

# Training Programme

Corporate and Social Care Training and Qualifications for  
West Berkshire Council Employees and Associates



## This training programme incorporates:

- Corporate Training Courses including e-learning
- Social Care Training Courses
- IT Training Courses
- Emergency Planning Training Courses
- Management Development Courses
- Local Safeguarding Children's Board Courses
- Foster Carer Courses
- Social Care Qualifications
- Social Care e-learning, assessments and resources

[www.westberks.gov.uk/training](http://www.westberks.gov.uk/training)

April 2022  
to  
March 2023



West Berkshire  
COUNCIL
























































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# Bookings

## Who to contact

These courses are organised by the HR Services team at West Berkshire Council.

You can contact us in the following ways:

- Phone us on 01635 503033 (or internally on extension 3033)
- Email [training@westberks.gov.uk](mailto:training@westberks.gov.uk)
- Write to us at HR Services, West Berkshire Council, Market Street, Newbury, Berkshire, RG14 5LD
- Visit our [training web page](#)
- Visit our [training page on the staff intranet](#)

## How to book

Staff are able to book places on classroom courses directly from our training website, Learning Time. Staff can find all of our e-learning and classroom-based training courses on Learning Time and are able to view their training records in MyView.

- 1) Anyone can attend our courses, but first check the course content is right for you.
- 2) Discuss with your Manager:
  - a) Whether the target audience and course content is right for you
  - b) How the course fits with your personal development plan
  - c) What you are aiming to achieve by attending the course
  - d) How the course will be paid for if there is a charge
- 3) West Berkshire Council staff can book themselves onto classroom courses via Learning Time.

External delegates should prepare the following information and email it to [training@westberks.gov.uk](mailto:training@westberks.gov.uk):

- Name(s) of applicant(s)
  - Organisation
  - Contact email address and telephone number
  - Course name in full
  - Date required with alternate if available
  - Invoicing address if there is a charge
  - Some additional details will be required prior to a first booking
- 4) Prior to attending your first course please read our [Learner Agreement](#) (page 8). All delegates on our courses are expected to abide by these terms and conditions.
  - 5) Please ensure you understand the [charges](#) that may be applied to attend the course (see page 11) and the [Cancellation Policy](#) (page 11).
  - 6) You will receive a response by email within 2 weeks providing confirmation of your booking and all the information you need to attend the course. At this point you should enter the session in your calendar. You will also receive a reminder by email approximately 2 weeks before the course date.



- 7) Please ensure that all the details of the training course are correct and contact us if you have any concerns. In particular note the date, times and venue of the course as failure to attend or late arrival will lead to a cancellation charge.
- 8) Please inform HR Services if you have any mobility issues or learning requirements that we can support you with.
- 9) Staff specifically requiring Early Years, Education, Governors or Schools based training should email [training@westberks.gov.uk](mailto:training@westberks.gov.uk) or follow the links on our [training web page](#).

## Course refreshments and catering

At all of our courses a range of teas, coffees, juices and biscuits will be available on arrival and at intervals during the session. Where possible we use fair-trade products. We also supply gluten free biscuits and Soya milk. Please bring your own sweeteners if you do not use sugar.

If you are attending a course at Shaw House that lasts 5 or more hours, a sandwich lunch will be provided. If you have a dietary requirement other than vegetarian, please contact us two weeks before your course so that we can meet your need.

Unfortunately due to regulations governing Shaw House, delegates are not able to bring their own lunches. Please note that this restriction is beyond the control of HR Services.

## Confirmation of attendance

Rather than issue paper certificates, we now send you (and your manager where appropriate) an automatic email confirming your attendance. This will happen once the details from the course signing in sheet have been uploaded to the training database.

For this reason it is essential that you always sign in at the start of the course. If you fail to do so there will be no record that you attended and no confirmation of attendance will be provided.

## Shaw House

Shaw House is our main training venue. Details about their venue can be found on the [Shaw House website](#).

# Learner agreement

All delegates on our courses are expected to abide by these terms and conditions:

- I will regularly discuss my developmental needs with my line manager and regularly review my personal development plan
- Before undertaking any kind of training or development activity, I will discuss the purpose of the activity with my line manager and what I need to learn from the activity
- I will check that the aims and objectives and the target audience of a learning event is suitable to me
- I will, as far as I am comfortable, inform HR Services of any particular needs I have that could make my learning experience more productive for me
- I will aim to be punctual and make an effort to succeed by working hard
- I will listen to the facilitator and other delegates and respect their views, opinions and diversity
- I will kindly challenge anyone who does not respect other people's views, opinions and diversity either openly, or I will speak quietly to the facilitator at the earliest convenient opportunity
- I will participate in discussions and exercises as requested, or notify the facilitator or HR Services if I am unable to participate in any aspect of the event
- I will (or I will ask someone to) inform HR Services if I am unable to attend a training course or event at the earliest opportunity and I accept the [Cancellation Policy](#) (page 11)
- After undertaking any kind of training or development activity, I will discuss with my line manager whether it has been successful, what key things have I learnt and how my work will be affected by this
- I will complete the Training Evaluation Form at the end of the course and provide more detailed feedback if necessary
- I will report, either to my line manager, to HR Services or through the formal Grievance Procedure if I feel that I, or any other person, have been denied a training and development opportunity on the grounds of racial or ethnic origin, colour, gender, age, disability, sexual orientation or religious belief
- I will report to the facilitator, my line manager, HR Services or through the formal Whistleblowing Procedures if I have a concern about poor practice identified within a workplace
- I understand that training is normally provided using West Berkshire Council's general social care policies and procedures and I will also ensure I am using any relevant local policies and procedures in place for my team or organisation
- I have read and understood Quality Standards for the Learner and will advise Social Care Training if I feel there are any breaches to these Standards
- I agree to you keeping the personal data I have provided on this form as well as a record of training events I will and I have attended. I understand that this information will be used to provide relevant and required statistical management data

# Charges

The following table is designed to help you identify what you will be charged.

Identify from the list on the left of the table where you are from and follow the line across to see what you will pay for each type of course.

Your organisation	Full day corporate courses	Half day corporate courses	Full day foster care courses	Half day foster care courses	Full day social care courses	Half day social care courses
WBC corporate employees	£0	£0	£0	£0	£0	£0
WBC social care employees	£0	£0	£0	£0	£0	£0
WBC foster carers	£0	£0	£0	£0	£0	£0
Personal assistants <sup>1</sup>	£47	£28	£47	£28	£47	£28
Private social care	£94	£54	£94	£54	£94	£54
Voluntary/ Associated Social Care	£94	£54	£54	£28	£54	£28
All others	£94	£54	£94	£54	£94	£54

For schools charges please speak to HR Services.

Please note that there are several courses that we do not charge for (see the individual course descriptions) but our cancellation policy and fees will still apply.

Trainee Social Workers on placement with West Berkshire Council are not charged for attendance although they should confirm with their host team that they can attend as a charge may be made for late cancellation or non-attendance.

Trainer hire (per day)	Charge
Accredited private social care and voluntary social care organisations	£170
All others	£422

<sup>1</sup> Relates to those in receipt of Direct Payments, Personal Budgets and the people they employ.

£ Chargeable corporate course – ★ Mandatory for WBC staff – ◆ Mandatory for WBC managers

● Adult social care management development programme – 🎓 classroom course 📺 webinar 🖨️ e-learning course

# Cancellations

**Cancellations** made up to 14 days before the course takes place, will not be charged.

**Late Cancellations** made less than 14 days before the course take place, or **non-attendance** without prior notification, will be charged at the standard rate for the course missed unless:

- A replacement staff member attends
- **West Berkshire Council staff only:** if the late cancellation/non-attendance is due to sickness or an unavoidable emergency and provided that training administration receive a telephone call, followed up by an email to advise that the member of staff cannot/did not attend due to sickness or an unavoidable emergency

Please note:

- Late cancellation/non-attendance due to pre booked medical appointments or work commitments will be charged
- HR Services reserve the right to charge where late cancellation/non-attendance as above happens on more than one occasion and they believe that any of the above clauses are being misused
- West Berkshire Council heads of service will be informed of repeated non-attendance or late cancellation by members of their staff

Where courses are funded (in other words, there is normally no charge to the service) late cancellation/non-attendance will be charged at our standard full day rate, unless otherwise stated.

HR Services will only cancel a course if there are insufficient delegates to make it cost effective or in exceptional circumstances. We aim to notify delegates of cancellation at the earliest opportunity.

# Adult social care courses

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*Please note that courses included in the **social care management development programme** (described below this index) are indicated by a ● symbol. This programme also includes courses that can be found listed in the children’s and corporate course indexes.*

## Management development short courses

This programme has been set up for managers and aspiring managers working in social care. However, most of the courses cover generic management competencies and we welcome anyone working in a supervisory or management role.

# Children's social care courses

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*Courses included in the **social care management development programme** are indicated by a ● symbol.*

*Details about both these programmes follow the index.*

## **Adult social care management development programme**

This programme has been set up for managers and aspiring managers working in social care. As well as the courses indicated in the index above, this programme also includes a number of courses that can be found listed in the adult and corporate course indexes.

Although this programme is aimed at adult social care staff, most of the courses cover generic management competencies and we welcome anyone working in a supervisory or management role.

# Corporate courses

West Berkshire Council provides a variety of training opportunities for its staff. These consist of the mandatory training all new employees and managers are required to complete and also a number of other courses which are designed to build on employees' skills and enhance personal development.

The aim of the corporate training courses is to ensure that all employees are given appropriate training and learning opportunities to develop and maintain the knowledge and skills they need to perform their jobs effectively, and ensure delivery of the council's services to the standards required.
































































Listed below are the corporate training courses on offer to employees. Corporate training is commissioned from, and delivered by HR Services. Please note that some courses are only organised when demand permits. If no current dates are shown, email [training@westberks.gov.uk](mailto:training@westberks.gov.uk) to add your name to a waiting list and the course will be organised when sufficient people have come forward.

































## Corporate course index

*In the following index, mandatory courses for WBC staff are indicated by a ★ symbol and mandatory courses for WBC managers are indicated by a ◆ symbol. Council staff can find more details about [mandatory courses on the staff intranet](#).*

*Some of these corporate courses also form part of the **social care management development programme** and are indicated by a ● symbol.*

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# Foster care courses

The foster care programme has been set up to provide foster carers and social care professionals with the opportunity to learn together. The programme is open to people working in different roles both professionally and in a volunteer capacity to improve the lives of children and young people.

The courses in this programme are paid for using grant funding and are free of charge to foster carers and children’s social care staff at WBC. [Charges](#) for others apply (see page 11).

Foster Carers also have full and funded access to all [corporate courses](#) (see page 18).

## Foster care course index

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# Course descriptions

This section contains a list of all our courses arranged alphabetically by title. The following codes and colours have been applied to each course title to help you identify the ones most relevant to you.

CODE	Audience
ADULT	Only adult social care staff
CHILD	Only children and family services staff
FOST	Only foster carers
ADULT and CHILD	Adult AND children's social care staff
CHILD and FOST	Children and family services staff AND foster carers
CORP	West Berkshire Council corporate staff

The following symbols are also used within the appropriate course titles (they are repeated in a key at the bottom of each page within this training programme).

Symbol	Symbol indicates
£	WBC staff are charged to attend this corporate course
★	Mandatory courses for WBC staff
◆	Mandatory courses for WBC managers
●	Management development short courses for adult social care staff
🗨️	Classroom based courses
🖥️	Webinar via Zoom, Microsoft Teams or Webex
📖	Online e-learning courses

## 2 Day MI Training 🗨️ CHILD and FOST

Children and family services staff AND foster carers

The two-day Motivational Interviewing course is mandatory for all Children and Family Services and Disabled Children's Team staff. Staff are expected to complete a full two-day course every three years, with annual half day refreshers in-between.

Motivational Interviewing, often referred to as MI, is an approach of working alongside people in conversations to support them to make changes in their behaviour. It works in a way that sees people as the experts in their own lives; it balances being directive with being supportive and non-judgemental and focuses on people's strengths and capacity for change.

The course will explore the underpinning foundations and principles of MI, including its relevance to social work practice. It is rooted in the Cycle of Change and you will have lots of opportunity to work together to explore and practice the key skills.

This classroom course:

- supports participants by reflecting upon how they can embed MI into their practice.
- looks at the key principles and techniques used within MI
- considers how participants are able to support clients within the cycle of change by using open questions

Dates	Times	Venue
4-5 May 2022	09:30-16:30	Shaw House, Church Road, Shaw, Newbury

### 3 Hour Paediatric First Aid

Children and family services staff AND foster carers

CHILD and FOST

This 3 hour paediatric first aid course is aimed at foster carers.

This classroom course is designed to teach basic lifesaving skills should a child collapse or have airway/ and or breathing difficulties.

Dates	Times	Venue
17 June 2022	10:00-13:00	Shaw House, Church Road, Shaw, Newbury
18 June 2022	10:00-13:00	Shaw House, Church Road, Shaw, Newbury

### A Personal Journey

For anyone working with young people

CHILD and FOST

This course examines Equality and Diversity issues through the eyes of a looked after child.

It follows the real life story and experiences of the facilitator who as a young black child was placed with families of a different race.

A personal film also follows the journey to meet his birth Mum in America and explores the issues and feelings that it brought.

This course is a part of the Foster Carers' Training programme but is open to anyone working with young people.

Dates	Times	Venue
To be confirmed	09:30-14:30	Shaw House, Church Road, Shaw, Newbury

### Accident Reporting

For WBC staff

CORP

This classroom course is for any persons responsible for Accident Reporting:

You will be provided with an overview of the accident reporting and investigation process including:

- Legal requirements, employer and employee responsibilities and RIDDOR.
- We will give you the confidence to correctly complete accident and incident reports, to know when to investigate and what that should involve.
- We will also look at Crest to ensure you understand how to use the system to report incidents fully

Dates	Times	Venue
29 September 2022	09:30-13:00	Shaw House, Church Road, Shaw, Newbury
23 February 2023	09:30-13:00	Shaw House, Church Road, Shaw, Newbury




### Acting as an Appropriate Adult

For WBC staff who need to act as an appropriate adult

CHILD and FOST

This course is designed to enable delegates to understand the role of an appropriate adult at the police station. It is part of the foster carers' training programme and is aimed at foster carers, social workers and delegates from both the looked after children's and YOT teams.

£ Chargeable corporate course – ★ Mandatory for WBC staff – ◆ Mandatory for WBC managers

● Adult social care management development programme –  classroom course  webinar  e-learning course

By the end of this training course you should be able to:

- Understand the role and function of an appropriate adult
- Develop confidence in acting as an appropriate adult
- Use appropriate guidelines and PACE codes of practice
- Understand your responsibilities for monitoring

<b>Dates</b>	<b>Times</b>	<b>Venue</b>
To be confirmed	09:30-14:30	Shaw House, Church Road, Shaw, Newbury

## ADHD Awareness

For Foster Carers and staff within children's social care

CHILD & FOST

This course is aimed at Foster Carers and anyone who works within Children's Social Care.

By the end of this training course you should be able to:

- Recognise ADHD and how it may present in children and young people.
- Understand the diagnosis process and what medication may be prescribed.
- Understand the challenges faced in school and home life.
- Strategies to support children and young people in educational and other settings

<b>Dates</b>	<b>Times</b>	<b>Venue</b>
To be confirmed	10:00-13:00	Shaw House, Church Road, Shaw, Newbury

## Adult Mental Health Professional Refreshers

For AMHPs

ADULT

Short courses are set up for adult mental health professionals to support their continued professional development and re-registration requirements.

Please email Neil Dewdney, Learning and Development Co-ordinator by email at [neil.dewdney@westberks.gov.uk](mailto:neil.dewdney@westberks.gov.uk).

## Allegations for Foster Carers

For foster carers

This training is for foster carers on allegations. It is aimed at all foster carers, not just those who are undergoing an allegation. The course will be of considerable benefit for both new and experienced foster carers.

The webinar aims to ensure that foster carers remain aware of the potential for an allegation to be made against them and what measures they can take to try to minimise these and what they can expect in the event of an allegation.

<b>Dates</b>	<b>Times</b>	<b>Venue</b>
To be confirmed	10:00-13:00	Webinar via Zoom

## An Introduction to Project Management

For any WBC staff

CORP

Project management is a key managerial skill. It involves the planning, scheduling and controlling of activities designed to meet specific objectives within an agreed timescale and budget.



This generic e-learning course, produced by our e-learning supplier, takes you through the stages of the project management process and gives you practical exercises and information to improve your project management skills.

This course is available on our e-learning website, [Learning Time](#).

## Appraisal: A Guide for Employees ★

Mandatory for WBC staff

CORP E-LEARNING

This e-learning course is designed to guide you, as an employee, through the appraisal process.

It is a mandatory course that needs to be completed by employees without management responsibilities, every three years. **If you are responsible for appraising employees, you should complete Performance Appraisal: A Guide for Managers instead.**

This course is available on our e-learning website, [Learning Time](#).

## Appraisal: A Guide for Managers ◆

Mandatory or WBC staff

CORP E-LEARNING

This e-learning course is designed to guide managers through the appraisal process.

It is a mandatory course that needs to be completed by managers, or staff with management responsibilities, every three years.

This course is available on our e-learning website, [Learning Time](#).

## Asbestos Awareness

For WBC staff

CORP

This e-learning course is for any persons responsible for Asbestos Management

To provide an understanding of:

- Health and Safety legislation relating to Asbestos Management
- What Asbestos is and where it might be found
- Duties and Responsibilities of all stakeholders relating to Asbestos Management
- West Berkshire policies and documentation relating to Asbestos Management
- Where to find and how to use your Asbestos Survey
- The roles of Property Services, Health and Safety and Assets Teams in Asbestos Management
- The role of the SPAR process in Asbestos Management

An e-learning version of this course is also available on our e-learning website, [Learning Time](#).

