



WORKING TOGETHER, LEARNING TOGETHER

SCAT-PP

Learning & Development

Directory

2011 - 2012



SCAT-PP CONTACT DETAILS

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Welcome to the 2011/2012 Learning and Development Directory for the Social Care & Training—Portsmouth Partnership.

We are all very aware of the Government's drive to reduce public spending and the challenges this presents to all of us. I am pleased to say that in this climate we have been able to sustain the learning and development offer available to SCAT-PP and keep the cost of places at the same rate as previous years.

Reducing budgets do however present us with an opportunity to work more collaboratively with partner agencies and be more creative in the delivery of learning. Our team will be working hard to introduce innovative resources that we hope will reduce the costs of training while increasing the opportunities available.

As always your support enables us to continue to offer high quality training at a reasonable cost and I would like to take this opportunity on behalf of the team to thank you for your continued support.

Best wishes

A handwritten signature in black ink, appearing to read "Roland Foyah". The signature is written in a cursive, flowing style.

Learning and Development Manager

Accessibility

You can get all Portsmouth City Council information in large print, Braille, tape or translated by calling 02392 841963

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Access to Learning

We want to ensure that everyone has access to learning and development. To try and achieve this we have:

- A variety of accessible venues.
- Offered a choice of dates and times for programmes whenever possible.
- Provided an Open Learning Centre which offers more flexible access to learning and enables delegates to learn at their own time and pace.
- Implemented procedures to ensure that the selection of delegates for our courses, and the content of these courses reflect our Equal Opportunity Policy.

If you have any other needs in order to access courses, please let us know on your nomination form or contact us. We will do our best to help.

Training locations are:

Longdean Lodge Day Centre
Hillsley Road
Paulsgrove
Hants
PO6 4NH

Civic Offices
Portsmouth City Council
Guildhall Square
Portsmouth
Hants
PO1 2QA

Nomination Process

- ◆ Nominations for attendance on SCAT-PP courses should be completed on nomination forms and forwarded to the address on the bottom of the form.
- ◆ The nomination form must be completed in full to ensure that we are able to process your request as quickly as possible. We are unable to accept incomplete nomination forms. Please write clearly. Nominations are subject to a shortlisting process.
- ◆ If successful in obtaining a place on the nominated course, joining instructions will be forwarded to you. An invoice will be forwarded to you after the course date.
- ◆ Unsuccessful nominations will be offered alternative dates if available or held on our waiting lists until further dates have been scheduled.
- ◆ The venue for each course can be found against the course details. Maps will be forwarded with the joining instructions.
- ◆ Should there be no further dates available please forward a nomination form indicating how many people would like to be considered for the course. Once there are sufficient numbers we can then commission a course.

Cancellation

To give those candidates on the waiting lists for courses every opportunity to attend, we require 3 working days notice to cancel a confirmed place. **All non attendance without 3 working days prior notice remains payable.**

Learning and Development Policy

Statement of Purpose

Through partnership working we provide high quality training to enable our staff and our partners to deliver responsive services for the community of Portsmouth.

What you can expect?

All training provided will incorporate the values and culture of anti-discrimination and equal opportunities.

A partnership approach with service users and carers to ensure that their input and perspectives are fully integrated into training

All training commissioned will include evidence based practice where appropriate

Wherever possible and appropriate, courses will include workers from:

Independent Sector

Service Users and Carers

Voluntary and Community Sector

Other Agencies

Education Information and Learning Services

Education Information & Learning Services (WWW.eils.co.uk)

Social Care Information & Learning Services (WWW.scils.co.uk)

Portsmouth City Council subscribe to these websites which provide access to training materials and information providing underpinning knowledge for the Health & Social Care National Occupational Standards (Child Care and Adult Care) and Early Years Certificates, as well as Induction Standards, the Learning Disability Qualification and The Registered Managers Award.

Both websites can be accessed using the following registration code:

231 PORT IN (Independent Sector)

Once you have accessed the website using this code, you can create your own user ID and password. Please note your ID should not include any spaces.

