of the Police Powers and Procedures Act which applies to the tape recording of interviews
- how to use a Neale tape recording machine
- how to carry out a practical interview involving a 'suspect'

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can request this course.

PROCUREMENT

Dates of course: On Request

Length of course: Half day

Times: Morning or afternoon session

Designed for: Those officers who attended the Financial Regulations Awareness Workshop before it included Procurement

Brief description:

To raise awareness of public sector procurement and to prepare and officers for the tendering of goods, services and works.

Learning outcomes:

Attendees will:

- Develop an understanding of the Procurement Policy and the principles of Procurement
- Understand what is a tender, the characteristics of such and when it is necessary to tender
- Have an understanding of the tender process
- Have an awareness of the roles and responsibilities of the Department and of the Procurement Services Team throughout the process

Note: If there is sufficient demand from an Employing Authority then this course can be run in-house

For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can request this course.

PRESENTATION SKILLS

Dates of course: Bespoke delivery on request

Designed for: This course is designed for those who need to engage, persuade or influence in a range of situations by a speech or presentation.

Aim:

This training package gives the leaner the opportunity to design & deliver an effective presentation.

Learning Objectives:

By the end of this training package you will be able to;

Design & structure a presentation which is effective and has impact

Demonstrate your skill in delivering an effective presentation

Use a range of techniques to engage with & influence your audience

Notes:

This programme is designed for people who are actively involved in preparing & designing a speech or presentation. The training package is in several parts and you need to have a presentation that you are currently working on to complete the training.

Delegates will:

- complete two E Learning packages
- read resources in ELearn vannin that support the e learning
- Design your presentation using the knowledge & information contained in the e learning & resources
- Deliver your presentation to a member of the LEaD training team
- Receive constructive feedback on your presentation

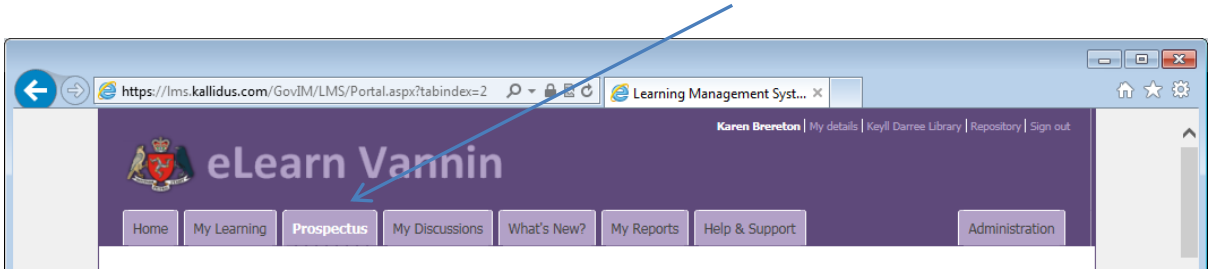
For more information please contact 685724 or click here eLearn Vannin to be redirected to eLearn Vannin where you can request further details