### Dates

14 July 2022

27 October 2022

26 January 2023

### Times

09:30-13:00

09:30-13:00

09:30-13:00

### Venue

Shaw House, Church Road, Shaw, Newbury

Shaw House, Church Road, Shaw, Newbury

Shaw House, Church Road, Shaw, Newbury

## Asbestos the Duty to Manage Refresher

For WBC staff




CORP

This course is for any persons responsible for Asbestos Management

To provide an understanding of:

- Health and Safety legislation relating to Asbestos Management

£ Chargeable corporate course – ★ Mandatory for WBC staff – ◆ Mandatory for WBC managers

● Adult social care management development programme –  classroom course  webinar  e-learning course

- What Asbestos is and where it might be found
- Duties and Responsibilities of all stakeholders relating to Asbestos Management
- West Berkshire policies and documentation relating to Asbestos Management
- Where to find and how to use your Asbestos Survey
- The roles of Property Services, Health and Safety and Assets Teams in Asbestos Management
- The role of the SPAR process in Asbestos Management

<b>Dates</b>	<b>Times</b>	<b>Venue</b>
To be confirmed	08:30-09:30	Webinar via Zoom

## Autism Awareness

For social care and youth offending staff working with children and young people

CHILD

This is a Psychological Perspectives in Education & Primary Care (PPEPCare) course. It has been designed to help professionals working with children and young people to recognise and understand mental health difficulties and offer appropriate support and guidance to children, young people and their families.

PPEPCare courses have been developed following consultation with primary healthcare professionals (including GPs), teachers and other school staff. Teaching materials have been written by national and international experts. They are delivered by specialist CAMHS practitioners.

This course covers:

- Information to develop a broad understanding of children and young people on the Autism spectrum
- Helping you to better understand the world through the eyes of a child or young person with ASD
- Understand how best to support a child, with a number of practical strategies.

<b>Dates</b>	<b>Times</b>	<b>Venue</b>
To be confirmed	09:30-12:30	Webinar via MS Teams

## Autism and Mental Health Part 1

For foster carers

FOST

This course helps delegates to develop a broad understanding of children and young people on the autism spectrum, looking at key features and issues.

Exploring the world through the eyes of a child or young person with autism, and how best to support using practical strategies including helpful communication styles and environmental changes.

<b>Dates</b>	<b>Times</b>	<b>Venue</b>
To be confirmed	10:00-13:00	Shaw House, Church Road, Shaw, Newbury

## Autism and Mental Health Part 2

For foster carers

FOST

This course is aimed at Foster Carers and anyone who works with children

Exploring the way in which mental health issues present in children and young people with autism, with a focus on anxiety, depression and OCD.

It includes ways to support young people and their families with autism and mental health difficulties such as CBT strategies and different techniques to manage and regulate emotions.

<b>Dates</b>	<b>Times</b>	<b>Venue</b>
To be confirmed	10:00-13:00	Shaw House, Church Road, Shaw, Newbury

## Awareness of Mental Health, Dementia and Learning Disability

For anyone working in adult social care

ADULT

This session is designed to meet the requirements of the Skills for Care Code of Conduct Standard 2, for people working with individuals with dementia:

This course covers:

- Awareness of possible signs of dementia and other cognitive ( knowledge & understanding) issues in the individuals you work with
- Why depression, delirium and age related memory impairment may be mistaken for dementia
- Why early diagnosis is important in relation to dementia and other cognitive (knowledge & understanding) issues
- When assessments of capacity need to be made & used
- How to identify who to tell and how, if you suspect symptoms associated with dementia and other cognitive issues

<b>Dates</b>	<b>Times</b>	<b>Venue</b>
4 July 2022	09:30-16:30	Shaw House, Church Road, Shaw, Newbury
27 September 2022	09:30-16:30	Shaw House, Church Road, Shaw, Newbury
24 November 2022	09:30-16:30	Shaw House, Church Road, Shaw, Newbury
19 January 2023	09:30-16:30	Shaw House, Church Road, Shaw, Newbury

## Basic Autism Awareness

For any WBC staff

CORP E-LEARNING

This e-learning course will provide you with the facts about autism, including the impact that it can have on individuals. It looks at the key characteristics of the condition and how you can interact with people with autism.

This course is available on our e-learning website, [Learning Time](#).

## BIA Legal Update

For adult social care staff

ADULT

This one day course aims to provide an essential update on case law in relation to the role of the BIA.

By the end of this half day training course you should be able to:

- Consider the latest DoLS news, research and guidance
- Examine the latest case law relevant to DoLS and the BIA role
- Reflect on how the information covered affects BIA practice
- Identify the Coronavirus Act 2020 – overview and impact MHA, MCA and DoLS
- Identify Court of Protection – guidance
- Restating the fundamentals of deprivation of liberty – case law
- State the DoLS appeals process – case law
- Identify the National DoLS statistics
- Assess mental capacity – recent case law on use or weigh

£ Chargeable corporate course – ★ Mandatory for WBC staff – ◆ Mandatory for WBC managers

● Adult social care management development programme – 🗣️ classroom course 📺 webinar 🖥️ e-learning course

- Identify Self-neglect and assessing mental capacity – case law

Dates	Times	Venue
9 January 2023	10:00-16:00	Webinar via Zoom

## BIA Supervision

For adult social care staff

ADULT

This course is an opportunity for Best Interest Assessors (BIAs) to discuss cases and areas of concern in a group with guidance from Edge.

The forum enables staff to enhance their knowledge, skills and experience in the application of the Act. Learning is achieved via discussion of real-life scenarios with guidance from an experienced BIA, which includes the latest case-law updates. Attendees gain the most value by coming to the session with questions and issues and being prepared to reflect on and analyse their practice in a friendly and supportive environment.

Dates	Times	Venue
28 September 2022	10:00-12:30	Webinar via Zoom
28 September 2022	13:30-16:00	Webinar via Zoom
12 December 2022	10:00-12:30	Webinar via Zoom
12 December 2022	13:30-16:00	Webinar via Zoom
14 March 2023	10:00-12:30	Webinar via Zoom
14 March 2023	13:30-16:00	Webinar via Zoom

## BlackBerry Leap: How to use a touchscreen BlackBerry

For any WBC staff

CORP E-LEARNING

This course is a collection of short videos showing you how to set up and use your touchscreen BlackBerry Leap. It is available on our e-learning website, [Learning Time](#).

## Bookingbug

For WBC staff

CORP

Bookingbug is an online booking and reservation system that seamlessly integrates with our own website and intranet. It allows our customers to book all sorts of activities, such as services, events, classes and courses.

This course is aimed at staff who are responsible for managing events and activities using Bookingbug. It is made up of a series of YouTube videos that have been produced by the training team.

At present Bookingbug is being used to manage heritage, library, family hub and public health activities.

The e-learning course is available on our e-learning website, [Learning Time](#).

## Card Payment Awareness

For any WBC staff who handle card payments

CORP E-LEARNING

When processing card payments, every care must be taken to ensure that the transaction is safe and secure. Every organisation must be compliant with the Payment Card Industry Data Security Standard (PCI DSS). This e-learning course will give you an awareness of the standards that staff must uphold.

This course is available on our e-learning website, [Learning Time](#).

£ Chargeable corporate course – ★ Mandatory for WBC staff – ◆ Mandatory for WBC managers

● Adult social care management development programme – 🎧 classroom course 🖥️ webinar 📺 e-learning course

## Care Certificate

For any social care staff

ADULT and CHILD

All of these online courses are available to anyone working in the social care sector at West Berkshire Council.

Standard 01: Understanding your role

Standard 02: Your personal development

Standard 03: Duty of care

Standard 04: Equality and diversity

Standard 05: Working in a person-centred way

Standard 06: Communication

Standard 07: Privacy

Standard 08: Fluids and nutrition

Standard 09: Awareness of mental health, dementia and learning disability

Standard 10: Safeguarding adults

Standard 11: Safeguarding children

Standard 12: Basic life support

Standard 13: Health and safety

Standard 14: Handling information

Standard 15: Infection prevention and control

These courses are available on our e-learning website, [Learning Time](#).

## Caring for Children in the digital age

For foster carers

FOST

This course covers the notion of 21<sup>st</sup> century children and includes:

- The opportunities they have
- The technology, apps and services they use
- Managing risk and harm
- The positive action that foster carers can take

### Dates

To be confirmed

### Times

10:00-13:00

### Venue

Shaw House, Church Road, Shaw, Newbury

## Child Sexual Exploitation

For anyone

CHILD

This e-learning course looks at what child sexual exploitation (CSE) is and how to spot the signs.

By the end of the course delegates should understand:

- What is meant by CSE
- How to identify that CSE may be taking place
- How to recognise that a young person is being groomed

£ Chargeable corporate course – ★ Mandatory for WBC staff – ◆ Mandatory for WBC managers

● Adult social care management development programme – 🎧 classroom course 📺 webinar 🖥️ e-learning course

- How a framework is used when assessing for CSE
- What practitioners and agencies do if a child is a victim of CSE
- How practitioners can effectively support victims of CSE

This course is available on our e-learning website, [Learning Time](#).

## Child Sexual Exploitation

For foster carers

This training covers responding effectively to issues of child sexual exploitation and how this impacts on missing from care and other forms of abuse. This course is aimed at foster carers who are caring for children and young people in both the local authority and statutory sectors. The course provides an opportunity for foster carers to gain confidence and efficacy in dealing with this often complex and difficult field.

### Dates

To be confirmed

### Times

10:00-14:00

### Venue

via MS Teams

## Children with Disabilities

For any children's services staff

CHILD

Children with disabilities are especially vulnerable to risk. In this course we'll explore why this is and how to effectively safeguard them, while ensuring they have the same rights as other children.

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

- Recognise why children with disabilities are particularly vulnerable to abuse
- Identify the range of communication barriers that may contribute to undisclosed abuse
- Understand why children feel unsafe disclosing their abusers

This course is available on our e-learning website, [Learning Time](#).

## Coaching

For WBC staff

CORP

Coaching is a critical leadership skill that can be the difference between acceptable levels of performance and exemplary levels. The following e-learning module is designed to help you in your role as a coach.

This course is available on our e-learning website, [Learning Time](#).

## Coercive Control

For any social care staff

SOCIAL CARE

Coercive control is when a partner or family member continually behaves in a way which makes a person feel controlled, threatened, isolated or scared. People who are victims of, or are at risk of, domestic abuse are most likely to be at risk of coercive and controlling behaviour.

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

- Understand what coercive control is and how it might occur
- Recognise the different sorts of coercive control
- Understand who the perpetrators and victims are
- Understand the effect coercive control has on individuals
- Understand the reasons victims might feel unable to leave
- How you can support people who want to leave

This course is available on our e-learning website, [Learning Time](#).

## Communication Skills: e-learning

For anyone working in adult social care

ADULT

Ten interactive e-learning resources covering aspects of communication skills in social work and social care practice, available through the [Social Care Institute for Excellence website](#).

You will be required to subscribe to SCIE if you are not already a member.

For more information on e-learning and other resources go to [E-learning for Social Care Staff](#) on page 38.

## Coronavirus

For anyone

CORP

We have all seen the stories in the media, but do they really tell us what this virus is and how we can protect ourselves and others?

This course covers:

- What is the novel coronavirus (COVID-19)?
- What are the symptoms?
- How does it spread?
- Common myths
- Protective measures
- When to use a mask and how to use it effectively

This course is available on our e-learning website, [Learning Time](#).

## Conversations with Distressed Young People

For social care and youth offending staff

CHILD

This is a Psychological Perspectives in Education & Primary Care (PPEPCare) course. It has been designed to help professionals working with children and young people to recognise and understand mental health difficulties and offer appropriate support and guidance to children, young people and their families.

PPEPCare courses have been developed following consultation with primary healthcare professionals (including GPs), teachers and other school staff. Teaching materials have been written by national and international experts. They are delivered by specialist CAMHS practitioners.

This course covers:

- How to recognize distress and how it may present in young people
- How to respond in the moment.
- How the changes to the teenage brain impact on the young person.
- Identify the barriers to effective communication
- Provide a structure known as 'NOW' to facilitate helpful and constructive conversations

### Dates

To be confirmed

### Times

10:00-13:00

### Venue

Shaw House, Church Road, Shaw, Newbury



## Court Skills for Children's Social Workers

For children and family services staff AND foster carers

CHILD

As a social worker, one of your roles will be to work with cases in care proceedings. Going to court can feel like one of the most daunting parts of your role.

Your duty is to safeguard and promote the welfare of children and to put forward a good account of the local authority's view.

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

- Understand the purpose of the court and why you will be expected to attend
- What to expect from your appearance in court
- The importance of good quality social work reports
- What will be expected of you in court and how you should organise your report
- Recognise the function and role of the various people who work in the court
- Identify the various types of evidence and how it should be presented and evidenced.

This course is available on our e-learning website, [Learning Time](#).

## Creating Narrated Presentations and Demos

For any WBC staff

CORP E-LEARNING

Learn how to use PowerPoint and Zoom to record narrated video presentations or to create "How do I?" style videos.

Working from home has many advantages, but it can be difficult to share ideas and plans with your colleagues if you're not meeting them face to face. Perhaps you're used to giving PowerPoint presentations, or sitting with a colleague to show them how to complete an online form or use a piece of specialist software.

The good news is that there are options available for recording your presentation or a quick "How do I?" guide. This course looks at options available using both PowerPoint and Zoom.

This course is available on our e-learning website, [Learning Time](#).

## Customer Service: Communication Skills

For front line WBC staff

CORP E-LEARNING

Communication is at the heart of providing excellent customer service.

This course focuses on skills to help you communicate effectively either face to face, in writing or on the telephone.

You will also find some techniques for how to manage difficult situations.

This course is available on our e-learning website, [Learning Time](#).

## Data Protection & Security Essentials ★ ◆

Mandatory for all WBC staff

CORP E-LEARNING

This course covers changes made to data protection law by the General Data Protection Regulations (GDPR) and the Data Protection Act 2018. It also looks at how to keep paper and electronic data secure in the office and whilst working flexibly.

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



- Recognise the main security risks within your workplace and know the main security controls to minimise the risk.
- Know your security responsibilities.
- Know what to do in confronted by a security incident in your workplace

This course is mandatory for West Berkshire Council staff and managers. Employees are required to undertake either an e-learning or classroom course initially, followed by an e-learning refresher, every three years (or every year for high risk staff). It is available via the council's e-learning system, [Learning Time](#).

<b>Dates</b>	<b>Times</b>	<b>Venue</b>
To be confirmed	11:30-13:00	Shaw House, Church Road, Shaw, Newbury

## Delivering a PowerPoint Slideshow in Zoom

For WBC staff

CORP E-LEARNING

This course is essential for anyone who needs to deliver a PowerPoint slideshow during a Zoom meeting.

Whether you're used to delivering PowerPoint slideshows or not, delivering them via Zoom can be daunting. You're using two different programs at the same time and trying to remember what you want to say, all whilst your remote audience watches on!

Preparation is the key. Practice the slideshow and practice how you're going to deliver it.

This course covers:

- Launching the Zoom app and starting a Zoom meeting without inviting others (so you can practice)
- Sharing your screen
- Presenting your slideshow
- Tips for sharing a PowerPoint slideshow

This course is available on our e-learning website, [Learning Time](#).

## Dementia Care

For adult social care staff and shared lives carers

ADULT

This e-learning course meets the requirements for Tier 1 of the Dementia Training Standards Framework (Skills for Health, Health Education England, Skills for Care 2018).

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

- Understand what dementia is
- Recognise the signs and symptoms of dementia
- Identify other conditions that share similar symptoms with dementia
- Understand what might cause dementia
- Understand how to assess a person's mental capacity
- Communicate with someone living with dementia
- Look beyond the illness and adopt a holistic approach that puts the person first
- Improve the quality of services for those living with dementia
- Understand the legislation surrounding dementia

This course is available on our e-learning website, [Learning Time](#).

## Deprivation of Liberty Safeguards (DoLS)

For adult social care staff and shared lives carers

ADULT

Mental capacity is the ability to make a decision about a particular matter at the time the decision needs to be made. This e-learning course looks at the Mental Capacity Act 2005 and in particular the Deprivation of Liberty Safeguards within it.

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

- Identify what the Deprivation of Liberty Safeguards (DoLS) are
- Understand how DoLS and the Mental Capacity Act work and who they apply to
- Understand the context for DoLS and who does what during the process
- Identify what's required before a DoL safeguard can be authorised

This course is available on our e-learning website, [Learning Time](#).

## Deprivation of Liberty (DoLS) Level 1 ●

For anyone working in adult social care

ADULT

The Deprivation of Liberty Safeguards (DoLS) amends the Mental Capacity Act 2005 and has had a considerable impact on those working with people with mental health or learning disability issues.

DoLS ensures that where a person lacks capacity and the Mental Health Act cannot be used to secure their detention, that there is a viable legislative alternative. Without it, those placing someone lacking capacity in care homes and hospitals under certain conditions without legal authority can face legal challenge.

This course raises awareness of DoLS and provides the essential knowledge that staff need in order to work with and implement DoLS effectively and ensure compliance.