The Mental Capacity Act 2005

Below is the link to a free e-learning package for MCA 2005, enabling both managers and staff to understand the requirements of this act.

www.forms.portsmouth.gov.uk/MentalCapacityAct/launch.htm

Care Training Website for Hants/IOW

The Hampshire and Isle of Wight Care Training Information (HICTI) site is a one-stop shop for those who are responsible for finding relevant training for their staff and wish to keep up-to-date with care sector developments. It is incredibly easy to access and very user-friendly, as there are no passwords to remember or registrations to input.

It allows the user to search databases which contain the current NVQ Health and Social Care and Short Course Training Providers in the region, with easy links to named contacts in each organisation. The site also provides:

1. Information on the Skills for Care National Minimum Data Set (NMDS_SC) initiative
2. Useful links to organisations in the Care sector
3. A Who's Who guide to contacts in the region

Simply enter the word HICTI into your search engine (e.g. Yahoo or Google) and you will immediately see the Home page. Clicking on any of the Menu options will then take you directly to the information you require to help with the training of your workforce. Please give it a try and use the feedback button to let us know what you think and how it might be developed further to meet your needs.

Autism and Asperger Syndrome Awareness

Target Group:

Social Care staff working in Learning Disability services and colleagues from associated areas wishing to obtain a basic knowledge of Autism and Asperger Syndrome.

Learning Outcomes:

What will I learn?

- How to describe Autism and Asperger Syndrome and its causes.
- An increased awareness of the needs of people with Autism and Asperger Syndrome.
- Ways in which to best support people with Autism and Asperger Syndrome.

Date	Venue	Cost
15 Nov 2011	Longdean Lodge	£30

9:30 to 4:30

Lunch is not provided

Please send completed nomination form to:
Julie Gauntlett, Social Care Learning & Development
Floor 1, Core 5, Civic Offices, Guildhall Square,
Portsmouth, PO1 2EP
E-mail: Julie.gauntlett@portsmouthcc.gov.uk

Case Recording for Care Staff

Target Group:

All care staff that have, in their job role, a requirement to add information to any type of care records.

Learning Outcomes:

What will I learn?

- To identify how data protection and Caldicott guidelines may affect the way in which information is received, stored and used.
- An understanding of how the use of language can change what is recorded.
- Identify the difference between opinion and fact.
- Be able to make more accurate entries in care records.
- How to improve ability to select relevant information to include in case records.

Date	Venue	Cost
AM 15 Sep 2011	Longdean	£30
AM 13 Jan 2012	Civic Offices	£30

AM – 9:30 to 12:30

Lunch is not provided

Please send completed nomination form to:
Julie Gauntlett, Social Care Learning & Development
Floor 1, Core 5, Civic Offices, Guildhall Square,
Portsmouth, PO1 2EP
E-mail: Julie.gauntlett@portsmouthcc.gov.uk

Case Recording for Fieldwork Staff

Target Group:

The following developmental session is one of two short sessions aimed at identifying difficulties in preparing case notes in social care. It quickly reviews some of the basic legislation and then conducts exercises in problem areas of case recording. It can be accessed as a standalone session, or in conjunction with concise recording held on a different day. Both sessions are completely different focusing on different problem areas of case recording.

Learning Outcomes:

What will I learn?

- Outline policy and procedures on case recording
- Identify the principles behind good practice in maintaining service user records
- Integrate the principles of information governance into recording of case notes and other situations where data is used
- Identify how to improve the information recorded on clients

Date	Venue	Cost
04 Oct 2011	Civic Offices	£30
14 Mar 2012	Civic Offices	£30

9:30 to 4:30

Lunch is not provided

Please send completed nomination form to:
Julie Gauntlett, Social Care Learning & Development
Floor 1, Core 5, Civic Offices, Guildhall Square,
Portsmouth, PO1 2EP
E-mail: Julie.gauntlett@portsmouthcc.gov.uk

Child Development

Target Group:

Anyone working with children and young people in Children's Social Care Services or associated areas .