APPENDIX

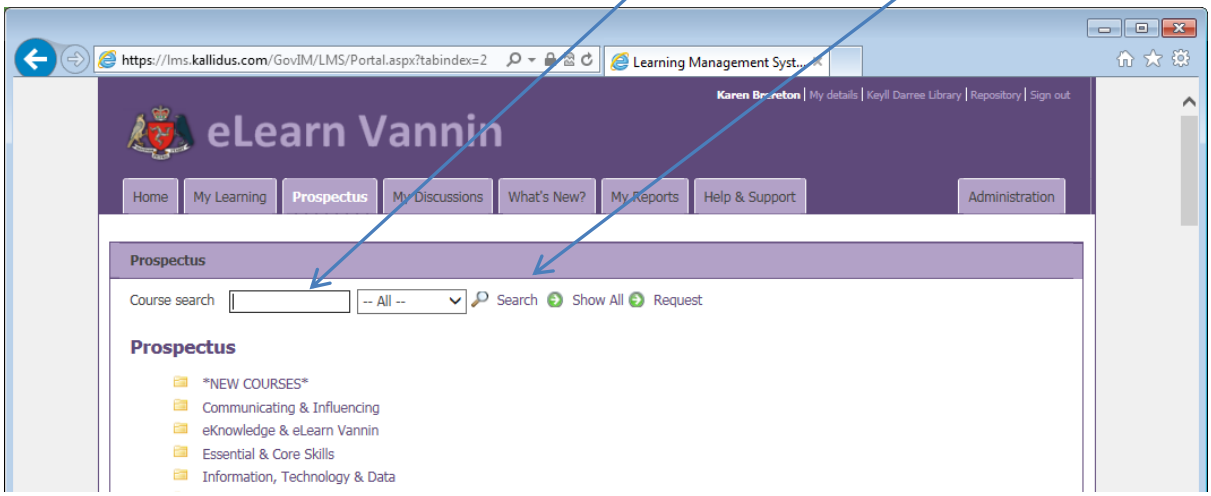
PROCEDURE FOR BOOKING COURSES ON ELEARN VANNIN

Click on the link HERE (eLearnVannin) to take you to the eLearn Vannin login page. Sign in using your IOM Government username and your eLearn Vannin password. If you have forgotten your password, click on the 'forgotten password' link, enter your IOM Government username and click 'submit'. This will send an email to you with a reset password in it. Once your password has been reset, return to the login Screen, enter your IOM Government username and new password (you can copy and paste it from the email) and click 'ok'. You will then need to enter the reset password again and change it to a password that only you know.

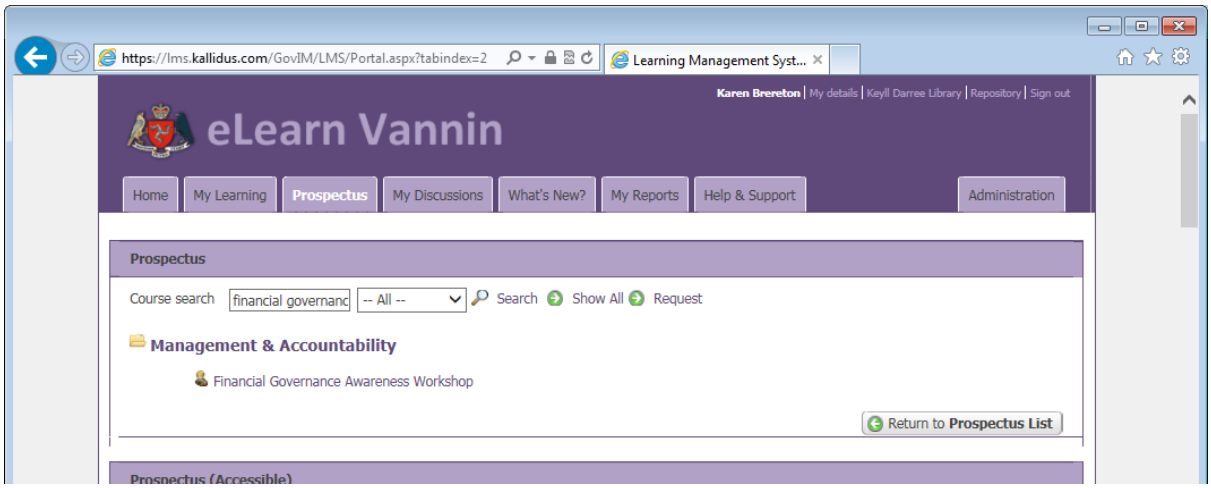
Open eLearn Vannin at the Home Page. **Click onto the Prospectus Tab**