This course covers:

- An overview of the key parts of MCA 2005
- What is a Deprivation of Liberty? Understanding the Acid Test
- Restraint and how to make it lawful
- How a Deprivation of Liberty is authorised?
- Managing authorities and supervisory bodies
- Applying for Standard or Urgent authorisations
- DoLS assessments
- Reviews of authorisations
- Rights to advocacy and the role of the person's representative court of Protection

Dates	Times	Venue
14 July 2022	09:30-16:30	Webinar via Zoom
1 December 2022	09:30-16:30	Webinar via Zoom

## Deprivation of Liberty Masterclass ●

For Social workers and social work managers

ADULT

This Zoom webinar is aimed at delegates who have already completed level 1.

It is an update on level 1 with an emphasis on legal cases involving a deprivation of liberty and the lessons to be learned for professional staff. The key legal developments in this area will also be covered.

**Dates**  
3<sup>rd</sup> October 2022

**Times**  
09:30-16:30

**Venue**  
Webinar via Zoom

## Difficult Conversations with Staff

For corporate managers

This course is designed to help managers to discuss difficult and sensitive subjects with staff.

The objectives are:

- Understand why some conversations appear challenging
- Identify different responses to conflict
- Raising awareness of the skills needed to handle challenging conversations effectively
- Bringing structure and purpose to such conversations

**Dates**  
To be confirmed

**Times**  
09:30-16:30

**Venue**  
Webinar via Zoom

## Difficult, Dangerous and Evasive

2 day course for children's social care workers

CHILD

This course provides the opportunity for staff working in potentially difficult or dangerous situations to develop their skills as close to the real experience as possible.

This classroom course covers:

- Understanding the organisational context of work which can help or hinder staff support in challenging situations
- Exploring how our own value base can often fragment when faced with threatening situations
- A model of communication to use when faced with difficult situations
- Understanding the difference between dangerous and difficult
- Self-care and using support systems as a means of survival in hostile conditions

New knowledge will be practised with actors in taped, simulated interviews providing constructive feedback in order to evaluate strengths and concerns.

This course is open to all children's social care staff and is relevant for both newly qualified and experienced workers.

**Dates**  
19-20 May 2022

**Times**  
09:30-16:30

**Venue**  
Shaw House, Church Road, Shaw, Newbury

## Display Screen Equipment (DSE)

Mandatory for all WBC staff who use DSE

CORP E-LEARNING

This course is only available via the Council's E-learning system, [Learning Time](#). It is mandatory for all new staff, and all existing staff who use DSE equipment regularly.

Display Screen Equipment (DSE) is common throughout the workplace. Computer monitors, laptop screens, tablets, smart phones and televisions are all forms of DSE. It even covers microfilm and microfiche.

Many of us now use DSE for large parts of our working day. The following e-learning module covers what DSE is, why it's important to have the right equipment in the right position, and how to check your sitting position with the equipment around you.

## DoLS in Children and Young People

For children and family services staff AND foster carers

CHILD

This course aims to update staff working with children, young people and those in transition with the latest case law and developments in relation to Deprivation of liberty.

By the end of this course you should:

- Understand the 'presumption of capacity' from age 16; the overlap with parental responsibility until the age of 18 and how this differs to consent provided for children under 16
- Understand the supreme court ruling and its application to those aged under 18
- Identify when a deprivation of liberty may be occurring and how to make it lawful

### Dates

04 November 2022

07 November 2022

### Times

13:30-16:30

09:30-12:30

### Venue

Webinar via Zoom

Webinar via Zoom

## Domestic Abuse (CSC)

For children and family services staff AND foster carers

CHILD

Domestic abuse is defined as any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality.

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

- Identify what domestic abuse is
- Recognise the signs that abuse is occurring
- Understand the ways children experience domestic abuse
- Help victims of domestic abuse

This course is available on our e-learning website, [Learning Time](#).

## Domestic Abuse Awareness

For any WBC staff and managers

Please note that an e-learning package has been developed for those members of West Berkshire Council staff who require a basic introduction to the issues surrounding Domestic Abuse. It is available via the council's e-learning system, [Learning Time](#).

## Domestic Abuse Awareness

For children and family services staff AND foster carers

CHILD

Domestic Abuse Awareness training is provided by the Building Communities Together Team. Please contact [Jade.Wilder@westberks.gov.uk](mailto:Jade.Wilder@westberks.gov.uk) for details.

## Domestic Abuse Safeguarding Training

For adult social care staff

ADULT

This is a half-day session to help enable practitioners to understand the issue of domestic abuse and safeguarding adults and to practice safely when domestic abuse is an issue.

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

- Understand the definition of domestic abuse and the complex range of behaviours involved as outlined in the Duleth Wheel
- Understand the impact of domestic abuse on a person

£ Chargeable corporate course – ★ Mandatory for WBC staff – ◆ Mandatory for WBC managers

● Adult social care management development programme – 🗣️ classroom course 📄 webinar 🖥️ e-learning course

- Understand the effects of coercion and decision making and when a safeguarding response is required
- Know how to safely raise the issue of domestic abuse with a service user and be able to recognise when risks to the service user are increasing and when to refer to another professional/level 2 worker
- Have reviewed the principles of Making Safeguarding Personal and how they would apply to practice in domestic abuse circumstances

Dates	Times	Venue
To be confirmed	09:30-12:30	Shaw House, Church Road, Shaw, Newbury

## Downloading and Using the Zoom for Outlook Plugin

For any WBC staff

CORP

Zoom and Outlook aren't normally linked, which can be a problem if you arrange a lot of meetings. However, you can now install a special plugin that will allow you to schedule and start Zoom meetings from Outlook. Best of all, if you change the time of the meeting in Outlook, it will automatically update it in the Zoom app.

The following video shows you how to install the plugin from the Software Centre on your corporate computer. It also shows you how to use the new Zoom buttons on your Outlook ribbon.

The slides from the video have also been published as an accompanying handout.

The course and handouts are available via the council's e-learning system, [Learning Time](#).

## Driving Safely for Work

Mandatory for all WBC staff who drive a vehicle at work

CORP

This is a mandatory e-learning course for any staff or volunteers who drive whilst working for West Berkshire Council (this course is not mandatory for staff who only drive a vehicle to and from their work place).

It is available via the council's e-learning system, [Learning Time](#).

## Drug and Alcohol Awareness

For any WBC staff

CORP E-LEARNING

This e-learning course aims to raise your awareness of drugs and alcohol looking at recommended guidelines for alcohol consumption, useful tips for cutting back as well as the more common drug types and their side effects and symptoms.

We will also provide sources of support for individuals and employers with information on the early warning signs that someone is developing a substance misuse problem and how to deal with it.

It is available via the council's e-learning system, [Learning Time](#).

## DSE Assessment Co-ordinator

For designated DSE Assessment Co-ordinators

CORP

This course provides delegates with the knowledge and practical skills required to carry out Display Screen Equipment assessments in their workplace in line with the Health and Safety at Work Act 1974. Non West Berkshire Council staff are also welcome.

Dates	Times	Venue
17 November 2022	12:30-14:30	Shaw House, Church Road, Shaw, Newbury

## Early year's settings training

For details of training for staff in early years settings please visit [West Berkshire Education](#) or email [training@westberks.gov.uk](mailto:training@westberks.gov.uk).

## Effective Multi-Agency Working (Targeted)

For children and family services staff AND foster carers

CHILD

This course provides 'targeted' level training where multi-agency working is emphasised so that workers know their, and other professionals, roles and responsibilities in relation to legislation and responsibilities in the child protection process.

Please note you must have attended the [Safeguarding Children: Universal](#) course first (page 74).

This course covers:

- Develop an understanding of partnership working within multi agency safeguarding
- Increase confidence, ability and advocacy skills in day to day and to ensure effective interagency working
- Explore the professional and personal dilemmas and decision making in safeguarding
- Consider assessment of thresholds including CAF, strategy meetings, Section 47, assessment and conference and core group in line with changes in Working Together to Safeguard Children 2013
- Consider information sharing communication and collaboration between professionals in different agencies with a focus on best interests of the child

This course will not cover signs and indicators of abuse. This should be covered by your organisation in Universal training.

### Dates

To be confirmed

### Times

09:30-16:30

### Venue

Shaw House, Church Road, Shaw, Newbury

## E-learning for corporate staff

For any WBC staff

CORP

Online e-learning courses can be found on the Council's e-learning system, [Learning Time](#). Refresher versions of many of our mandatory courses are now available as e-learning.

In exceptional circumstances e-learning may be used in lieu of an initial classroom course where a Head of Service authorises that:

- Part time or shift workers are unable to commit to classroom training
- Employees whose professional qualifications include significant subject input and who are unable to commit to classroom training

## e-Learning for social care workers

for social care workers

ADULT and CHILD

We work with a variety of e-learning providers and a wide range of subjects are covered (see below). Contact [training@westberks.gov.uk](mailto:training@westberks.gov.uk) for further details about these websites and the user names and passwords you will require to access them.

After completing an e-learning package, we expect people to provide us with an evaluation of the package. Completion of Learning Time courses will be recorded on your staff training record automatically. For other courses, we will need to note on your training record that you have completed it. The course normally provides a certificate, please ensure you print it out if required as we are no longer able to produce certificates.

£ Chargeable corporate course – ★ Mandatory for WBC staff – ◆ Mandatory for WBC managers

● Adult social care management development programme – 🗣️ classroom course 🖥️ webinar 📄 e-learning course



We would recommend the use of online assessments to evidence competence and certification after completing e-learning or short courses.

- Dementia Awareness (Learning Time)
- E-learning: Introduction workshop (HR Services)
- End of Life Care (Learning Time)
- Equal Opportunities and Diversity Essentials (Learning Time)
- Food nutrition and hydration in Health and Social Care (Learning Time)
- Health and Safety Essentials (Learning Time)
- Infection Control (Learning Time)
- Macmillan Cancer Learning Zone (Macmillan)
- Managing Challenging Behaviour (Learning Time)
- Managing Medication (Learning Time)
- National End of Life Care Programme (Access via NMDS or NHS)
- Personal Safety (Learning Time)
- Principles of Infection Prevention (Learning Time)
- Safeguarding Adults (Learning Time)
- Safeguarding Children (Learning Time)
- The Mental Capacity Act (Learning Time)
- Understanding Personal Safety and Security (Learning Time)
- Communication Skills (Learning Time)
- Law and social work (Learning Time)

## Education Training

For details of additional training for Education staff please visit [West Berkshire Education](#) or email [training@westberks.gov.uk](mailto:training@westberks.gov.uk).

## Effective Minute Taking

For any WBC staff

CORP

This e-learning course has been written by our e-learning system provider. It is a generic minute taking course that looks at how you can write minutes for your meetings in an easy to read style, describing how agendas and minutes are related.

It is available via the council's e-learning system, [Learning Time](#).

## Effective Writing

For any WBC staff only

CORP

This e-learning course has been written by our e-learning system provider. During this course you will learn how to develop your writing skills effectively. Being able to write effectively saves time, effort and frustration.

It is available via the council's e-learning system, [Learning Time](#).

## Emotional Abuse (CSC)

For children and family services staff

CHILD

This e-learning course will help you to identify how emotional abuse affects children, the specific circumstances that put children at risk, and how emotional abuse impacts on all other types of abuse.

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

- £ Chargeable corporate course – ★ Mandatory for WBC staff – ◆ Mandatory for WBC managers
- Adult social care management development programme – 🎧 classroom course 📺 webinar 🖥️ e-learning course

- Understand the signs of emotional abuse and the significance of joint planning
- Recognise the signs of emotional abuse and how emotional abuse affects children beyond their childhood
- Understand the importance of risk assessment in cases of child emotional abuse

This course is available on our e-learning website, [Learning Time](#).

## End of Life, Tier 1

For anyone working with young people

ADULT

This e-learning course will provide you with an understanding of the importance of good end of life care and support. It meets the requirements of the End of Life Care Framework, Tier 1.

It covers:

- The terminology used and who is involved
- The importance of communication
- Equality, diversity and inclusion – treating everyone with respect

This course is available on our e-learning website, [Learning Time](#).

## Epilepsy & Emergency Treatment

For Social Care workers

ADULT

This course is an introduction for those working in a care role. It aims to provide an awareness of epilepsy and an understanding of the physical, emotional and social challenges that individuals may have to face.

This course covers:

- Explaining the myths
- Recognise epilepsy, types of seizures
- An introduction to the brain
- Diagnosing epilepsy
- Treatment & control of epilepsy
- What to do when someone is having a seizure, practical management
- Emergency treatment using oromucosal (buccal) Midazolam with practical; includes a demonstration and use of syringe
- Managing epilepsy and the impact of epilepsy on a person's life
- Supporting vulnerable people with epilepsy and maintaining dignity and respect

There is a competency worksheet that must be completed at the end of the session.

A mandatory requirement for attending this session is to be up-to-date with Medication Administration training. Both sessions have a requirement to be updated annually.

### Dates

To be confirmed

### Times

09:30-15:30

### Venue

Shaw House, Church Road, Shaw, Newbury

## Epilepsy & Emergency Treatment Refresher

For Social Care workers

ADULT

This course is a refresher for those working in a care role. It aims to provide an awareness of epilepsy and an understanding of the physical, emotional and social challenges that individuals may have to face.

There is a competency worksheet that must be completed at the end of the session.

£ Chargeable corporate course – ★ Mandatory for WBC staff – ◆ Mandatory for WBC managers

● Adult social care management development programme – 🗣️ classroom course 📺 webinar 🖥️ e-learning course



A mandatory requirement for attending this session is to be up-to-date with Medication Administration training. Both sessions have a requirement to be updated annually.

<b>Dates</b>	<b>Times</b>	<b>Venue</b>
To be confirmed	09:30-12:30	Shaw House, Church Road, Shaw, Newbury

## **Epilepsy Awareness**

For any WBC staff

CORP E-LEARNING

The purpose of this course is to improve the learner's understanding of epilepsy, including causes and triggers, types of seizure and methods of treatment.

This course is available on our e-learning website, [Learning Time](#).

## **Equality and Diversity for Staff** ★

Mandatory for all WBC staff

CORP E-LEARNING

This course contains alternative e-learning or classroom training options.

It aims to raise awareness and develop knowledge of equality and diversity. It is available on our e-learning website, [Learning Time](#).

The e-learning course looks at the Equality Act 2010, why it is important and what it means for the council. Then it takes a more detailed look at equality in the work place and considers what it means for employees and the way they work.

The classroom course explores the nature of Unconscious Bias and how it impacts on individual and group attitudes, behaviours and decision-making processes. It will enable staff to take positive steps towards mitigating unconscious bias and leading inclusive practice at work. WBC staff are required to undertake this course every three years.

<b>Dates</b>	<b>Times</b>	<b>Venue</b>
To be confirmed	09:30-12:00	Webinar via Zoom

## **Equality and Diversity for Managers** ◆ ●

Mandatory for WBC managers



CORP / CORP E LEARNING

This course is designed to ensure that managers understand and are able to manage their responsibilities with respect to equality and diversity at work. Every manager in West Berkshire Council is required to have a good understanding of equality and diversity to understand how we can ensure people are treated fairly and with dignity, in the management of service delivery and of employees.

By the end of the course delegates will:

- State and apply the expectations of the organisation with regard to managing diversity
- List the key drivers for equality and diversity in the workplace including: The legislation, West Berkshire policy
- Implement organisational equality requirements related to staff development and service delivery
- Develop strategies to harness the potential of a diverse staff group
- Address challenges arising from diversity

WBC employees are required to undertake refresher training for this course every three years. A refresher called Equality & Diversity, is available via the Council's e-learning system, [Learning Time](#). The e-learning course provides the minimum information necessary and may therefore be adequate for those who are unable to attend the full day classroom course in accordance with the

£ Chargeable corporate course – ★ Mandatory for WBC staff – ◆ Mandatory for WBC managers  
● Adult social care management development programme – ● classroom course  webinar  e-learning course

criteria set out in the Learning and Development Policy and in agreement with their head of service.

Dates	Times	Venue
14 September 2022	09:30-16:30	Shaw House, Church Road, Shaw, Newbury
21 February 2023	09:30-16:30	Shaw House, Church Road, Shaw, Newbury

## Establishment Control

For WBC managers

CORP E-LEARNING

The aim of this e-learning course is to give you guidance on the establishment and the establishment control process at West Berkshire Council.

This will explain what it means, why we do it, and the process you as managers are required to follow.

This course is available on our e-learning website, [Learning Time](#).

## Excel 2013 training

For corporate staff

CORP

West Berkshire Council provides free ICT training courses (see page 49) for corporate staff. Sessions cater for absolute beginners through to advanced users with more specialised requirements. Training takes place in a dedicated ICT training room at Shaw House. Each session lasts half a day with a short break for tea or coffee halfway through.

Our classroom courses are currently suspended due to COVID restrictions. However our IT Trainer, [Kerry Taylor](#), has recreated many of them as videos which are available on our e-learning website, [Learning Time](#).

Course descriptions and training manuals can be found on the [council's staff intranet](#).

## Female Genital Mutilation (Specialist)

For children and family services staff

CHILD

Please note you must have attended the [Safeguarding Children: Universal](#) course first (page 74).

An e-learning version of this course is available via the council's e-learning system, [Learning Time](#).

This Female Genital Mutilation course covers:

- What is FGM
- Prevalence of FGM
- How to recognise FGM
- What to do with your concerns

Dates	Times	Venue
To be confirmed	09:30-12:30	Shaw House, Church Road, Shaw, Newbury

## Fire Awareness Introduction and Refresher

For anyone

CORP / E-LEARNING

For internal and external social care staff or those who do not have access to a computer. There are a limited number of classroom courses.

This course is a basic introduction to fire awareness and also for people wanting a refresher. It covers the mandatory requirements for people working in offices and in care work environments.