Learning Outcomes:

What will I learn?

- Identify and understand behaviours associated with healthy development within the contexts of cultural, ethnic and social influences.
- Identify behaviours, which challenge health development, within the contexts of cultural, ethnic and social influences
- Become familiar with issues that children and families may confront and the theories that shed light on these issues.
- Evaluate their own practice with children and families in keeping with social work values and goals

Date	Venue	Cost
30 Sep 2011	Civic Offices	£30

9:30 to 4:30

Lunch is not provided

Please send completed nomination form to:
Julie Gauntlett, Social Care Learning & Development
Floor 1, Core 5, Civic Offices, Guildhall Square,
Portsmouth, PO1 2EP
E-mail: Julie.gauntlett@portsmouthcc.gov.uk

Child Neglect

Target Group:

All staff from children's social care services working directly with service users.

Learning Outcomes:

What will I learn?

- How to identify the signs and indicators of neglect.
- Recognition of how values and beliefs may influence working with neglect.
- Current legislation and guidance governing a multi-agency response to neglect.
- Contemporary research and theoretical approaches on neglect to the assessment of children and families.
- A range of tools that will aid in the assessment of children and families where neglect is a primary concern.
- The impact of neglect on child development and on their capacity to achieve the five outcomes described in Every Child Matters.
- Potential blocks to effective engagement with families where neglect is a concern.
- Strategies for working in a multi-agency context to achieve positive outcomes for children and families.
- Models of good practice for early intervention to prevent long term harm to children living with neglectful carers.
- Develop strategies for personal support.

Continued

Please send completed nomination form to:
Julie Gauntlett, Social Care Learning & Development
Floor 1, Core 5, Civic Offices, Guildhall Square,
Portsmouth, PO1 2EP
E-mail: Julie.gauntlett@portsmouthcc.gov.uk

- Models of good practice for early intervention to prevent long term harm to children living with neglectful carers.
- Develop strategies for personal support.

Date	Venue	Cost
16 & 17 Nov 2011	The Haven	£60
06 & 07 Feb 2012	Civic Offices	£60

9:30 to 4:30

Lunch is not provided

Please send completed nomination form to:
Julie Gauntlett, Social Care Learning & Development
Floor 1, Core 5, Civic Offices, Guildhall Square,
Portsmouth, PO1 2EP
E-mail: Julie.gauntlett@portsmouthcc.gov.uk

Communication (Induction to Care)

Target Group:

This course is designed for new staff and is based on the induction to care standards. However, existing staff are very welcome to attend. The morning will look at person centred care and the afternoon at communication. You may opt for these as individual sessions if you wish i.e. attend morning or afternoon only.

Learning Outcomes:

What will I learn?

- Be aware of the different reasons why people communicate.
- Understand how communication affects relationships in the work setting.
- Know why it is important to observe an individual's reaction when communicating with them.
- Know how to establish an individual's communication and language needs, wishes and preferences.
- Understand a range of communication methods and styles that could help meet an individual's communication needs, wishes and preferences.
- Recognise barriers to effective communication.
- Be aware of ways to reduce barriers to effective communication.
- Know how to check communication has been understood to minimise misunderstandings when communicating
- Be aware of sources of information and support or services to enable more effective communication.

Continued

Please send completed nomination form to:
Julie Gauntlett, Social Care Learning & Development
Floor 1, Core 5, Civic Offices, Guildhall Square,
Portsmouth, PO1 2EP
E-mail: Julie.gauntlett@portsmouthcc.gov.uk

- Be aware of how to keep records that are up to date, complete, accurate and legible.