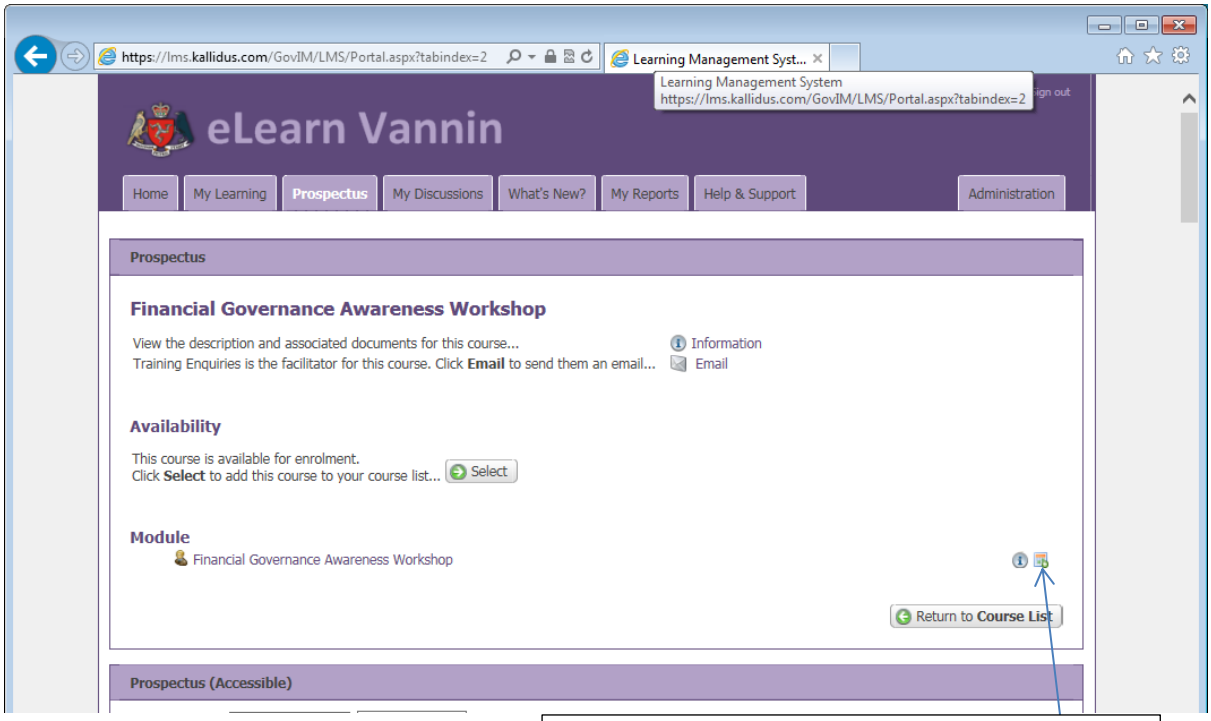
Type the name of the course that you want into the 'Search box', then click 'Search'