The Care Certificate standard covered by this course is:

- 13.7 - Promote Fire Safety

This course also needs to meet CWDC Standard 3 Outcome 3.

This course is funded for West Berkshire Council employees, who are expected to refresh their training every three years. Social care staff, who work with service users, are expected to refresh their training annually.

Delegates attending the classroom course will be given essential outside practical experience of discharging an extinguisher. Casual dress is recommended for this course.

This course does not cover evacuation policies and procedures for specific buildings. It is expected that these will be covered by the manager as part of the induction process.

West Berkshire Council staff can complete an e-learning version of this course, called Fire Awareness, via [Learning Time](#).

Dates	Times	Venue
28 April 2022	14:00-16:00	Shaw House, Church Road, Shaw, Newbury
24 May 2022	14:00-16:00	Shaw House, Church Road, Shaw, Newbury
21 June 2022	10:00-12:00	Shaw House, Church Road, Shaw, Newbury
7 July 2022	10:00-12:00	Shaw House, Church Road, Shaw, Newbury
5 September 2022	14:30-16:30	Shaw House, Church Road, Shaw, Newbury
4 October 2022	14:00-16:00	Shaw House, Church Road, Shaw, Newbury
29 November 2022	10:00-12:00	Shaw House, Church Road, Shaw, Newbury
25 January 2023	10:00-12:00	Shaw House, Church Road, Shaw, Newbury
09 February 2023	10:00-12:00	Shaw House, Church Road, Shaw, Newbury
16 March 2023	14:00-16:00	Shaw House, Church Road, Shaw, Newbury

## Fire Awareness for RPs, CPs & Managers

For corporate staff

CORP

For any staff designated as the responsible or competent person for a West Berkshire Council building.

- To provide you with the knowledge and confidence to keep you and your staff safe from fire
- To be able to identify how to prevent fires and their spread
- To be familiar with actions to be taken on hearing the fire alarm
- To be familiar with actions to be taken on discovering a fire
- To be familiar with the different types of fire extinguisher and their uses
- To be familiar with the fire risk assessment, how to interpret it and implement the recommendations

Dates	Times	Venue
2 February 2023	09:30-13:00	Shaw House, Church Road, Shaw, Newbury

£ Chargeable corporate course – ★ Mandatory for WBC staff – ◆ Mandatory for WBC managers

● Adult social care management development programme – 🗣️ classroom course 🖥️ webinar 📄 e-learning course

This course is designed for anyone in the capacity of fire marshal or fire warden, who is responsible for overseeing fire safety and/or who is required to act in a position of responsibility during a fire emergency. It is designed for West Berkshire Council employees.

The aim of this training is to raise awareness concerning the behaviour of people in a fire, emergency fire evacuation procedures, the prevention of arson or an outbreak of fire, and the appropriate action to take in the event of a fire. Fire wardens will be trained in all applicable aspects of fire safety and will be given essential practical experience of discharging an extinguisher. Casual dress is recommended for this course.

Fire warden training has to be refreshed every three years.

<b>Dates</b>	<b>Times</b>	<b>Venue</b>
29 April 2022	10:00-13:00	Shaw House, Church Road, Shaw, Newbury
12 July 2022	10:00-13:00	Shaw House, Church Road, Shaw, Newbury
20 July 2022	10:00-13:00	Shaw House, Church Road, Shaw, Newbury
17 August 2022	10:00-13:00	Shaw House, Church Road, Shaw, Newbury
27 September 2022	10:00-13:00	Shaw House, Church Road, Shaw, Newbury
5 December 2022	10:00-13:00	Shaw House, Church Road, Shaw, Newbury
17 February 2023	10:00-13:00	Shaw House, Church Road, Shaw, Newbury

## **First Aid (Emergency) – Introduction**

For anyone

ADULT and CHILD

This course is designed for social care workers who are working directly with people who use services.

The Care Certificate standards covered by this course are:

- Standard 12 - Provide Basic Life Support
- Standard 13.4 - Understand Procedures for responding to accidents and sudden illness occur

This course meets CWDC Standard 3 Outcome 4

It also covers how to respond to the most common health emergencies and also provides the evidence required for Health and Social Care qualifications.

Please wear casual and comfortable clothes which are easy for you to move about in.

If you have any mobility issues please let HR Services know in advance.

The course may be suitable to people working in other environments and anyone is welcome to attend.

Please note this is not the full [First Aid at Work / Qualified First Aider and Re-qualification](#) course (for details see page 45).

<b>Dates</b>	<b>Times</b>	<b>Venue</b>
31 May 2022	09:30-15:30	Shaw House, Church Road, Shaw, Newbury
05 July 2022	09:30-15:30	Shaw House, Church Road, Shaw, Newbury
22 September 2022	09:30-15:30	Shaw House, Church Road, Shaw, Newbury
1 December 2022	09:30-15:30	Shaw House, Church Road, Shaw, Newbury
8 March 2023	09:30-15:30	Shaw House, Church Road, Shaw, Newbury

£ Chargeable corporate course – ★ Mandatory for WBC staff – ◆ Mandatory for WBC managers

● Adult social care management development programme – 🗣️ classroom course 🖥️ webinar 📖 e-learning course

## First Aid (Emergency) – Update

For health and social care workers

ADULT and CHILD

This course refreshes social care workers who are working directly service users.

The Care Certificate standards covered by this course are:

- Standard 12 - Provide Basic Life Support
- Standard 13.4 - Understand Procedures for responding to accidents and sudden illness occur

This course meets CWDC Standard 3 Outcome 4.

It also refreshes how to respond to the most common health emergencies and also provides the evidence required for Health and Social Care qualifications.

Please wear casual and comfortable clothes which are easy for you to move about in.

If you have any mobility issues please let HR Services know in advance.

The course may be suitable to people working in other environments and anyone is welcome to attend.

Please note this is not the full [First Aid at Work / Qualified First Aider and Re-qualification](#) course (see below).

Dates	Times	Venue
15 June 2022	09:30-13:30	Shaw House, Church Road, Shaw, Newbury
13 October 2022	09:30-13:30	Shaw House, Church Road, Shaw, Newbury
22 February 2023	09:30-13:30	Shaw House, Church Road, Shaw, Newbury

## First Aid at Work / Qualified First Aider and Re-qualification £

For WBC staff only

CORP £

These courses are run externally through St John's Ambulance.

For more information or to book a place, please contact HR Services by emailing: [training@westberks.gov.uk](mailto:training@westberks.gov.uk).

The course cost will be charged to the appropriate service area budget and a cost centre code will be required prior to booking. We are happy to provide details and contacts for external organisations wishing to attend this course.

Please note it is important that you complete the First Aid at Work Re-qualification within 3 years and 28 days, otherwise you will have to repeat the full 3 day course to regain your certificate and ability to practice.

## First Day Data Protection and Information Security ★ ◆

For WBC staff and managers

CORP

This is a mandatory e-learning course that introduces staff to the Data Protection Act and what you must do to ensure personal information is kept secure. **Staff must complete this course before they are allowed to access personal information.**

The course is available on our e-learning website, [Learning Time](#).

## Flood Awareness

For WBC staff

CORP

This e-learning course aims to provide Level 1 flood awareness training for all council staff working in areas that are at risk of flooding.

It is available via the council's e-learning system, [Learning Time](#).

## Food Safety for Social Care (Level 1)

For anyone working in adult social care

ADULT

The safe preparation, storage and serving of food at work are a vital part of what you do. You and your colleagues are responsible not only for your own food safety, but also for the food safety of those in your care and of visitors.

This course covers:

- The importance of food safety and good food hygiene
- The importance of personal hygiene when handling food
- The role of cleaning in keeping food and equipment safe from contamination
- How food should be handled to prevent contamination

This course is available on our e-learning website, [Learning Time](#).

## Food Safety, Nutrition & Hydration

For adult social care

ADULT

This course is recommended for people who support individuals with their food and drink. It covers basic food safety and hygiene as well as the importance of good nutrition and hydration in maintaining well-being in any type of social care environment.

This course covers:

- Understanding the principles of food safety, hydration and nutrition
- Basics of safe preparation, storage and serving of food.
- The importance of good personal hygiene when handling food to prevent contamination.
- Supporting individuals to have access to fluids in accordance with their care plan
- Supporting individuals to have access to food and nutrition in accordance with their care plan
- Dealing with situations where poor nutrition or hydration is a result of neglect or bad practice

### Dates

27 April 2022

20 September 2022

14 November 2022

26 January 2023

### Times

13:30-16:30

13:30-16:30

13:30-16:30

13:30-16:30

### Venue

Shaw House, Church Road, Shaw, Newbury

Shaw House, Church Road, Shaw, Newbury

Shaw House, Church Road, Shaw, Newbury

Shaw House, Church Road, Shaw, Newbury

## Governors training

For details of training for School Governors please visit [West Berkshire Education](#) or email [training@westberks.gov.uk](mailto:training@westberks.gov.uk).

£ Chargeable corporate course – ★ Mandatory for WBC staff – ◆ Mandatory for WBC managers

● Adult social care management development programme – 🗣️ classroom course 📺 webinar 🖥️ e-learning course



## Handling Info, Security & Recording Skills

For health and social care workers

ADULT and CHILD

This course covers the Skills For Care – Care Certificate Standard 14 and is for anyone working in Social Care.

This course covers:

- The key principles of the Data Protection Act 2018 and the Freedom of Information Act 2000 (implemented fully in 2005).
- Awareness of the Caldicott Principles
- Employee responsibilities with regard to confidentiality
- Key principles of Information Security
- Key principles of effective recording skills

### Dates

To be confirmed

### Times

09:30-13:00

### Venue

Shaw House, Church Road, Shaw, Newbury

## Health and Safety – Safety Matters

Mandatory for WBC staff

CORP

This is a mandatory course for staff working at West Berkshire Council although anyone is welcome to attend. WBC staff are funded.

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

- Recognise health and safety risks in your workplace
- Ask questions relative to your own workplace
- Ensure accidents are effectively reported within West Berkshire Council
- Find further information regarding health & safety topics
- Recognise your responsibilities with regards to health and safety within your area of employment

Employees are required to undertake refresher training for this course every three years, unless legislation states otherwise for particular groups. A refresher, called Health and Safety Matters, is available via the council's e-learning system, [Learning Time](#).

Managers should attend the [Health and Safety for Managers](#) course (see page 47).

### Dates

28 July 2022

06 October 2022

05 January 2023

### Times

09:30-13:00

09:30-13:00

09:30-13:00

### Venue

Webinar via Zoom

Shaw House, Church Road, Shaw, Newbury

Shaw House, Church Road, Shaw, Newbury

## Health and Safety for Managers

Mandatory for WBC managers

CORP

A mandatory course for everyone working in a management role at West Berkshire Council, although anyone working in a management role is welcome. WBC managers are funded.

This course is designed to refresh departmental manager's knowledge with regard to key health and safety issues as may occur in their working environment.

It will offer a forum to discuss common issues encountered departmentally when dealing with health and safety as a manager

£ Chargeable corporate course – ★ Mandatory for WBC staff – ◆ Mandatory for WBC managers

● Adult social care management development programme – ● classroom course 📺 webinar 🖥️ e-learning course

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

- Identify the consequences of accidents in the workplace
- Recognise your responsibilities with regard to health and safety in the workplace
- Locate and use the resources available to support you in the role of health and safety management within your department

This classroom course is suitable as an introduction and a refresher.

Employees are required to undertake refresher training for this course every three years. A refresher is available via the council's e-learning system, [Learning Time](#).

Dates	Times	Venue
28 April 2022	09:30-13:30	Shaw House, Church Road, Shaw, Newbury
01 September 2022	09:30-13:30	Shaw House, Church Road, Shaw, Newbury
12 January 2022	09:30-13:30	Shaw House, Church Road, Shaw, Newbury
09 March 2023	09:30-13:30	Shaw House, Church Road, Shaw, Newbury

## Health and Safety in Social Care

For health and social care workers

ADULT and CHILD

This session is designed to meet the requirements of the Skills for Care – Code of Conduct Standard 1, 2, 3 & 4.

The session is relevant for anyone who works with service users in a social care setting. It is recommended for people who support individuals with their activities of daily living, in any type of social care environment.

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

- Understand your own responsibilities, and the responsibilities of others, relating to health and safety in the work setting
- Understand the risk assessment
- Understand the procedures for responding to accidents and sudden illness
- Handle hazardous substances
- Work safely
- Manage stress

All of the other outcomes under the Skills for Care – Care Certificate 2015 Standard 13 have their own specific sessions.

Anyone is welcome to attend this course, which does cover basic health and safety requirements, but please note the emphasis is specifically about working in social care environments and with people who use social care services.

Those not working in this environment should attend the more generic [Health and Safety: Safety Matters](#) course on page 47.

Dates	Times	Venue
19 May 2022	09:30-12:30	Shaw House, Church Road, Shaw, Newbury
15 September 2022	09:30-12:30	Shaw House, Church Road, Shaw, Newbury
08 December 2022	09:30-12:30	Shaw House, Church Road, Shaw, Newbury
09 February 2023	09:30-12:30	Shaw House, Church Road, Shaw, Newbury

£ Chargeable corporate course – ★ Mandatory for WBC staff – ◆ Mandatory for WBC managers

● Adult social care management development programme – 🗣️ classroom course 📺 webinar 🖥️ e-learning course



West Berkshire Council provides free IT training courses for corporate staff in a variety of Microsoft applications. Sessions cater for absolute beginners through to advanced users with more specialised requirements. Training normally takes place in a dedicated ICT training room at Shaw House (these are currently suspended due to COVID restrictions).

To help staff working from home during the pandemic, we have created online versions of many of the classroom courses. These online courses are comprised of short videos produced by our IT Trainer, [Kerry Taylor](#).

Course descriptions and training manuals can be found on the [council's staff intranet](#) and the online versions are available on [Learning Time](#).

Title	Skill Level	Classroom	Online
Windows 10	Beginner	No	Yes
Excel 2013 – Basics	Beginner	Yes	Yes
Excel 2013 – Essentials	Beginner	Yes	Yes
Excel 2013 – Intermediate	Intermediate	Yes	Yes
Excel 2013 – Charts and Graphs	Intermediate	Yes	Yes
Excel 2013 – Tables and Databases	Intermediate	Yes	Yes
Excel 2013 – PivotTables and PivotCharts	Advanced	Yes	No
Excel 2013 – Advanced Functions and Formatting	Advanced	Yes	Yes
Outlook 2013 – Emails and Contacts	Beginner	Yes	No
Outlook 2013 – Calendars and Tasks	Intermediate	Yes	Yes
PowerPoint 2013 – Essentials	Beginner	Yes	No
PowerPoint 2013 – Intermediate	Intermediate	Yes	No
Publishing on the WBC Website/Intranet	Intermediate	Yes	Yes
Word 2013 – Basics	Beginner	Yes	Yes
Word 2013 – Essentials	Beginner	Yes	Yes
Word 2013 – Intermediate	Intermediate	Yes	Yes
Word 2013 – Columns, Tabs and Tables	Intermediate	Yes	No
Word 2013 – Columns	Intermediate	No	Yes
Word 2013 – Tables	Intermediate	No	Yes
Word 2013 – Mail Merging	Intermediate	Yes	No
Word 2013 – Long Documents	Advanced	Yes	No

The following short, one subject video courses are also available on [Learning Time](#).

Title	Skill Level
Excel 2013 – Crating a Waterfall Chart	Intermediate
Excel 2013 – PivotTables (only a brief introduction)	Advanced
Excel 2013 – Rows and columns	Basic
Excel 2013 – Using the corporate timesheet	Basic
Excel2013 – AutoFilling sequences	Basic
Outlook 2013 – Email signatures	Beginner
Outlook 2013 – Using the BCC field	Beginner
PowerPoint 2013 – Copying slides between presentations	Basic
PowerPoint 2013 – Editing slide masters	Intermediate
PowerPoint 2013 – Inserting a YouTube video	Intermediate
PowerPoint 2013 – Using the corporate template	Basic
Word 2013 – Electronic forms	Intermediate

Word 2013 – Importing styles from another template	Advanced
Word 2013 – Performing an email mail merge	Beginner
Word 2013 – Track Changes	Intermediate

## OpenScape Web Portal – A Beginner’s Guide

If you are a free or flexi worker, the OpenScape web portal enables you to patch your phone calls through to any phone, mobile or BlackBerry. It means anyone ringing your normal extension number will get through to you wherever you happen to be. We have designed a short e-learning course to show you how it works. OpenScape Web Portal – A Beginner’s Guide can be accessed via [Learning Time](#).

## Induction to Working at WBC Part 2 ★

Corporate Induction for WBC staff

CORP

All new staff to West Berkshire Council are expected to complete this course. The course consists of:

- Welcome to WBC Part One: e-learning course
- Welcome to WBC Part Two: *classroom* question and answer session

Part One is an e-learning course and must be completed before attending Part Two in the classroom. It is available via the council’s e-learning system, [Learning Time](#).

Part Two is very much a **question and answer session** with the Chief Executive and a Member. It gives staff the opportunity to meet the Chief Executive and a member to ask questions either relating to working here at West Berkshire Council, how the council operates or about the local community / environment. There are no set topics for discussion this session; it is for employees to define the questions and topics they want to cover- any questions not answered in the session will be answered and emailed out after the session.

Together, these aim to provide staff with information on local government, and West Berkshire as a council, including information on decision making, the Council Plan, customer services, employment policies and procedures, and communication.

New starters will automatically receive details of both parts of the course from HR. If you have any queries please contact [learningmatters@westberks.gov.uk](mailto:learningmatters@westberks.gov.uk).