Date	Venue	Cost
PM 02 Nov 2011	Longdean Lodge	£30
PM 22 Feb 2012	Longdean Lodge	£30

PM – 1:30 to 4:30

Lunch is not provided

Please send completed nomination form to:
Julie Gauntlett, Social Care Learning & Development
Floor 1, Core 5, Civic Offices, Guildhall Square,
Portsmouth, PO1 2EP
E-mail: Julie.gauntlett@portsmouthcc.gov.uk

Communication Level 1

Target Group:

Adult and Children's Social Care staff who wish to improve their communication skills.

Learning Outcomes:

What will I learn?

- Be more self aware of their personal communication style.
- Understand the importance of non-verbal communication.
- Have practised some basic communication techniques.
- Recognise factors that motivate people to communicate more effectively.

Date	Venue	Cost
13 Sept 2011	Longdean	£30
23 Feb 2012	Longdean	£30

9:30 to 4:30

Lunch is not provided

Please send completed nomination form to:
Julie Gauntlett, Social Care Learning & Development
Floor 1, Core 5, Civic Offices, Guildhall Square,
Portsmouth, PO1 2EP
E-mail: Julie.gauntlett@portsmouthcc.gov.uk

Communication Level 2

Target Group:

Adults and Children's Social Care staff who wish to build on their current skills and develop an increased awareness of how communication impacts on our behaviour.

Learning Outcomes:

What will I learn?

- Reflect on their current communication skills.
- Work more effectively and co-operatively with others.
- Promote communication to overcome barriers and challenges.
- Use assertive techniques to increase the effectiveness of how to communicate.

Date	Venue	Cost
14 Nov 2011	Longdean	£30

9:30 to 4:30

Lunch is not provided

Please send completed nomination form to:
Julie Gauntlett, Social Care Learning & Development
Floor 1, Core 5, Civic Offices, Guildhall Square,
Portsmouth, PO1 2EP
E-mail: Julie.gauntlett@portsmouthcc.gov.uk

Domestic Abuse

Target Group:

Staff from children's social care services and associated services.

Learning Outcomes:

What will I learn?

- The impact of domestic violence on women and children and strategies for working effectively with families where domestic violence is an issue.
- The definition of 'domestic violence', myths and stereotypes.
- The research on domestic violence.
- The political, cultural and economical reasons why women stay in violent relationships.
- The impact of domestic violence on children and the use of child protection procedures.
- Strategies for effective multi-agency working and creative packages of support for families where domestic violence is an issue.

Date	Venue	Cost
10 Oct 2011	Civic Offices	£30
30 Jan 2012	Civic Offices	£30

9:30 to 4:30

Lunch is not provided

Please send completed nomination form to:
Julie Gauntlett, Social Care Learning & Development
Floor 1, Core 5, Civic Offices, Guildhall Square,
Portsmouth, PO1 2EP
E-mail: Julie.gauntlett@portsmouthcc.gov.uk

Emergency First Aid at Work

Target Group:

People nominated to act as the Appointed First Aider for their unit

Learning Outcomes:

What will I learn?

- Understand the role of the first aider including reference to the importance of preventing cross infection; the need for recording incidents and actions; use of available equipment.
- Assess the situation and circumstances in order to act safely, promptly and effectively in an emergency.
- Administer first aid to a casualty who is unconscious (including seizure).
- Administer cardiopulmonary resuscitation.
- Administer first aid to a casualty who is choking.
- Administer first aid to a casualty who is wounded and bleeding.
- Administer first aid to a casualty who is suffering from shock.
- Provide appropriate first aid for minor injuries (including small cuts, grazes and bruises, minor burns and scalds, small splinters).

This first aid course is endorsed by the Health and Safety Executive which means that you will receive a nationally validated certificate. In order to maintain your health and safety, to preserve your dignity and to comply with Health and Safety requirements we request that you read the instructions below. Please note that if you are not able to comply with the instructions then you will not be able to complete the training and may be asked to leave.