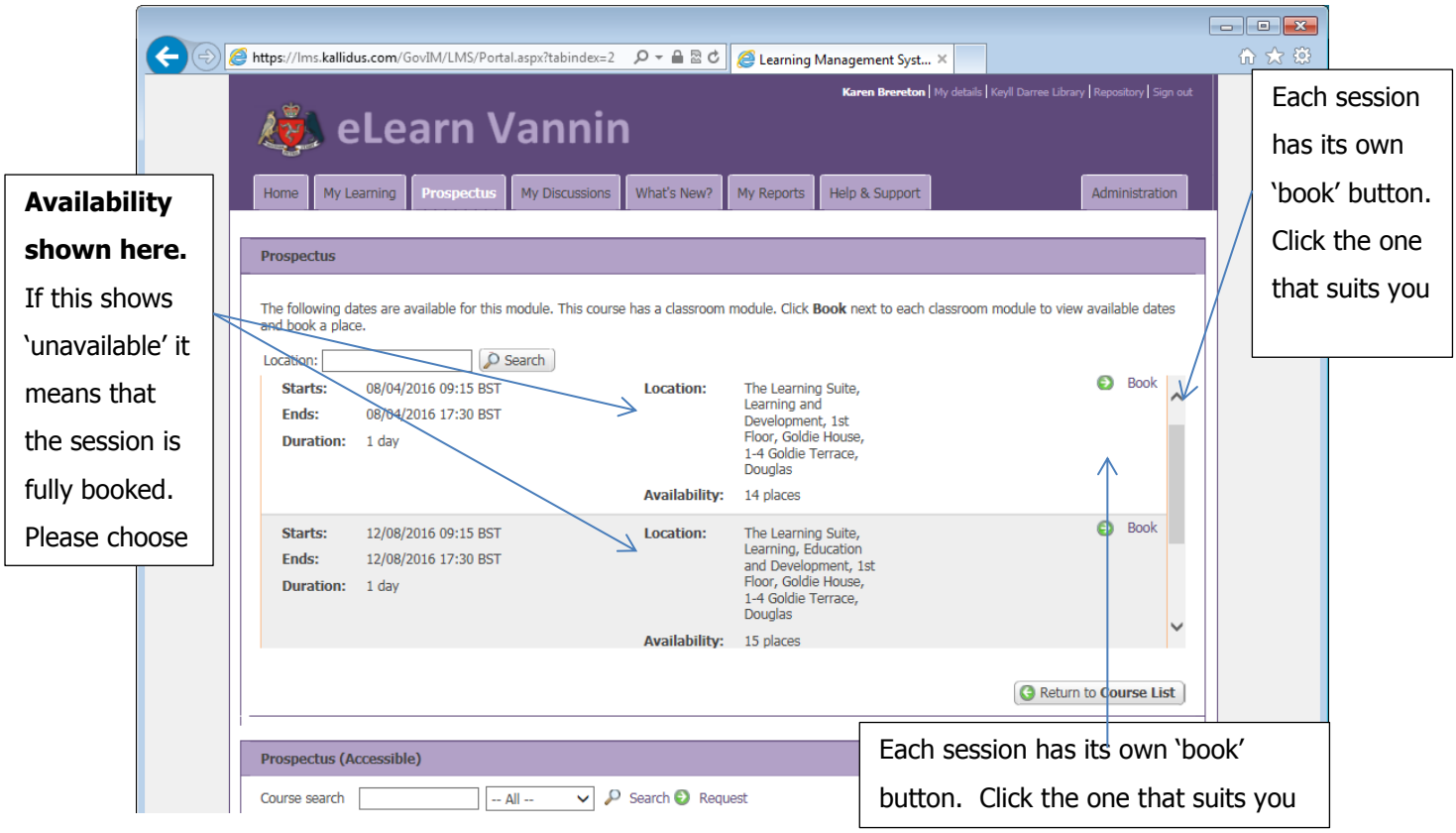
You may see more than on option. Choose the one that you need. Place your pointer over it and left click with your mouse.