Dates	Times	Venue
To be confirmed	09:15-11:00	Webinar via Zoom

## Infection Control




For social care workers

ADULT and CHILD

This course is suitable as both an introduction and a refresher. It is relevant for anyone employed in a social care setting who works with service users.

The course is designed to meet the requirements of the Skills for Care Code of Conduct Standard 2 & 3.

This course covers:

- The ways infection can enter the body
  - The importance of effective hand hygiene
  - How your own health and hygiene may pose a risk to those you support or work with
- £ Chargeable corporate course – ★ Mandatory for WBC staff – ◆ Mandatory for WBC managers
- Adult social care management development programme –  classroom course  webinar  e-learning course

- Personal protective equipment
- Principles of safe handling of infected or soiled linen and clinical waste

The course involves a practical session on the correct methods of hand washing, plus correct removal of gloves and aprons.

Dates	Times	Venue
27 April 2022	09:30-12:30	Shaw House, Church Road, Shaw, Newbury
20 September 2022	09:30-12:30	Shaw House, Church Road, Shaw, Newbury
14 November 2022	09:30-12:30	Shaw House, Church Road, Shaw, Newbury
26 January 2023	09:30-12:30	Shaw House, Church Road, Shaw, Newbury

## Interview Skills

For all WBC staff

CORP

Job interviews give you a small window in which to convince a potential employer that you are the best person for the job.

This course will explain the importance of interview preparation, as well as giving you helpful hints and tips on interview questions and how to combat nerves.

It is available on our e-learning website, [Learning Time](#).

## Interviewing and Selection Skills

For WBC managers

CORP

This course explains the process for recruiting new employees at West Berkshire Council.

Please also see

It covers:

- Preparing to recruit
- Choosing appropriate selection methods
- Shortlisting applicants effectively
- Designing the best questions to ask and developing model answers
- Effective listening skills
- Scoring candidates answers
- Keeping records
- Providing feedback
- Pre-employment checks – references
- EC Forms

An e-learning course called **Recruitment and Selection** is also available on our e-learning website, [Learning Time](#).

Dates	Times	Venue
To be confirmed	9:30-13:00	Shaw House, Church Road, Shaw, Newbury

## Introduction to Mobile and Flexible Working

For WBC staff and managers who work from home

CORP E-LEARNING

This course provides an introduction to 'Timelord' - mobile and flexible working at West Berkshire Council.

It provides an overview of the scheme, the benefits it brings and some of the key rules to follow to ensure mobile and flexible working is successful.

This course is available on our e-learning website, [Learning Time](#).

## Investigation Skills

For corporate managers

Learn how to perform a disciplinary or grievance investigation on this course.

By the end of this training course managers should be able to:

- Understand the processes and tasks involved in carrying out an investigation under the disciplinary or grievance procedure
- Be clear on the content of an investigation report and to be able to summarise their findings from the investigation in a report format
- Understand the process at a disciplinary or grievance hearing and enable them to present their findings from the investigation at a hearing

### Dates

To be confirmed

### Times

9:30-16:30

### Venue

Shaw House, Church Road, Shaw, Newbury

## Law and Social Work: e-learning

For adult social care workers

ADULT

Ten interactive learning objects on aspects of law and social work, available through: [Social Care Institute for Excellence](#).

You will be required to subscribe to SCIE if you are not already a member.

## Legionella Awareness for RP's, CP's, MGR

For managers and staff designated as a responsible person or competent person

CORP

The aim of this course is to provide you with the knowledge and skills to prevent legionnaires disease in your building.

It will help you understand the duties and responsibilities of the responsible person, the causes of legionella bacteria in water systems, the legal framework, the control measures which can be used to prevent the proliferation of legionella and the consequences of poor management of this critical area of health and safety.

### Dates

02 February 2023

### Times

13:30-16:30

### Venue

Shaw House, Church Road, Shaw, Newbury




## Level 2 Award in Food Safety

For adult social care

ADULT

This training is aimed at catering teams, care and support staff in a variety of settings where there is a responsibility for food safety for the people they are supporting.

This course has been developed and mapped to current occupational standards, qualification frameworks and the following documents and resources:

- Food Safety Act 1990
  - £ Chargeable corporate course – ★ Mandatory for WBC staff – ◆ Mandatory for WBC managers
- Adult social care management development programme –  classroom course  webinar  e-learning course

- Food Hygiene Regulations 2006
- Food Standards Agency: Safer Food Better Business

This qualification is assessed with a 30 question, multiple choice questionnaire which is externally marked. Learners will need to achieve 20 or more correct answers to gain this qualification.

Learners will need to bring with them on the day photographic identification which will be confirmed as seen by the trainer on the day.

Dates	Times	Venue
06 May 2022	09:30-16:30	Shaw House, Church Road, Shaw, Newbury
11 May 2022	09:30-16:30	Shaw House, Church Road, Shaw, Newbury

### Life Story Work (CSC)

For children and family services staff

CHILD

The course explores the importance of life story work in children's social care. It outlines the life story work process and provides guidance about some of the challenges you may face in carrying out life story work.

This course is available on our e-learning website, [Learning Time](#).

### Making Sense of Fragmented Lives through Life Story Work

For children and family services staff

CHILD

This course gives an in in-depth understanding of the Life Story process and how this work helps children to make sense of their past, so that what has happened to them does not dominate, control or inhibit the present.

The topics covered in this training are:

- Gathering and collating information
- The importance of identity and meaning
- Listening and interpretive skills
- The significance of 'magical thinking'
- Working with the 'stuck' child
- Techniques for producing the Life Story book

Dates	Times	Venue
17 January 2023	09:30-16:30	Shaw House, Church Road, Shaw, Newbury

### Management Induction: An Introduction

For all WBC managers

CORP

This e-learning course should be completed by all new managers at West Berkshire Council. This introduction takes you through the process of planning your induction.

It is available via the council's e-learning system, [Learning Time](#).

### Management Induction: Managing your team

For all WBC managers

CORP

This e-learning course should be completed by all new managers in West Berkshire Council. It introduces key information relating to managing your team and health and safety.

It is available via the council's e-learning system, [Learning Time](#).

## Management Induction: Managing in a political environment

For all WBC managers

CORP

This e-learning course introduces managers to managing in a political environment - highlighting the structure of the council and how it makes decisions, the role of elected members and points managers should be aware of when managing in a local authority.

It is available via the council's e-learning system, [Learning Time](#).

## Managing Behaviour – Boundary Setting

For children and family services staff AND foster carers

CHILD and FOST

This course is designed to help develop boundaries and keep them in place.

This course covers:

- Understanding that boundaries make people feel safe. A young person's job description is to push boundaries – as a carer we are there to help them discover them. When people have boundaries in place it enables them to explore life more positively.
- Finding practical ways in developing and maintaining boundaries that work for carers and young people alike.
- Discovering the various ways that boundaries can be implemented.
- Understanding on how we can help young people to take responsibility for their actions and how to deal with unwanted behaviour.

This course is part of the Foster Carers' Training Programme but is open to anyone working with young people.

This course is compulsory for all Foster Carers and Foster Carers are expected to attend every 2 years.

Dates	Times	Venue
To be confirmed	09:30-14:30	Shaw House, Church Road, Shaw, Newbury

## Managing Feelings

For foster carers

FOST

This course assists parents to identify compassion fatigue and to acknowledge their own feelings and responses to children with Developmental Trauma.

It will give a deeper understanding of Secondary Trauma, self-recognition and an ability to act in the future to avoid compassion fatigue.

Dates	Times	Venue
To be confirmed	10:00-14:00	Webinar via Zoom

## Managing Medicines




For anyone working in adult social care

ADULT

Managing medication is an important part of your role.

As a social care practitioner it is vital that you follow guidelines to avoid mistakes. In this course we'll look at some key areas and what you need to do.

This course covers:

- £ Chargeable corporate course – ★ Mandatory for WBC staff – ◆ Mandatory for WBC managers
- Adult social care management development programme –  classroom course  webinar  e-learning course

- The eight key principles of safe and appropriate handling of medicines and what can go wrong if they are not followed
- The importance of staff training and getting consent
- The safeguards for people's health, wellbeing and human rights
- Responsibilities and the seven 'rights' in administering medicine
- Giving 'when required' medicines, homely medicines and controlled drugs
- The importance of good record keeping
- How to store and dispose of medicines correctly

This course is available on our e-learning website, [Learning Time](#).

## Managing Performance Issues

For any WBC manager

CORP

There may be times when an employee's performance at work falls below the acceptable standard. Managers have a responsibility to ensure that any underlying issues are correctly identified and that appropriate support is available to enable the employee to reach the required standards. Where it is not possible to do this through normal management practice, clear targets and a structured programme of support should be put into place using the Performance Capability Procedure.

This course:

- Enables managers to become familiar with the Performance Capability procedures
- Enables managers to practice their understanding and gain insight into the issues through case studies
- Ensures managers know how to access further information and support

### Dates

To be confirmed

### Times

09:30-12:30

### Venue

Webinar via Zoom

## Managing Misconduct (Disciplinary)

For any WBC manager

CORP

This is a short workshop aimed at all corporate managers.

Where the conduct of an employee falls below expected standards, the manager should take steps to deal with the issue promptly and fairly. Minor disciplinary matters may be dealt with informally through one-to-one meetings or counselling by the manager. More serious matters, or persistent minor misconduct, should be dealt with under the terms of the Disciplinary Procedure.

This course covers:

- What misconduct is
- The disciplinary procedures
- What happens at a hearing?
- What happens at an appeal?
- How to access further information and support

Case studies will be used to enable managers to practice their understanding and gain insight into the issues.

### Dates

To be confirmed

### Times

09:30-12:30

### Venue

Webinar via Zoom

£ Chargeable corporate course – ★ Mandatory for WBC staff – ◆ Mandatory for WBC managers

● Adult social care management development programme – 🎧 classroom course 🖥️ webinar 📖 e-learning course



## Managing Staff Absence

For any WBC manager

CORP

This is a short workshop aimed at all corporate managers.

Sickness absence, both long and short term, can have a significant impact on the council's ability to deliver services. Managers have a responsibility to manage employee absences fairly and consistently using the Management of Sickness Absence Procedures, which were revised in 2013.

By the end of the course delegates will:

- Be familiar with the sickness absence procedure and guidance
- Be confident in managing sickness absence – both long and short term
- Understand the benefits of managing sickness absence under an agreed framework.
- Ensure they know how to access further information and support.

Case studies will be used to enable managers to practice their understanding and gain insight into the issues.

An e-learning version of this course is also available on our e-learning website, [Learning Time](#).

Dates	Times	Venue
To be confirmed	09:30-12:00	Webinar via Zoom

## Managing Staff Complaints

For any WBC manager

CORP

This is a short workshop aimed at all corporate managers.

Employees may raise concerns or complaints about aspects of their employment from time to time. Normally, these should be raised with and dealt with by the line manager in the first instance. However, where an employee states their wish to raise a formal grievance, the council's Grievance Procedure should be followed to deal with the matter formally.

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

- Recognise what a grievance is
- Follow the Grievance Procedures
- Conduct an investigation
- Understand what happens at a hearing
- Understand the appeal process
- Access further information and support

Case studies will be used to enable managers to practice their understanding and gain insight into the issues.

The content of this course is also covered in the e-learning course, *Using the Grievance Procedure*. It is available on our e-learning website, [Learning Time](#).

Dates	Times	Venue
To be confirmed	09:30-12:00	Webinar via Zoom

## Managing your Priorities

For any WBC staff

CORP E-LEARNING

There are many things that make demands on us. Sometimes there seems to be just too much to do!



In this short course, you'll find details of a simple tool known as 'the priority grid'. This tool helps you to organise your priorities, and therefore helps you to use your time and energy more effectively.

This course is available on our e-learning website, [Learning Time](#).

## Managing Yourself and Your Time

For any WBC staff

This course will help you to manage your time through better planning; prioritising, delegating, controlling your environment, understanding yourself and identifying what you will change about your habits, routines and attitude.

This course is available on our e-learning website, [Learning Time](#).

## Manual Handling of Loads

For anyone

CORP / CORP E-LEARNING

This safer manual handling course provides practical instruction on the safe techniques to lift lower, push or pull objects safely, and how to assess the risks. To understand the range of problems associated with poor technique, and what can be done to avoid them.

By the end of the course delegates will:

- Have knowledge of the construction, strength and weakness of the spine, and of the potential damage caused by poor lifting techniques
- Be able to demonstrate correct lifting techniques for a range of objects
- Know how to identify and minimise the risk of musculoskeletal injury in the workplace

This is practical course for those who regularly handle heavy objects over 7kgs. It teaches delegates how to lift and move inanimate objects safely.

This course does not cover moving and positioning of people. Please go to [Moving and Positioning of People Foundation \(includes hoists\)](#) on page 62.

Employees are required to undertake refresher training for this course every three years. A refresher is available via the council's e-learning system, [Learning Time](#).

### Dates

17 November 2022

### Times

09:30-11:30

### Venue

Shaw House, Church Road, Shaw, Newbury

## Medication (Theory only)

For Health and Social Care Workers

ADULT and CHILD

This course is suitable as both an introduction and a refresher for staff working with adults or children.

The course is designed to meet the requirements of the Skills for Care Code of Conduct Standard 1, 2, 3, & 4. It also covers level 1 induction and level 2 administering medication (also described as basic training) required by the Care Quality Commission's medication administration guidance.

The aim of the course is to raise awareness of the management of medicines and provide care workers with knowledge and practical skills to safely select, prepare and give different types of medicines.

Following on from this training, a senior worker should always mentor a care worker until he or she is confident in giving medicines and competent to do so correctly. Plus the competency in the administration of medication, application of eye, ear and nose drops and the use of inhalers will

£ Chargeable corporate course – ★ Mandatory for WBC staff – ♦ Mandatory for WBC managers

● Adult social care management development programme – 🗣️ classroom course 📺 webinar 🖥️ e-learning course

need to be assessed and signed off in the workplace by a manager. This then confirms that the individual is competent in all the relevant administration of medicines. All of the information required for this will be distributed during the session.

The course covers:

- Medication and legislation
- Roles, responsibilities and boundaries
- Type of medicine and routes
- Safe practice in the administration of medicines
- Establishing from the individual's records which medicines are prescribed for a person at a specific time in the day
- Selecting the correct medicine from a labelled container including monitored dosage system and compliance aid
- Measuring a dose of liquid medicine
- Applying a medicated cream/ointment
- Inserting drops to ear, nose or eye
- Administering inhaled medication
- Recording that a person has had the medicine or the reason for not administering it
- What to do if a person refuses medicine that the care worker offers
- Who to inform if a medication error occurs.
- Who to inform if the person becomes unwell after taking his/her medicines

Anyone is welcome to attend and it is a mandatory session for people administering medication in a social care setting.

<b>Dates</b>	<b>Times</b>	<b>Venue</b>
30 June 2022	09:00-12:00	Shaw House, Church Road, Shaw, Newbury
30 June 2022	13:00-16:00	Shaw House, Church Road, Shaw, Newbury
13 September 2022	09:00-12:00	Shaw House, Church Road, Shaw, Newbury
13 September 2022	13:00-16:00	Shaw House, Church Road, Shaw, Newbury
9 November 2022	09:00-12:00	Shaw House, Church Road, Shaw, Newbury
9 November 2022	13:00-16:00	Shaw House, Church Road, Shaw, Newbury
17 January 2023	09:00 – 12:00	Shaw House, Church Road, Shaw, Newbury
17 January 2023	13:00 – 16:00	Shaw House, Church Road, Shaw, Newbury
16 March 2023	09:00 – 12:00	Shaw House, Church Road, Shaw, Newbury
16 March 2023	13:00 – 16:00	Shaw House, Church Road, Shaw, Newbury

## Meeting Skills

For any WBC staff

CORP

This generic e-learning course, provided by Lloyds, will guide you through:

- When it is appropriate to organise a meeting
- Who should be invited
- Preparation for the attendees
- Controlling a meeting and
- Determining the outcomes of a successful meeting

After completing this course you will be able to:

- Plan meetings
- Inform and prepare attendees
- Structure and control meetings and

£ Chargeable corporate course – ★ Mandatory for WBC staff – ◆ Mandatory for WBC managers

● Adult social care management development programme – 🎧 classroom course 📺 webinar 🖥️ e-learning course

- Record the outcome of a meeting

The course is available via the council's e-learning system, [Learning Time](#).

## Mental Capacity Act – Level 1

For social care workers

ADULT and CHILD

This basic awareness course is for everyone working in social care in day centres, residential homes and homecare. (Managers and ATMs should attend the full day course).