Continued

Please send completed nomination form to:
Julie Gauntlett, Social Care Learning & Development
Floor 1, Core 5, Civic Offices, Guildhall Square,
Portsmouth, PO1 2EP
E-mail: Julie.gauntlett@portsmouthcc.gov.uk

- Physical wellbeing - you will be required to perform simulated resuscitation on the floor. Therefore you need to be able to bend and kneel down repeatedly during the course.
- Clothing—you should check that your clothing does not reveal expanses of flesh when you are in a position to give resuscitation i.e. on your hands and knees. This can be distracting for other learners. Your shoes should be flat and enclose your whole foot.
- Timekeeping—this is an assessed course. You need to be present for the stipulated number of hours. Please ensure that you are punctual.

Date	Venue	Cost
22 Sept 2011	Longdean Lodge	£30
20 Oct 2011	Longdean Lodge	£30
24 Nov 2011	Longdean Lodge	£30
09 Feb 2012	Longdean Lodge	£30

9:30 to 4:30

Lunch is not provided

Please send completed nomination form to:
 Julie Gauntlett, Social Care Learning & Development
 Floor 1, Core 5, Civic Offices, Guildhall Square,
 Portsmouth, PO1 2EP
 E-mail: Julie.gauntlett@portsmouthcc.gov.uk

Equality and Inclusion

Target Group:

Direct Care Staff. All other staff should attend the Equalities and Diversity Course

Learning Outcomes:

What will I learn?

- Understand what is meant by diversity and discrimination.
- Know how discrimination might occur in your work-setting, both deliberately and inadvertently.
- Understand what is meant by equality and inclusion, and how they reduce discrimination.
- Know how practices that support equality and inclusion reduce the likelihood of discrimination.
- Be aware of key legislation and agreed ways of working (where these apply) relating to equality, diversity, discrimination and rights.
- Be aware of how you can ensure that your own work is inclusive and respects the beliefs, culture, values and preferences of individuals.
- Know how you could challenge discrimination in a way that leads to positive change.
- Know how to access a range of sources of information about equality, diversity and inclusion.
- Know who to ask for advice and support about equality and inclusion.
- Understand the importance of valuing people for who they are and being non-judgemental contributes to active participation.

Continued

Please send completed nomination form to:
Julie Gauntlett, Social Care Learning & Development
Floor 1, Core 5, Civic Offices, Guildhall Square,
Portsmouth, PO1 2EP
E-mail: Julie.gauntlett@portsmouthcc.gov.uk

- Know ways of enabling individuals to make informed choices about their lives.
- Be aware of other ways you might support active participation.
- Know the importance of enabling individuals to develop skills in self care and to maintain their own social and community networks.

Date	Venue	Cost
AM -12 Oct 2011	Longdean Lodge	£30
AM - 01 Feb 2012	Longdean Lodge	£30

AM – 9:30 to 12:30

Lunch is not provided

Please send completed nomination form to:
 Julie Gauntlett, Social Care Learning & Development
 Floor 1, Core 5, Civic Offices, Guildhall Square,
 Portsmouth, PO1 2EP
 E-mail: Julie.gauntlett@portsmouthcc.gov.uk

Food Glorious Food

Target Group:

All staff working in adult/older persons residential/day care and those who supervise these groups.

Learning Outcomes:

What will I learn?

- Provide participants with a basic understanding of the importance of food safety, nutrition and hydration for those in care.
- Demonstrate an understanding of the importance of food safety and ways to prevent the contamination of food.
- Discuss the importance of good nutrition and hydration in maintaining well being.
- Recognise the signs and symptoms of poor nutrition and hydration.
- Outline ways in which to promote adequate nutrition and hydration.

Date	Venue	Cost
PM - 12 Oct 2011	Longdean Lodge	£30
PM - 01 Feb 2012	Longdean Lodge	£30

PM – 1:30 to 4:30

Lunch is not provided

Please send completed nomination form to:
Julie Gauntlett, Social Care Learning & Development
Floor 1, Core 5, Civic Offices, Guildhall Square,
Portsmouth, PO1 2EP
E-mail: Julie.gauntlett@portsmouthcc.gov.uk

Food Hygiene

(includes certificate and workbook)

Target Group:

Anyone working in a catering, manufacturing or retail setting where food is prepared, cooked and handled.