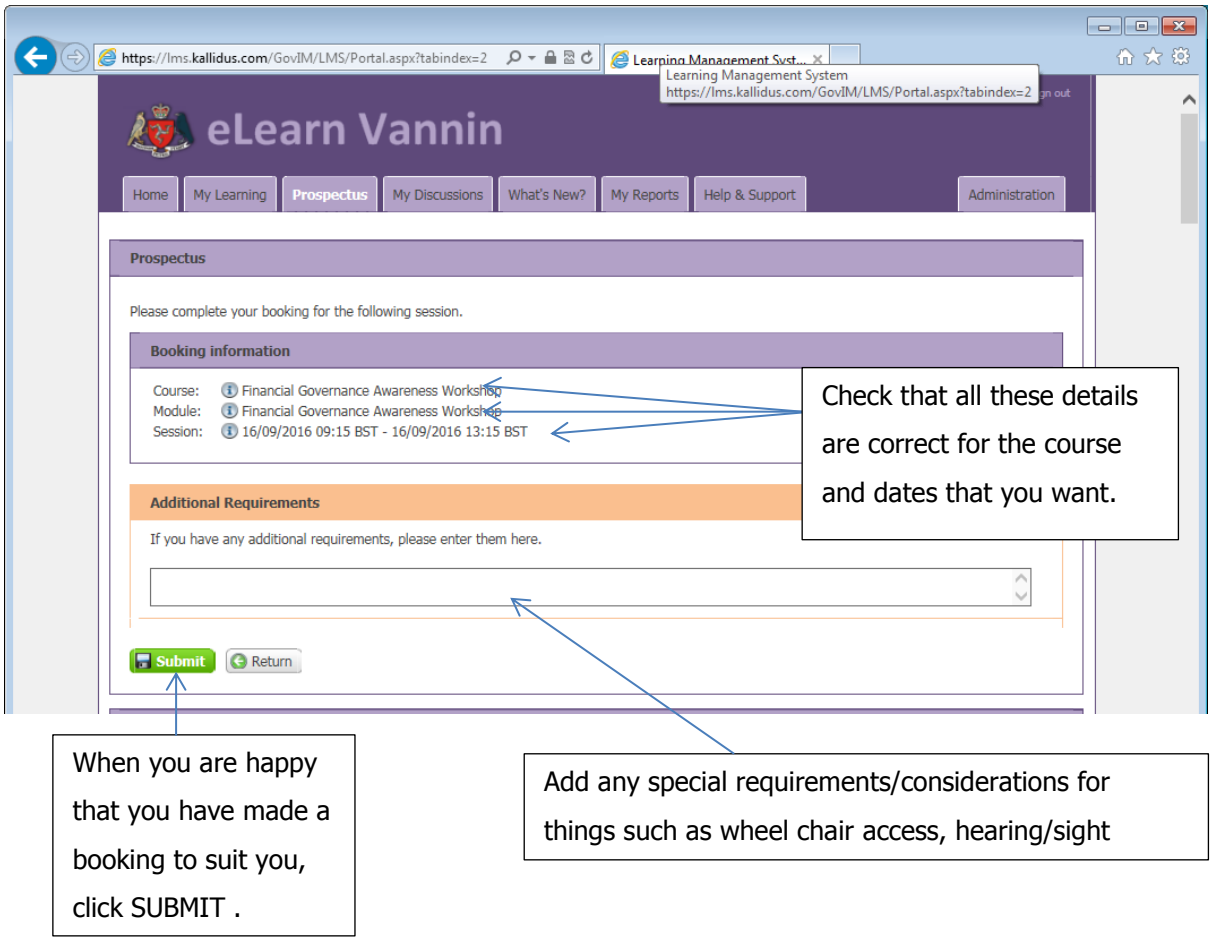
This is your next page



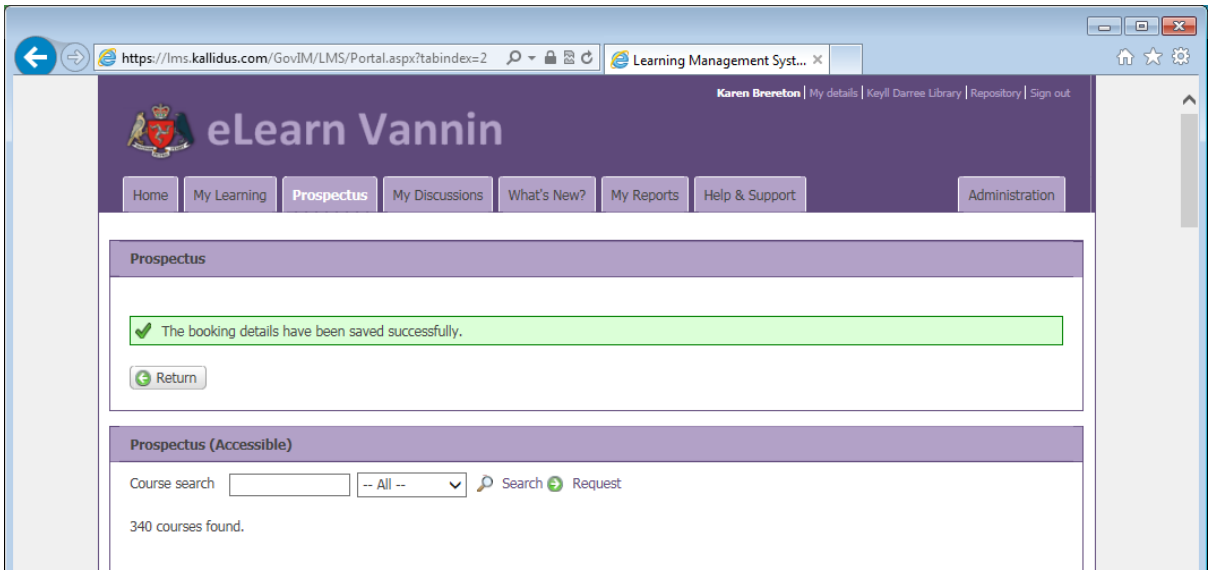
Click on this calendar to see all available session dates for this training and to select the date most convenient to you.



When you click **'Book'** you will move to this page so that you can check everything one last time.



When you have made a successful booking onto a course, you will see the following page as confirmation. **Both you and your manager will also receive an email confirming the details**.



IF YOU EXPERIENCE ANY PROBLEMS, PLEASE CONTACT ELEARN VANNIN HELP AT:

elearnvanninhelp@gov.im