This course covers:

- The circumstances in which the Act will apply
- The principles of the Act
- How capacity is assessed under the Act
- The correct procedure to make a best interests decision under the Act
- The basics of other areas of the Act and the circumstances they relate to (this will include advocacy, advance decisions, restraint, deprivation of liberty, attorneys and deputies)
- Their role and reporting procedures

Dates	Times	Venue
28 April 2022	09:30-12:30	Shaw House, Church Road, Shaw, Newbury
7 June 2022	09:30-12:30	Shaw House, Church Road, Shaw, Newbury
21 September 2022	09:30-12:30	Shaw House, Church Road, Shaw, Newbury
04 October 2022	09:30-12:30	Shaw House, Church Road, Shaw, Newbury
15 December 2022	09:30-12:30	Shaw House, Church Road, Shaw, Newbury
11 January 2023	09:30-12:30	Shaw House, Church Road, Shaw, Newbury
16 March 2023	09:30-12:30	Shaw House, Church Road, Shaw, Newbury

## Mental Capacity Act – Level 2

For managers, occupational therapists and social workers

ADULT and CHILD

This course is for managers, assistant managers, care managers, social workers, family support workers, occupational therapists and clinical staff. The session will cover the same content as the half day Level 1. This course covers:

- The circumstances in which the Act will apply
- The principles of the Act
- How capacity is assessed under the Act
- The correct procedure to make a best interests decision under the Act
- The basics of other areas of the Act and the circumstances they relate to (this will include advance decisions, restraint, lasting powers of attorneys, Court of Protection and deputies)
- Their role and reporting procedures

Dates	Times	Venue
23 June 2022	09:30-16:30	Webinar via Zoom
13 October 2022	09:30-16:30	Webinar via Zoom
9 March 2023	09:30-16:30	Webinar via Zoom

## Mental Capacity Act and Self Neglect

For managers, occupational therapists and social workers

ADULT and CHILD

This one day course aims to enable delegates to consider the application of the Mental Capacity Act (MCA) 2005 in relation to cases of self-neglect through Safeguarding Adults procedures.

- £ Chargeable corporate course – ★ Mandatory for WBC staff – ◆ Mandatory for WBC managers
- Adult social care management development programme – 🗣️ classroom course 🖥️ webinar 📖 e-learning course

By the end of the course participants will:

- Have improved knowledge and application of robust assessments of capacity in relation to self-neglect safeguarding adults cases
- Understand the role of the local authority within the Care Act Safeguarding Regulations
- Be able to Identify the legal aspects of the MCA that have particular importance in safeguarding and consider the role and use of the Court of Protection
- Be able to consider how to use the MCA to respond to cases of self-neglect and identify and carry out best practice in the application of the Act.

<b>Dates</b>	<b>Times</b>	<b>Venue</b>
To be confirmed	09:30-12:30	Webinar via Zoom

## **Mental Capacity Act for C&YP** 🏠

For children and family services staff

CHILD

This two half-day course is designed to enable practitioners working with young people to develop their knowledge and skills in relation to the application of the Mental Capacity Act 2005 (MCA 2005) to their work.

The MCA 2005 will be relevant to young people aged 16 and over who lack capacity to make decisions for themselves, as well as parents who lack capacity to make decisions in relation to their children. Recent cases have highlighted the importance of the MCA 2005 in areas such as treatment decisions, the exercise of parental responsibility, admission to hospital and deprivation of liberty.

By the end of this two half day training course you should be able to:

- Identify the circumstances in which the Act will apply
- State the principles of the Act
- Identify how capacity is assessed under the Act
- Choose the correct procedure to make a best interests decision under the Act
- Identify their role and reporting procedures

<b>Dates</b>	<b>Times</b>	<b>Venue</b>
26 August 2022	09:30-16:30	Webinar via Zoom

## **Mental Capacity Act for OTs** 🏠

For managers, occupational therapists and social workers

ADULT and CHILD

This full-day course is aimed at specifically at Occupational Therapists (OTs) and OT assistants. It aims to develop the knowledge, skills and confidence of staff in applying the Mental Capacity Act 2005 (MCA) to everyday practice.

On completion of this course participants will be able to:

- Understand the key parts of the MCA
- Explain how their working practices will be affected by the legislation
- Demonstrate how the Act will affect their clients / service users
- Illustrate how they will use different parts of the Act in their job role

<b>Dates</b>	<b>Times</b>	<b>Venue</b>
To be confirmed	09:30-12:30	Webinar via Zoom

£ Chargeable corporate course → ★ Mandatory for WBC staff – ◆ Mandatory for WBC managers

● Adult social care management development programme – 🎧 classroom course 🏠 webinar 📺 e-learning course

## Mental Capacity Act: Masterclass (Including Legal Update)

For managers, occupational therapists and social workers

ADULT and CHILD

This course is for managers, assistant managers, care managers, social workers, family support workers, occupational therapists and clinical staff.

This course is for people who have already attended level 2 and need an update. This course covers:

- How capacity is assessed under the Act
- The causative nexus
- Assessing Mental Capacity for Residence
- Unlawful deprivation of liberty and how this can arise
- The correct procedure to make a best interests decision under the Act
- Assessing wishes and feelings for best interests decisions
- Record Keeping Guidance
- Covert Medication and the Mental Capacity Act
- Limited Funding and Best Interests Decisions
- Understanding the link between the Act and Article 8 ECHR
- Emphasis on legal cases, what has gone wrong in the past, what does the local authority need to know?

### Dates

21 February 2023

### Times

09:30-16:00

### Venue

Webinar via Zoom

## Mental Health and Young People

For children and family services staff AND foster carers

CHILD and FOST

This course is designed to increase delegates' awareness of mental health issues in young people and the recognise signs of mental distress.

This course covers:

- Understanding and exploring the myths and stereotypes surrounding mental ill health
- The definitions and levels of distress, particularly around young people's understanding of unhappiness, stress and worry
- The differences between mental illness, learning disability and personal disorder
- Provision of knowledge around prevalence
- Identification of some causes of mental ill health
- Recognising the signs of mental ill health in young people
- Looking at some strategies for intervention and when to refer

This course is part of the Foster Carers' Training Programme but is open to anyone working with young people.

This course is compulsory for all Foster Carers and Foster Carers are expected to attend every 2 years.

### Dates

To be confirmed

### Times

13:30-16:30

### Venue

Webinar via Zoom




## Mental Health Awareness

For WBC staff

CORP E-LEARNING

Mental health problems affect tens of millions of people in the UK every day, affecting relationships, getting through the day, or going to work. Trying to understand mental health issues

£ Chargeable corporate course – ★ Mandatory for WBC staff – ◆ Mandatory for WBC managers

- Adult social care management development programme –  classroom course  webinar  e-learning course

and providing information and access to help and support can all help reduce mental health risks at an earlier stage.

This course is available on our e-learning website, [Learning Time](#).

## Mental Health of Older People: An Introduction (E-Learning)

For anyone working in adult social care

ADULT

Ten interactive e-learning resources on key mental health issues for older people, available on the [Social Care Institute of Excellence mental health web page](#).

You will be required to subscribe to SCIE if you are not already a member.

For more information on [e-Learning for social care workers](#) go to page 38.

To be confirmed                      09:30-16:30                      Shaw House, Church Road, Shaw, Newbury

## Motivational Interviewing Refresher

For children and family services staff AND foster carers

CHILD and FOST

This half-day Motivational Interviewing (MI) refresher course will be delivered virtually and its objectives are:

- To support participants by reflecting upon how they have embedded MI into their practice.
- To assist in the further development of MI skills
- To revisit the key principles and techniques used within MI
- To consider how participants are able to support clients within the cycle of change by using open questions

### Dates

To be confirmed

### Times

13:30-16:30

### Venue

Webinar via Microsoft Teams

## Moving and Positioning of People Foundation (includes hoists)

For health and social care workers

ADULT and CHILD

This course, involving theory and practical, enables delegates to meet the Skills for Care – Care Certificate Standards 3.1, 3.2, 3.4, 3.5, 7.1, 7.2 and 13.3. This course covers:

- Awareness of the key pieces of legislation that relate to moving and positioning
- Awareness of tasks relating to moving and positioning that you are not allowed to carry out at your current stage of training
- Understanding of how to move and position people and/or objects safely, maintaining the individual's dignity and in line with legislation and agreed ways of working
- Risk assessment in relation to moving and positioning
- Awareness of good back care
- Basics of injury causation

In addition, the course provides an opportunity to practice using a variety of moving and positioning equipment, including hoists, whilst applying the standards and principles. The course is mandatory for anyone involved in moving and positioning of people who use services, however, anyone is welcome to attend.

### Dates

18 May 2022

9 June 2022

13 September 2022

18 October 2022

### Times

09:30-16:30

09:30-16:30

09:30-16:30

09:30-16:30

### Venue




Shaw House, Church Road, Shaw, Newbury

Shaw House, Church Road, Shaw, Newbury

Shaw House, Church Road, Shaw, Newbury

Shaw House, Church Road, Shaw, Newbury

£ Chargeable corporate course – ★ Mandatory for WBC staff – ◆ Mandatory for WBC managers

● Adult social care management development programme –  classroom course  webinar  e-learning course



Dates	Times	Venue
18 May 2022	09:30-16:30	Shaw House, Church Road, Shaw, Newbury
9 June 2022	09:30-16:30	Shaw House, Church Road, Shaw, Newbury
03 November 2022	09:30-16:30	Shaw House, Church Road, Shaw, Newbury
08 December 2022	09:30-16:30	Shaw House, Church Road, Shaw, Newbury
10 January 2023	09:30-16:30	Shaw House, Church Road, Shaw, Newbury
07 March 2023	09:30-16:30	Shaw House, Church Road, Shaw, Newbury

## Moving and Positioning of People Refresher

For adult social care workers

ADULT

This course, involving theory and practical, provides a mandatory refresher for delegates in moving and positioning.

It refreshes the Care Certificate Standards 3.1, 3.2, 3.4, 3.5, 7.1, 7.2 and 13.3.

This course covers:

- Awareness of the key pieces of legislation that relate to moving and positioning
- Awareness of tasks relating to moving and positioning that you are not allowed to carry out at your current stage of training
- Understanding how to move and position people and/or objects safely, maintaining the individual's dignity and in line with legislation and agreed ways of working
- Risk assessment in relation to moving and positioning
- Awareness of good back care
- Basics of injury causation

In addition the course provides an opportunity to practice using a variety of moving and positioning equipment, including hoists, whilst applying the standards and principles. The course is mandatory for anyone involved in moving and positioning of people who use services and should be updated annually.

Please note that an alternative in-house refresher training method is available for people working in WBC residential homes and day centres – see below for more information.

Dates	Times	Venue
24 May 2022	09:30-13:00	Shaw House, Church Road, Shaw, Newbury
12 September 2022	09:30-13:00	Shaw House, Church Road, Shaw, Newbury
6 December 2022	09:30-13:00	Shaw House, Church Road, Shaw, Newbury
22 March 2023	09:30-13:00	Shaw House, Church Road, Shaw, Newbury

## Moving and Positioning of People Refresher (In House)

For adult social care workers

ADULT

This refresher in-house training is delivered via an online assessment and observation within the care environment and refreshes the Care Certificate standards 3.1, 3.2, 3.4, 3.5, 7.1, 7.2 and 13.3.

This course covers:

- Awareness of the key pieces of legislation that relate to moving and positioning
- Awareness of tasks relating to moving and positioning that you are not allowed to carry out at your current stage of training
- Understanding of how to move and position people and/or objects safely, maintaining the individual's dignity and in line with legislation and agreed ways of working

£ Chargeable corporate course – ★ Mandatory for WBC staff – ◆ Mandatory for WBC managers

● Adult social care management development programme – 🗣️ classroom course 📺 webinar 🖥️ e-learning course

- Risk Assessment in relation to moving and positioning
- Awareness of good back care
- Basics of injury causation

Annual refreshers are mandatory for anyone involved in moving and positioning of people who use services.

## NOW – Having Constructive Conversations with Distressed Young People

For foster carers FOST

This is a Psychological Perspectives in Education & Primary Care (PPEPCare) course. It has been designed to help foster carers to recognise and understand mental health difficulties and offer appropriate support and guidance to children and young people.

PPEPCare courses have been developed following consultation with primary healthcare professionals (including GPs), teachers and other school staff. Teaching materials have been written by national and international experts. They are delivered by specialist CAMHS practitioners.

This course covers:

- How to recognize distress and how it may present in young people
- How to respond in the moment.
- How the changes to the teenage brain impact on the young person.
- Identify the barriers to effective communication
- Provide a structure known as 'NOW' to facilitate helpful and constructive conversations

<b>Dates</b>	<b>Times</b>	<b>Venue</b>
To be confirmed	10:00-13:00	Shaw House, Church Road, Shaw, Newbury

## Nutrition Awareness

For WBC staff CORP E-LEARNING

This course will give you an introduction to nutrition. It will look at why we eat, the function of food, and explain the 'eat well chart' and its use.

This course is available on our e-learning website, [Learning Time](#).

## Occupational Therapy: Continuing Professional Development

For OTs ADULT

Some short courses are set up for occupational therapists to support their continuing professional development.

These are not normally co-ordinated by HR Services. For further information on dates and subjects please contact Neil Dewdney via [neil.dewdney@westberks.gov.uk](mailto:neil.dewdney@westberks.gov.uk).

## OneNote – Getting Started

For WBC staff CORP

OneNote is your electronic notebook and personal organiser. It helps you manage your work just like a paper version. You can collect documents, emails, webpages together and organise them in any way you want.

This video based course shows you how to get started and the manual takes you through the different features in more detail.



It is available via the council's e-learning system, [Learning Time](#).

## OpenScape: Getting Started with the OpenScape Web Portal

For any WBC staff

CORP

If you are a free or flexi worker, the OpenScape web portal enables you to patch your phone calls through to any phone, mobile or BlackBerry. It means anyone ringing your normal extension number will get through to you wherever you happen to be. We have designed a short e-learning course to show you how it works. OpenScape: Getting Started with the OpenScape Web Portal can be accessed via [Learning Time](#).

## Overcoming Childhood Anxiety

For social care & youth offending staff working with children and young people FOST & CHILD

This is a Psychological Perspectives in Education & Primary Care (PPEPCare) course. It has been designed to help professionals working with children and young people to recognise and understand mental health difficulties and offer appropriate support and guidance to children, young people and their families.

PPEPCare courses have been developed following consultation with primary healthcare professionals (including GPs), teachers and other school staff. Teaching materials have been written by national and international experts. They are delivered by specialist CAMHS practitioners.

This course covers:

- This session is aimed at managing anxiety in children under 12.
- Highlighting when anxiety might be a problem as opposed to a 'normal' developmental phase
- Describing different anxiety disorders and how these can be recognised
- Exploring why treatment is important and giving a detailed overview of a Cognitive Behaviour Therapy approach aimed at parents.

### Dates

To be confirmed

### Times

10:00-13:00

### Venue

Shaw House, Church Road, Shaw, Newbury

## Personal Safety

For all corporate staff

CORP

This course is based on the Suzy Lamplugh training principles and would be relevant to people working in any area, especially lone workers.

The trainer is registered and accredited by the Suzy Lamplugh Trust, the National Centre for Personal Safety.

This session is designed to meet the requirements of the Skills for Care Code of Conduct Standards 1, 2, 3, & 4

This course covers:

- The measures that are designed to protect your own security at work, and security of those you support
- Practical ways to improve personal safety in the workplace
- Methods of checking the identity of anyone requesting access to premises or information
- Recognising the risks to your personal safety and wellbeing in your work setting(s) and the safeguards required to minimise the risks

£ Chargeable corporate course – ★ Mandatory for WBC staff – ◆ Mandatory for WBC managers

● Adult social care management development programme – 🗣️ classroom course 📺 webinar 🖥️ e-learning course

It is highly recommended that all new staff attend. It is also recommended that lone workers attend again as a refresher at least every 3 years.

Dates	Times	Venue
19 May 2022	13:30-16:30	Shaw House, Church Road, Shaw, Newbury
28 July 2022	13:30-16:30	Shaw House, Church Road, Shaw, Newbury
15 September 2022	13:30-16:30	Shaw House, Church Road, Shaw, Newbury
08 December 2022	13:30-16:30	Shaw House, Church Road, Shaw, Newbury
05 January 2023	13:30-16:30	Shaw House, Church Road, Shaw, Newbury
09 February 2023	13:30-16:30	Shaw House, Church Road, Shaw, Newbury

## Person-Centred Support and Communication

For health and social care workers

ADULT and CHILD

This session is designed to meet the requirements of the Skills for Care Code of Conduct Standards 2 and 3.

The session is for people who are involved in supporting individuals with their activities of daily living in any type of social care environment.

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

- Understand person centred values
- Understand working in a person centred way
- Demonstrate awareness of individual's immediate environment and make changes to address factors that may be causing discomfort or distress
- Make others aware of any actions they may be undertaking that are causing discomfort or distress
- Support individuals to minimise pain or discomfort
- Support individuals to maintain their identity and self esteem
- Support individuals using person centred values

Dates	Times	Venue
25 May 2022	09:30-16:30	Shaw House, Church Road, Shaw, Newbury
08 September 2022	09:30-16:30	Shaw House, Church Road, Shaw, Newbury
08 November 2022	09:30-16:30	Shaw House, Church Road, Shaw, Newbury
18 January 2023	09:30-16:30	Shaw House, Church Road, Shaw, Newbury

## Physical Abuse

For children and family services staff

CHILD

This e-learning course looks at physical abuse in children and your role in child protection.

Explore the causes and types of physical abuse, how these relate to the children you work with, and the action you and other agencies need to take.

This course covers:

- The types of harm that constitute physical abuse
- The importance and relevance of agencies working together
- What to include in your assessment

This course is available on our e-learning website, [Learning Time](#).

£ Chargeable corporate course – ★ Mandatory for WBC staff – ◆ Mandatory for WBC managers

● Adult social care management development programme – 🗣️ classroom course 🖥️ webinar 📄 e-learning course

## Plain English

For WBC staff

CORP

Plain English is about writing in a clear and concise way that can be understood by your intended audience. It does so with the necessary impact and by using the most suitable tone.

This e-learning course using real examples and includes some practical writing exercises.

It is available via the council's e-learning system, [Learning Time](#).

## PowerPoint 2013 training

For corporate staff

CORP

West Berkshire Council provides free ICT training courses (see page 49) for corporate staff. Sessions cater for absolute beginners through to advanced users with more specialised requirements. Training normally takes place in a dedicated ICT training room at Shaw House. Each session lasts half a day with a short break for tea or coffee halfway through.