Learning Outcomes:

What will I learn?

- Legislation
- Food safety and hygiene hazards.
- Temperature control
- Refrigeration, chilling and cold holding.
- Cooking, hot holding and reheating.
- Food handling.
- Principles of safe food storage.
- Cleaning.
- Food premises and equipment.

Date	Venue	Cost
15 Sep 2011	Pride in Pompey	£30
13 Oct 2011	Pride in Pompey	£30
10 Nov 2011	Pride in Pompey	£30
08 Dec 2011	Pride in Pompey	£30

9.00 to 5.00 Lunch is not provided

If you would like to book staff onto a course please contact:

Pride in Pompey (Learndirect Centre)
1st Floor Prudential Building
16 Guildhall Walk
Portsmouth
Hants
PO1 2DD
Tel: 02392 298288

Health & Safety at Work—A Foundation Course for Social Care Staff

Target Group:

New social care staff will need to undertake this as part of the Induction to Care Training, as well as existing staff who need updating.

Learning Outcomes:

What will I learn?

- The general principles of Health and Safety at Work.
- Your legal duties and responsibilities around Health and Safety at Work.
- The importance of proactive and preventative measures.
- How to use the causation and reporting systems.
- An increased awareness of violence, aggression and how to ensure your own personal safety.
- Sources of health and safety assistance.

Date	Venue	Cost
19 Oct 2011	Longdean Lodge	£30
08 Feb 2012	Longdean Lodge	£30

9:30 to 4:30

Lunch is not provided

Please send completed nomination form to:
Julie Gauntlett, Social Care Learning & Development
Floor 1, Core 5, Civic Offices, Guildhall Square,
Portsmouth, PO1 2EP
E-mail: Julie.gauntlett@portsmouthcc.gov.uk

Infection Control

Target Group:

Care assistants, domestic assistants, independent living assistants, day centre staff and managers who supervise this group of staff. New staff should register for this within the Induction to Care Course.

Learning Outcomes:

What will I learn?

- The principles of infection control.
- The main ways of minimising the spread of infection in the work place.
- An understanding of policies, procedures and guidance that relate to infection control.

Date	Venue	Cost
PM 18 Oct 2011	Longdean Lodge	£30
AM 17 Jan 2012	Longdean Lodge	£30

AM 9:30 to 12:30

PM 1:30 to 4:30

Lunch is not provided

Please send completed nomination form to:
Julie Gauntlett, Social Care Learning & Development
Floor 1, Core 5, Civic Offices, Guildhall Square,
Portsmouth, PO1 2EP
E-mail: Julie.gauntlett@portsmouthcc.gov.uk

Medication—Safe Handling of Medicines Assessors

Target Group:

Supervisors and managers who have a role in training and assessing competency with medicines.

Learning Outcomes:

What will I learn?

- Rules governing medicines from the legal framework to CQC.
- Boundary issues for care staff.
- How to assess competency.
- The issues from self administration through to covert administration.
- Application of best practice when administering common dosage forms.

Date	Venue	Cost
16 Nov 2011	Longdean Lodge	£30

9:30 to 4:30

Lunch is not provided

Please send completed nomination form to:
Julie Gauntlett, Social Care Learning & Development
Floor 1, Core 5, Civic Offices, Guildhall Square,
Portsmouth, PO1 2EP
E-mail: Julie.gauntlett@portsmouthcc.gov.uk

Medication—Safe Handling of Medicines Foundation Course

Target Group:

Carers with any sort of involvement with medication.

Learning Outcomes:

What will I learn?

- Completing medicines charts for required doses, flexible doses and other common scenarios.
- Refusal of medication: best practice and recording requirements.
- Use of PRN protocols for giving ‘when required’ medicines.
- When required medication: use of protocols and recording requirements.
- Medication errors; why they occur, how to report them, how to avoid them.
- A safe system for selecting medication (*the ‘5’ system*).
- *Administering creams (medicated and non-medicated).*
- *Administering ointments and barrier creams.*
- *Administering oral liquids.*
- Administering inhalers.
- Administering eye drops.

Date	Venue	Cost
06 Dec 2011	Longdean Lodge	£30

9:30 to 1:00

Lunch is not provided

Please send completed nomination form to:
Julie Gauntlett, Social Care Learning & Development
Floor 1, Core 5, Civic Offices, Guildhall Square,
Portsmouth, PO1 2EP
E-mail: Julie.gauntlett@portsmouthcc.gov.uk

Medication—Safe Handling of Medicines Intermediate Dementia

Target Group:

Qualified staff and support workers that work with clients with dementia.

Learning Outcomes:

What will I learn?

- The difference between dementia and Alzheimer's disease, and the main causes of dementia in the elderly.
- Behavioural symptoms of dementia and identify which medicines can be used to treat them.
- Risks of using antipsychotics in clients with dementia and the alternative (non-drug) strategies for dealing with behavioural problems.
- Which medicines slow the progress of dementia (the anti-dementia drugs) and how to explain:
 - ◆ When clients taking them should be reviewed and by whom.
 - ◆ Their common side effects.
- How to record medicines that are refused and who to contact.
- Rules surrounding mental capacity and the covert administration of medicines.
- Measures that can be taken to deal with swallowing difficulties and what to do when clients chew tablets.

Date	Venue	Cost
09 Nov 2011	Longdean Lodge	£30

9:30 to 1:00

Please send completed nomination form to:
Julie Gauntlett, Social Care Learning & Development
Floor 1, Core 5, Civic Offices, Guildhall Square,
Portsmouth, PO1 2EP
E-mail: Julie.gauntlett@portsmouthcc.gov.uk

Mental Health Awareness

Target Group:

This course is applicable to all staff who need a basic understanding of working with this service user group.

Learning Outcomes:

What will I learn?

- What is meant by the term mental health and the language used to describe the different clinical disorders.
- An understanding of the signs and symptoms of different mental illnesses.
- Issues of stereotyping and discrimination for this service user group.
- The services and resources available to this service user group.

Date	Venue	Cost
07 Dec 2011	Longdean Lodge	£30
15 Mar 2012	Longdean Lodge	£30

9:30 to 4:30

Lunch is not provided

Please send completed nomination form to:
Julie Gauntlett, Social Care Learning & Development
Floor 1, Core 5, Civic Offices, Guildhall Square,
Portsmouth, PO1 2EP
E-mail: Julie.gauntlett@portsmouthcc.gov.uk

Mental Health and Child Protection

Target Group:

All staff working with families where the parents experience mental illness.

Learning Outcomes:

What will I learn?

- Integration of equal treatment for people with mental health problems.
- Creative inter-service working to aid families and children.
- Methods of improving inter-service inter-agency working.
- Participants' own beliefs and attitudes as well as societal views.
- Models of assessment that remain child focused and aid recognition and practical intervention.
- Strategies for intervention.
- Participants skills in working with families, extended family and social networks to improve support and care.

Date	Venue	Cost
01 Feb 2012	Civic Offices	£30

9:30 to 4:30

Lunch is not provided

Please send completed nomination form to:
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E-mail: Julie.gauntlett@portsmouthcc.gov.uk

Mental Health - Food and Mood

Target Group:

All Social Care practitioners and colleagues from associated areas.

Learning Outcomes:

What will I learn?

- An understanding of the truth about carbohydrates and sugars.
- How eating protein can help avoid depression.
- The power of dairy products.
- Which vitamins can perk you up.
- What foods are more like drugs.
- The effect of minerals on your mood.
- Which artificial additives are best to avoid.
- Some myths and facts about drinks.
- The process of 'oiling the brain'

Date	Venue	Cost
06 Oct 2011	Longdean Lodge	£30

9:30 to 4:30

Lunch is not provided

Please send completed nomination form to:
Julie Gauntlett, Social Care Learning & Development
Floor 1, Core 5, Civic Offices, Guildhall Square,
Portsmouth, PO1 2EP
E-mail: Julie.gauntlett@portsmouthcc.gov.uk

Moving and Handling—Induction

Target Group:

Newly appointed staff from any discipline who will be involved in the moving and handling of service users as part of their working role.