Course descriptions and training manuals can be found on the [council's staff intranet](#).

## Presentation Skills

For corporate staff

CORP E-LEARNING

Most of us find the thought of giving a presentation rather nerve-racking - but if this describes you, don't worry. The following e-learning module will act as a practical guide to developing the skills needed to impress an audience.

This course is available on our e-learning website, [Learning Time](#).

## Project 2013: Pluralsight Online Courses £

For anyone

CORP

[Pluralsight](#) is an online training website for IT professionals. However, they also produce courses for more general Microsoft Office users, including courses on Microsoft Project.

Pluralsight charge a [monthly or annual subscription](#) to access their training courses. **However, they do offer a free 10-day trial.** With a little planning, you may find this sufficient to complete some of their Microsoft Project online courses.

## Radicalisation

For children and family services staff

CHILD

This e-learning course looks at physical abuse in children and your role in child protection.

Explore the causes and types of physical abuse, how these relate to the children you work with, and the action you and other agencies need to take.

This course covers:

- Your role in assessing the risk of radicalisation
- How radicalisation has come to be defined primarily as a terrorist form of grooming
- Why some children and young people are more susceptible to radicalisation
- How young people's welfare is under threat from radicalisation, and the Government's response
- How social care is involved in preventing, identifying and supporting those at risk of radicalisation
- The role of social care practitioners in the support planning process

£ Chargeable corporate course – ★ Mandatory for WBC staff – ◆ Mandatory for WBC managers

● Adult social care management development programme – ● classroom course 🗣️ webinar 🖥️ e-learning course

This course is available on our e-learning website, [Learning Time](#).

## Reablement

For anyone working in adult social care

ADULT

Reablement is a key part in delivering care and support under the Care Act 2014. It is one of the interventions provided by local authorities as part of tertiary prevention.

It involves interventions designed to minimise the effect of disability or deterioration for people with established or complex health conditions.

Reablement improves outcomes, restores people's ability to perform usual activities and improves their perceived quality of life, (Social Care Institute for Excellence, SCIE).

This course covers:

- The ethos and benefits of reablement
- How individuals are assessed and supported during reablement
- The team involved in reablement services

This course is available on our e-learning website, [Learning Time](#).

## Recording Skills

For anyone working in social care

ADULT and CHILD

This e-learning course looks at the importance of keeping records and how to record information correctly in the social care setting.

This course covers:

- Why keeping good quality records matters
- The importance of bringing the individual's story to life
- When to share information

This course is available on our e-learning website, [Learning Time](#).

## Recruitment and Selection

For WBC staff

CORP

This e-learning course looks at the process for recruiting and selecting staff at West Berkshire Council. It is based on the council's recruitment and selection policy and procedure.

At least one member of every recruitment and selection panel must have completed both recruitment and selection modules.

Those employing people to work with children and/or vulnerable adults should also complete the 'Safer Recruitment' e-learning module - also available on learning time.

Both courses are available on our e-learning website, [Learning Time](#).

## Remote Working

For anyone

CORP

This general course will introduce you to the concept of remote working and the benefits that it can bring.

This course covers:

- What we mean by remote working

£ Chargeable corporate course – ★ Mandatory for WBC staff – ◆ Mandatory for WBC managers

● Adult social care management development programme – ● classroom course 📺 webinar 🖥️ e-learning course

- The practicalities involved in setting yourself up
- How remote working affects everyone, even those who are not remote workers

This course is available on our e-learning website, [Learning Time](#).

## Remote Working for Managers

For managers

CORP

This course has been designed to help you manage a team during the introduction of remote working.

There are a number of scenarios to help bring the learning to life, as well as to help you put remote working into action.

This course covers:

- Why do we need to change to manage agile workers, and how do we need to change
- Managing remote workers will present a different set of challenges. How will you cope?
- Introducing agile working into your department – what do you need to do?

This course is available on our e-learning website, [Learning Time](#).

## Resilience

For social care and youth offending staff working with children and young people

CHILD

This is a Psychological Perspectives in Education & Primary Care (PPEPCare) course. It has been designed to help professionals working with children and young people to recognise and understand mental health difficulties and offer appropriate support and guidance to children, young people and their families.

PPEPCare courses have been developed following consultation with primary healthcare professionals (including GPs), teachers and other school staff. Teaching materials have been written by national and international experts. They are delivered by specialist CAMHS practitioners.

This course covers:

- Looking at approaches to wellbeing and resilience
- Developing understanding of the importance of resilience in managing the challenges and conflicts in life
- Exploring ideas about the brain, feelings and thoughts to promote resilience and utilise practical and visual resources to provide a shared language to describe emotions and mental health in everyday ways.

### Dates

To be confirmed

### Times

09:30-12:30

### Venue

Webinar via MS Teams

## Responsible and Competent Person

For WBC staff only

CORP

This course is for members of West Berkshire Council staff who have been appointed Responsible Person or Competent Person for the building they work in.

It outlines the responsibilities of the role, the routine work required and the reporting procedures involved.

- £ Chargeable corporate course – ★ Mandatory for WBC staff – ◆ Mandatory for WBC managers
- Adult social care management development programme – 🗣️ classroom course 🖥️ webinar 📖 e-learning course

Responsible Persons should only attend if they intend to carry out the duties involved themselves. All Competent Persons should attend in order for them to be able to support the Responsible Person to meet their requirements.

The course provides delegates with adequate background knowledge and understanding about fire safety, legionella risk reduction, asbestos materials management, and general health and safety risk management within West Berkshire Council buildings.

This will enable them to meet the health and safety standards required by the 'Flash Form' assurance system.

Dates	Times	Venue
24 November 2022	09:30-16:00	Shaw House, Church Road, Shaw, Newbury
16 February 2023	09:30-16:00	Shaw House, Church Road, Shaw, Newbury

## Restorative Practice

For children and family services staff

CHILD

This course is aimed at children's services

Basic principles of restorative practice include:

- The overall ethos of restorative practice
- The restorative way of being
- The proactive development of relationships
- What happens when relationships break down?
- Role of challenge and support - key theory around working WITH people

Dates	Times	Venue
To be confirmed	09:30-16:00	Shaw House, Church Road, Shaw, Newbury

## Risk Assessment

For WBC staff only

CORP

To provide delegates with the knowledge and practical skills necessary to carry out risk assessments in their workplace in line with the Health and Safety at Work etc Act 1974, the Management of Health and Safety at Work Regulations 1992 and other relevant regulations.

This course is aimed at people designated to be the main Risk Assessor in their work area.

Employees are required to undertake refresher training for this course every three years – see below.

Dates	Times	Venue
28 April 2022	14:00-16:00	Webinar via Zoom
12 January 2023	14:00-16:00	Shaw House, Church Road, Shaw, Newbury



## Safeguarding Adults – Legal Update

For social care workers

ADULT

Delegates will have knowledge of recent case law as it relates to safeguarding adults and will be able to apply that knowledge to current cases they are working on.

Delegates will have knowledge of pending judgements or changes to law that may impact on safeguarding practice.

- £ Chargeable corporate course – ★ Mandatory for WBC staff – ◆ Mandatory for WBC managers
- Adult social care management development programme – ● classroom course  webinar  e-learning course



<b>Dates</b>	<b>Times</b>	<b>Venue</b>
28-29 November 2022	09:30-12:30	Webinar via Zoom

## Safeguarding Adults – Level 1

For anyone

ADULT

This course covers the Skills for Care – Care Certificate Standards 10 and 11

It was designed and is approved by the West of Berkshire Safeguarding Adults Board (Learning & Development Sub-group working across the three Local Authorities in the west of Berkshire and provides essential information for all workers in any work setting about:

- Understanding the principles of safeguarding adults (Standard10.1)
- Ways to reduce likelihood of abuse (Standard10.2)
- Responding to suspected or disclosed abuse (Standard10.3)
- Protecting people from harm and abuse – locally and nationally (Standard10.4)
- Recognising signs of harm or abuse
- Awareness of legislation and policies relevant to safeguarding adults
- Importance of effective recording
- Awareness of safeguarding children (Standard 11)

For social care workers, it is recommended that a refresher is undertaken at least every three years (unless legislation says otherwise for particular groups of workers) – see [Safeguarding Adults Level 1: Refresher](#) below.

Online assessments are also available to assess knowledge via [Learning Time](#) and if successfully completed remove the need to refresh formally.

<b>Dates</b>	<b>Times</b>	<b>Venue</b>
05 May 2022	09:30-12:30	Webinar via Zoom
30 June 2022	09:30-13:30	Shaw House, Church Road, Shaw, Newbury
5 September 2022	09:30-13:30	Shaw House, Church Road, Shaw, Newbury
20 October 2022	09:30-13:30	Shaw House, Church Road, Shaw, Newbury
30 November 2022	09:30-13:30	Shaw House, Church Road, Shaw, Newbury
02 February 2023	09:30-13:30	Shaw House, Church Road, Shaw, Newbury
15 March 2023	09:30-13:30	Shaw House, Church Road, Shaw, Newbury

## Safeguarding Adults – Level 1 Refresher

For anyone



ADULT

This course is designed to update social care staff in [Safeguarding Adults Level 1](#). Participants MUST have attended the Level 1 course within the last three years.

Course contents will include revision/update of the following areas (linked to the Care Certificate Standards issued by Skills for Care):

- Understanding the principles of safeguarding adults (Standard10.1)
- Ways to reduce likelihood of abuse (Standard10.2)
- Responding to suspected or disclosed abuse (Standard10.3)
- Protecting people from harm and abuse – locally and nationally (Standard10.4)
- Recognising signs of harm or abuse
- Awareness of legislation and policies relevant to safeguarding adults
- Importance of effective recording

£ Chargeable corporate course – ★ Mandatory for WBC staff – ◆ Mandatory for WBC managers

● Adult social care management development programme – ● classroom course  webinar  e-learning course

- Awareness of safeguarding children (Standard 11)

Previous knowledge of these areas is vital as this course will build on this knowledge through case studies and group discussions.

If it has been more than three years since your last Level 1 course (or you have not previously completed the Level 1 course), you should book onto the [Safeguarding Adults Level 1](#) course.

Dates	Times	Venue
07 June 2022	13:30-16:30	Shaw House, Church Road, Shaw, Newbury
21 September 2022	13:30-16:30	Shaw House, Church Road, Shaw, Newbury
11 January 2023	13:30-16:30	Shaw House, Church Road, Shaw, Newbury

## Safeguarding Adults Level 1: Refresher (E-learning)

For anyone

ADULT

This e-learning course is designed for social care workers who need a basic level refresher in Safeguarding Adults. You will undertake an e-learning package in your own time. Any care worker can use these materials but we would recommend that people new to care who haven't undertaken any training in this area always start with a classroom based course where questions can be answered.

There is no set time for the course and you go at your own pace. You can stop and start to suit the time you have available. It will take approximately 2 hours to complete the course but this will depend on your pace.

The course has been purchased by local authorities and approved by the Safeguarding Adults Committee. It meets the Care Certificate Standards learning outcomes and has a similar content to the classroom based course.

There is no charge to use this training pack but we do ask that workers provide a copy of the certificate as evidence the course has been completed for our records. You will need access to the internet and to obtain a username and password by emailing [training@westberks.gov.uk](mailto:training@westberks.gov.uk).

## Safeguarding Adults Level 2: Assessment and Planning

For social care workers

ADULT



This level 2 course is designed for people who contribute to, or lead in, assessment and/or investigation of safeguarding alerts.

The course gives you a working knowledge of Berkshire's multi-agency safeguarding adults' policy and procedures. It will also help you understand your investigatory role under safeguarding procedures.

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

- Expand on skills and knowledge gained from level one
- Assess when to use the procedures
- Involve vulnerable adults and carers appropriately throughout the process
- Describe the stages and your role in the safeguarding process
- Identify your role, and the roles of others, in investigating allegations of abuse and the importance of preserving evidence
- Evidence capacity and consent in relation to the Mental Capacity Act 2005
- Demonstrate a basic knowledge of the legal framework including Deprivation of Liberty Safeguards

£ Chargeable corporate course – ★ Mandatory for WBC staff – ◆ Mandatory for WBC managers

● Adult social care management development programme – ● classroom course  webinar  e-learning course



- Identify the limits of confidentiality and how to use the information sharing protocol

This course is designed and organised as part of the Safeguarding Adults Partnership Board working across the three local authorities in the west of Berkshire.

Please note that all delegates should have attended [Safeguarding Adults Level 1](#) on page 71 or completed an online course to assess competency at level 1. This course is available on our e-learning website, [Learning Time](#).

Dates	Times	Venue
30 & 31 May 2022	09:30-12:30	Webinar via Zoom
23 & 24 June 2022	13:30-16:30	Webinar via Zoom
29 & 30 September 2022	09:30-12:30	Webinar via Zoom
02 & 03 February 2023	09:30-12:30	Webinar via Zoom

## Safeguarding Adults Level 3: Managing an Enquiry ● 🖥️

For Social Care managers

ADULT

This level 3 course is for anyone responsible for managing staff that are working in social care and covers the manager's responsibilities in safeguarding vulnerable adults. The course has been designed and organised as part of the Safeguarding Adults Partnership Board working across the three local authorities in the west of Berkshire.

This course no longer includes Chairing Meetings. This is now a separate course.

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

- Coordinate the safeguarding adults' assessment/investigation and protection planning process
- Effectively risk assess and manage any actions within each stage of the safeguarding adults process
- Make sound and consistent decisions within each stage of the safeguarding adults process
- Describe the roles and responsibilities of partner agencies
- Manage decisions about information sharing, consent and confidentiality
- Ensure decisions are made within the context of the legal framework
- Ensure that safeguarding decisions reflect the DH principles in practice
- Supervise staff in the safeguarding adults process.

Please note that all delegates should have attended [Safeguarding Adults Level 1](#) (page 71) or completed an online course to assess competency at Level 1. This course is available on our e-learning website, [Learning Time](#).

For this higher level course it is also a requirement to have attended [Safeguarding Adults Level 2: Assessment and Planning](#) (page 72) within 12 months of the course date or to have a good understanding of safeguarding adults in the West Berkshire setting.

Dates	Times	Venue
01 June 2022	09:30-16:30	Webinar via Zoom
30-31 August 2022	13:30-16:30	Webinar via Zoom
23-24 November 2022	13:30-16:30	Webinar via Zoom
08-09 February 2023	13:30-16:30	Webinar via Zoom

£ Chargeable corporate course – ★ Mandatory for WBC staff – ◆ Mandatory for WBC managers

● Adult social care management development programme – 🎧 classroom course 🖥️ webinar 📖 e-learning course

This course covers Standard 6 of the Children's Workforce Development Council Induction Standards, for people working with children and young people in social care. The course has been designed and approved by the Local Safeguarding Children Board. Anyone is welcome to attend although the focus is mainly on working in social care environments.

This course will cover:

- Basic information on Child Protection and Safeguarding
- Types of Abuse
- Concept of Significant Harm
- Signs and Symptoms
- The Referral Process
- Multi Agency Approach
- Information Sharing and Confidentiality
- Statutory Guidance
- Safe Practice

An e-learning course on the same subject is also available on our e-learning website, [Learning Time](#).

<b>Dates</b>	<b>Times</b>	<b>Venue</b>
04 May 2022	09:30-13:30	Shaw House, Church Road, Shaw, Newbury
16 June 2022	09:30-13:30	Shaw House, Church Road, Shaw, Newbury
15 September 2022	09:30-13:30	Shaw House, Church Road, Shaw, Newbury
12 October 2022	09:30-13:30	Shaw House, Church Road, Shaw, Newbury
07 December 2022	09:30-13:30	Shaw House, Church Road, Shaw, Newbury
05 January 2023	09:30-13:30	Shaw House, Church Road, Shaw, Newbury
08 February 2023	09:30-13:30	Shaw House, Church Road, Shaw, Newbury
09 March 2023	09:30-13:30	Shaw House, Church Road, Shaw, Newbury

**Safeguarding Disabled Children (Targeted)** 

For children and family services staff

CHILD



Please note you must have attended the [Safeguarding Children: Universal](#) course before this one (page 74).

Safeguarding Disabled Children aims to explore good practice in the protection of disabled children from abuse, and promote effective working together for all those concerned for their safety and welfare.

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

- Examine risk in relation to all children and discuss how vulnerability is heightened for children with disabilities
- Review messages from research including messages from Serious Case Reviews relating to children with disabilities
- Examine the impact of stressors for parents and carers caring for children with disabilities and explore tools;
- Discuss how to listen to children including those with disabilities and understand disclosures of abuse.

£ Chargeable corporate course – ★ Mandatory for WBC staff – ◆ Mandatory for WBC managers

● Adult social care management development programme – ● classroom course  webinar  e-learning course

**Dates**

22 November 2022

**Times**

09:30-16:30

**Venue**

Shaw House, Church Road, Shaw, Newbury

**Safeguarding Children: Universal (E-learning)** 

For children and family services staff

CHILD

This e-learning course is designed for social care workers who need a basic level introduction or refresher in child protection. You will undertake an e-learning package in your own time. Any care worker can use these materials but we would recommend that people new to care who haven't undertaken any training in this area always start with a classroom based course where questions can be answered. There is no set time for the course and you go at your own pace. You can stop and start to suit the time you have available. It will take approximately 2 hours to complete the course but this will depend on your pace. The course was purchased by local authorities and was originally approved by the former LSCB. It meets the Care Certificate standards learning outcomes and has a similar content to the classroom based course.

By the end of the course delegates will:

- Understand signs and symptoms of child abuse
- Be aware of the inquiries and legislation underpinning child protection
- Know what to do if you suspect abuse
- Develop some useful assessment skills
- Be clear about sharing information with others
- Understand local child protection systems
- Link with the 2006 Children, Young people and Family Workforce Development Care Certificate standards

There is no charge to use this training pack but we do ask that workers provide a copy of the certificate as evidence the course has been completed. You will need access to a computer connected to the internet and to obtain a username and password by emailing [training@westberks.gov.uk](mailto:training@westberks.gov.uk).

For further information, please go to [e-learning for social care workers](#) on page 38.

**Safer Care** 

For foster carers

FOST

By the end of this half day training course you should be able to:

- Understand what is meant by Safer Caring and understand the importance
- You will have a better understanding of how Safer Caring protects the foster child and family
- You will have an understanding of the Safer Care policy
- Understand how the fostering household can be involved

**Dates**

To be confirmed

**Times**

09:30-12:30

**Venue**

Webinar via Zoom



**Safer recruitment** 

For children and family services staff

CHILD

This e-learning course is for anyone involved in recruiting employees who will work with children.

By the end of the course delegates will:

- £ Chargeable corporate course – ★ Mandatory for WBC staff – ◆ Mandatory for WBC managers  
 ● Adult social care management development programme – ● classroom course  webinar  e-learning course

- Understand the elements of a safer recruitment process and how this can be used to prevent unsuitable appointments
- Be clear about their roles and responsibilities in the process
- Review their own policies, procedures and recruitment practices with a view to making them safer
- Put steps in place to create an ongoing culture of vigilance

The course is available via the council's e-learning system, [Learning Time](#).

## Schools training

For details of additional training for schools based staff please visit

<http://www.westberkseducation.co.uk/Training> or email [training@westberks.gov.uk](mailto:training@westberks.gov.uk).

## Smoking Awareness

For WBC staff

CORP E-LEARNING

This e-learning course will look at the health effects of smoking, as well as the dangers of secondhand smoke. It looks at why people smoke and the benefits of quitting, as well as offering support and advice to help you kick the habit.

This course is available on our e-learning website, [Learning Time](#).

## Staying Put

For foster carers

This Staying Put Workshop provides in-depth information on all aspects of Staying Put, including eligibility, process, expectations and implications as well as all matters concerning finances.

### Dates

To be confirmed

### Times

10:00-12:00

### Venue

via MS Teams

## Stress Awareness

For anyone

Stress is the biggest source of sickness and absence in the workplace. It has a damaging effect on the individual, the team, and the organisation as a whole. Long term stress can lead to physical, psychological, and physiological problems.

This e-learning course aims to highlight what stress is, how you can spot it, and what you personally can do to reduce the effect stress has on you, and the people you interact with.

This course is mandatory for new staff, but managers will be required to complete the classroom based Stress, Mindfulness & Wellbeing – MGR instead. All staff will then be required to undertake this e-learning course as a refresher every three years. It is available on our e-learning website, [Learning Time](#).

## Stress, Mindfulness & Wellbeing – MGR

For managers

CORP

The aim of this classroom course is to provide core skills in stress awareness and its management. To develop a positive working environment for West Berkshire Council staff by ensuring that managers understand their role and responsibilities in the management of stress in the workplace.

When pressure is manageable, it can be challenging and motivating. However, frequently increased responsibilities, ever-changing workloads and deadlines lead to the damaging effects of stress on individuals, colleagues and the organisation.

This course aims to recognise stress and use techniques such as mindfulness to overcome barriers like anxiety and perceived ill-health caused by stress.

This course covers:

- Managing stress in daily life
- Recognising stress triggers
- Taking action to tackle stress
- Wellbeing initiatives
- Basic mindfulness techniques
- Getting other support

This course is mandatory for new West Berkshire Council managers, but any manager is welcome.

All West Berkshire Council staff are required to complete the Stress Awareness e-learning course on [Learning Time](#) as a refresher every three years. It provides the minimum information necessary and may therefore be adequate for those who are unable to attend the full day classroom course in accordance with the criteria set out in the Learning and Development Policy and in agreement with their head of service.

<b>Dates</b>	<b>Times</b>	<b>Venue</b>
15 June 2022	10:00-16:30	Shaw House, Church Road, Shaw, Newbury
27 October 2022	10:00-16:30	Shaw House, Church Road, Shaw, Newbury
07 February 2023	10:00-16:30	Shaw House, Church Road, Shaw, Newbury

## Supporting Young People who Self-Harm

For foster carers

FOST

This is a Psychological Perspectives in Education & Primary Care (PPEPCare) course. It has been designed to help foster carers to recognise and understand mental health difficulties and offer appropriate support and guidance to children and young people.

PPEPCare courses have been developed following consultation with primary healthcare professionals (including GPs), teachers and other school staff. Teaching materials have been written by national and international experts. They are delivered by specialist CAMHS practitioners.

This course covers:

- What self-harm is and how it might present
- Why young people might self-harm; challenging commonly held assumptions
- Guidance around talking to young people who may be self-harming, confidentiality, dealing with your own feelings and supporting young people with alternative strategies

<b>Dates</b>	<b>Times</b>	<b>Venue</b>
To be confirmed	10:00-13:00	Webinar via MS Teams

## Supporting Young People with Anxiety 🏠

For social care and youth offending staff working with children and young people

CHILD

This is a Psychological Perspectives in Education & Primary Care (PPEPCare) course. It has been designed to help professionals working with children and young people to recognise and understand mental health difficulties and offer appropriate support and guidance to children, young people and their families.

PPEPCare courses have been developed following consultation with primary healthcare professionals (including GPs), teachers and other school staff. Teaching materials have been written by national and international experts. They are delivered by specialist CAMHS practitioners.

This course covers:

- Exploring the presentation of anxiety in adolescence and how to talk with young people about this
- Highlighting the difference between appropriate levels of anxiety and when additional help might be needed.
- Exploring what might keep anxiety going
- Providing an overview of Cognitive Behavioural Therapy (an evidence-based treatment for anxiety) as well as a number of other useful techniques

### Dates

To be confirmed

### Times

13:00-15:30

### Venue

Webinar via Microsoft Teams

## Supporting Young People with Anxiety 🏠

For foster carers

FOST

This is a Psychological Perspectives in Education & Primary Care (PPEPCare) course. It has been designed to help foster carers recognise and understand mental health difficulties and offer appropriate support and guidance to children and young people.

PPEPCare courses have been developed following consultation with primary healthcare professionals (including GPs), teachers and other school staff. Teaching materials have been written by national and international experts. They are delivered by specialist CAMHS practitioners.

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- Highlighting the difference between appropriate levels of anxiety and when additional help might be needed.
- Exploring what might keep anxiety going
- Providing an overview of Cognitive Behavioural Therapy (an evidence-based treatment for anxiety) as well as a number of other useful techniques

### Dates

To be confirmed

### Times

10:00-13:00

### Venue

Webinar via MS Teams

## Supporting Young People with Eating Disorders 🏠

For social care and youth offending staff working with children and young people

CHILD

This is a Psychological Perspectives in Education & Primary Care (PPEPCare) course. It has been designed to help professionals working with children and young people to recognise and

£ Chargeable corporate course – ★ Mandatory for WBC staff – ◆ Mandatory for WBC managers

● Adult social care management development programme – 🎧 classroom course 🏠 webinar 📖 e-learning course



understand mental health difficulties and offer appropriate support and guidance to children, young people and their families.

PPEPCare courses have been developed following consultation with primary healthcare professionals (including GPs), teachers and other school staff. Teaching materials have been written by national and international experts. They are delivered by specialist CAMHS practitioners.

This course covers:

- Exploring what eating disorders are and how they might present
- Providing guidance around how to explore difficulties and risks in this area
- Highlighting the importance of referral to specialist services in Berkshire and what treatment might look like in this setting.

<b>Dates</b>	<b>Times</b>	<b>Venue</b>
To be confirmed	10:00-13:00	Shaw House, Church Road, Shaw, Newbury

### Supporting Young People with Low Mood 🗣️

For social care and youth offending staff working with children and young people

CHILD

This is a Psychological Perspectives in Education & Primary Care (PPEPCare) course. It has been designed to help professionals working with children and young people to recognise and understand mental health difficulties and offer appropriate support and guidance to children, young people and their families.

PPEPCare courses have been developed following consultation with primary healthcare professionals (including GPs), teachers and other school staff. Teaching materials have been written by national and international experts. They are delivered by specialist CAMHS practitioners.

This course covers:

- Exploring what depression is and how it may present in young people
- How low mood and depression may be maintained and some useful techniques that can be used to break the maintenance cycles.

<b>Dates</b>	<b>Times</b>	<b>Venue</b>
To be confirmed	10:00-12:30	Webinar via Microsoft Teams

### Tax and Benefits Q&A Session 🗣️

For foster carers

FOST

At this unprecedented time and we have put together Tax & Benefits Q&A sessions, as we feel that we can ease any concerns or anxieties, your carers might be having.

This course covers:

- Brief refresher of FosterTalk's services
- Overview of Tax helpline service and tax return service
- Detailed presentation on self-employment and taxation for Foster carers –covers how to register with HMRC, using qualifying care relief for Foster carers (detailed discussion around enhanced expenses and partnerships etc )
- Discussion of other aspects of Tax returns –employment, pensions, rental income and how the whole system fits together
- What to do when things go wrong –dealing with revenue correspondence and penalties

£ Chargeable corporate course –★ Mandatory for WBC staff – ◆ Mandatory for WBC managers

● Adult social care management development programme – 🗣️ classroom course 🗣️ webinar 📺 e-learning course



- National Insurance-the special rules for Foster carers
- The benefits system for Foster carers –how Universal credit works for Foster carer Families –with detailed examples .The legacy benefits (working tax credit and Income support) and the move to universal credit
- Problems with benefits claims –what to do
- How the FosterTalk tax team can help carers
- Questions and answers

Dates	Times	Venue
To be confirmed	10:00-11:30	Delivered via Webex

## The Care Act 2014

For anyone working in adult social care

ADULT

This two part e-learning course looks at the changes the Act brings to financial planning and safeguarding, as well as the assessment and support planning elements of the Act.

This course covers:

- The changes brought in by the Care Act 2014
- The changes to care and support funding
- The key principles of the Act relating to safeguarding
- Factors practitioners must consider during the assessment process
- How eligible needs are determined and what those needs comprise
- How a care plan is devised and reviewed and will meet an individual's needs
- The importance of services working together to provide support

This course is available on our e-learning website, [Learning Time](#).

## The Mental Capacity Act

For anyone working in adult social care

ADULT

The Mental Capacity Act (MCA) applies to anyone aged 16 or over in England and Wales. Its primary aim is to safeguard people who are unable to make decisions on their own behalf.

This course covers:

- The function and application of the Mental Capacity Act 2005
- What the Code of Practice is and who it supports
- The aims and values of each principle
- The various roles and responsibilities involved in the Mental Capacity Act
- How personal information is protected and shared
- Understand more about the Deprivation of Liberty Safeguards (DoLS)

This course is available on our e-learning website, [Learning Time](#).

## The Role of a Social Worker within Child Protection Processes

For children and family services staff

CHILD

This course outlines your key responsibilities as a social worker within child protection processes, and highlights the importance of regularly examining whether you are doing your job as effectively as possible.

This course covers:

- The range of tasks that social workers undertake

£ Chargeable corporate course –★ Mandatory for WBC staff – ◆ Mandatory for WBC managers

● Adult social care management development programme – 🎧 classroom course 🖥️ webinar 📺 e-learning course

- What to expect on a statutory visit
- How to maintain focus through reflection and self-questioning

This course is available on our e-learning website, [Learning Time](#).

## The Role of the Social Worker in Adult Safeguarding

For anyone working in adult social care

ADULT

Topics covered in this module include dealing with a referral, consent, strategy meetings, and your role in the process of safeguarding.

This course covers:

- Recognising the steps a social worker must take when dealing with a referral for an adult at risk
- The relevance of consent in the context of the referral process
- The purpose and outcomes of the strategy meeting and strategy review
- The role of the social worker in the abuse investigation and medical examination

This course is available on our e-learning website, [Learning Time](#).

## Trauma-Informed Practice

For children and family services staff

CHILD

This course is aimed at Social Workers, Family Support Workers and team managers in direct practice with children, young people and families.

By the end of this session delegates will be able to:

- Develop an awareness of how exposure to repeated trauma affects individuals and the way in which they engage with services.
- Build confidence in using an understanding of trauma to think about the needs of families with complex needs.
- Learn how to create a context for healing through ordinary interactions in every day practice

### Dates

To be confirmed

### Times

09:30-16:30

### Venue

Shaw House, Church Road, Shaw, Newbury

## Understanding LGBT+ Domestic Violence and Abuse

For any WBC staff

CORP E-LEARNING

This course has been designed to help learners identify and respond positively to LGBT+ disclosures of domestic violence and abuse (DVA).

It was funded by the Thames Valley Police and Crime Commissioner.

This course is available on our e-learning website, [Learning Time](#).

## Universal Safeguarding Children

For children and family services staff AND foster carers

CHILD and FOST

This e-learning course is for new staff awaiting a place on a training course, or for those staff who require a refresher.

This course is available on our e-learning website, [Learning Time](#).

## Using the Grievance Procedure

For WBC managers

CORP E-LEARNING

Employees may raise concerns or complaints about aspects of their employment from time to time. Normally, these should be raised with and dealt with by the line manager in the first instance. However, where an employee states their wish to raise a formal grievance, the council's Grievance Procedure should be followed to deal with the matter formally.

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

- Recognise what a grievance is
- Follow the Grievance Procedures
- Conduct an investigation
- Understand what happens at a hearing
- Understand the appeal process
- Access further information and support

This course is available on our e-learning website, [Learning Time](#).

## Using the Induction and Probationary Procedure

For WBC managers

CORP E-LEARNING

This e-learning course is designed for all line managers with new starters who are undergoing a probation period, and is based on the West Berkshire Council Induction and Probationary Procedure.

This course is available on our e-learning website, [Learning Time](#).

## Virtual Meeting Etiquette

For WBC staff

CORP E-LEARNING

In many ways joining a virtual meeting by phone or video is just like attending one face to face. But there are additional challenges you may face as an attendee or a facilitator. This course should help you with both roles.

This course is available on our e-learning website, [Learning Time](#).

## Windows 7 training

For WBC staff

CORP

West Berkshire Council provides free ICT training courses for corporate staff. Sessions cater for absolute beginners through to advanced users with more specialised requirements. Training takes place in a dedicated ICT training room at Shaw House. Each session lasts half a day with a short break for tea or coffee halfway through.

Course descriptions and training manuals can be found on the [council's staff intranet](#). Please log into your [MyView](#) account to see a list of training dates and to book your place on a course.

## Word 2013 training

For WBC staff

CORP

West Berkshire Council provides free ICT training courses (see page 49) for corporate staff. Sessions cater for absolute beginners through to advanced users with more specialised requirements. Training takes place in a dedicated ICT training room at Shaw House. Each session lasts half a day with a short break for tea or coffee halfway through.

Our classroom courses are currently suspended due to COVID restrictions. However our IT Trainer, [Kerry Taylor](#), has recreated many of them as videos which are available on our e-learning website, [Learning Time](#).

Course descriptions and training manuals can be found on the [council's staff intranet](#).

## Working at Height

For WBC staff

CORP E-LEARNING

Discover the regulations governing working at height and learn how to plan and conduct the work safely.

This course covers:

- The Working at Height regulations
- Considerations for working at height
- Managing and planning for working at height activities
- Conducting a Working at Height Risk Assessment
- Selecting the right access equipment for the task
- Inspection of working at height equipment
- Safe use of ladder/stepladders

It is available on our e-learning website, [Learning Time](#).

## Writing Job Descriptions and Person Specifications

For WBC managers

CORP E-LEARNING

This e-learning course is designed to help managers involved in the first stage of the recruitment process, specifically in writing job descriptions and person specifications.

By the end of the course managers should know how to write a clear and concise job description and person specification, and they should know how and where to access the appropriate guidance and templates from the intranet.

This course is available on our e-learning website, [Learning Time](#).

## YouTube for Beginners

For anyone

CORP E-LEARNING

A course with videos to show you how to view YouTube videos effectively, and also how to search for YouTube videos. Learn about the new YouTube feature, Chapters and how to use them.

This course uses a combination of videos to show you how to view YouTube videos, use chapters to skip to the bit you're interested in and also how to search YouTube effectively.

This course is available on our e-learning website, [Learning Time](#).

## Zoom: A Guide for Attending or Hosting Meetings

For WBC staff

CORP E-LEARNING

This course features a selection of useful sources from the Zoom Help Centre

You can use Zoom via the Zoom.us website, or via the Zoom Desktop Client that ICT have installed on all of our corporate computers. This course uses a combination of our own videos and those created by Zoom to support their users.

The Zoom.us website offers a huge range of training opportunities. You can watch [video tutorials](#), read help pages or even join their [free daily webinars](#)!

This video based course covers:

- Setting up a Zoom account and logging in
- How to Join a Zoom meeting
- Configuring Audio and Video when joining a meeting
- Adding Zoom details to an existing Outlook meeting request
- Installing and using the Zoom for Outlook plugin
- Hosting a Zoom meeting
- How to use waiting rooms
- In meeting controls
- Using the Meeting security icon
- Sharing your screen
- How to use a virtual background
- How to record your meeting
- How to use breakout rooms
- How to use Zoom polls

This course is available on our e-learning website, [Learning Time](#).