All staff must attend this at an early stage of their Induction. All staff must attend a refresher within a 1-year period from induction and then yearly throughout service.

Learning Outcomes:

What will I learn?

- The 5 biomechanical principles of handling.
- The need to avoid repetitive/sustained twisting, stretching and stooping.
- The process of assessing risks associated to the task, individual ,load and environment.
- Risk factors when the load is a person.
- The need to avoid taking most or all of the person's weight unless in an emergency or in exceptional circumstances.

You will also participate in a practical workshop including demonstration and supervision of people handling relevant to your role.

Pre-course requirements:

Low-heeled shoes that support all of the foot and appropriate clothing should be worn.

Continue

Please send completed nomination form to:
Julie Gauntlett, Social Care Learning & Development
Floor 1, Core 5, Civic Offices, Guildhall Square,
Portsmouth, PO1 2EP
E-mail: Julie.gauntlett@portsmouthcc.gov.uk

Managers should ensure that the staff they nominate are in a state of physical fitness commensurate with being able to undertake the practical elements of this course safely. If in doubt when nominating an individual or needing clarification about the state of physical fitness required to undertake the course safely, please discuss with the Learning & Development Officer. Candidates who in the professional judgement of the Learning & Development Officer would not be able to undertake the course with safety for themselves and others will not be trained.

Date	Venue	Cost
11 Aug 2011	Vanguard	£30
08 Sep 2011	Vanguard	£30
13 Oct 2011	Vanguard	£30
10 Nov 2011	Vanguard	£30
15 Dec 2011	Vanguard	£30

9:30 to 4:30

Lunch is not provided

Please send completed nomination form to:
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E-mail: Julie.gauntlett@portsmouthcc.gov.uk

Moving and Handling - Train the Trainers

Target Group:

Staff facilitating training to other staff members.

Learning Outcomes:

What will I learn?

- Sufficient knowledge and skills to deliver patient handling courses to staff within a working environment they are familiar with.

The course is based on the inter-professional curriculum framework for Back Care Advisers giving the opportunity for the delegate to reach the standards of a manual handling trainer in client handling (foundation level) as recommended by Nation Back Exchange.

Course Content

1. Two days theory including
 - Evidence supporting manual handling practice
 - Biomechanics
 - Patient centred and generic manual handling risk assessments
 - Risk management
 - Training needs analysis
2. Two days practical workshops
3. One day competency testing

This course is assessed through portfolio

Continued

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All course members are expected to participate in practical handling exercises. This will involve physical contact with other participants. Low-heeled shoes that support all of the foot and appropriate clothing should be worn.

Date	Venue	Cost
16 & 17 Nov		
23 & 24 Nov		
30 Nov 2011	Vanguard	£150

9:30am to 4:30pm

Lunch is not provided

Please send completed nomination form to:
Julie Gauntlett, Social Care Learning & Development
Floor 1, Core 5, Civic Offices, Guildhall Square,
Portsmouth, PO1 2EP
E-mail: Julie.gauntlett@portsmouthcc.gov.uk

Person Centred Care

Target Group:

This course is designed for new staff and is based on the induction to care standards. However, existing staff are very welcome to attend. The morning will look at person centred care and the afternoon at communication. You may opt for these as individual sessions if you wish i.e. attend morning or afternoon only.

Learning Outcomes:

What will I learn?

- Identify the features of person-centred work.
- Identify enabling approaches that promote person centred care.
- Explore potential dilemmas between duty of care and an individual's rights
- Understand the importance of supporting individuals to plan for their future including end of life care were appropriate.

Date	Venue	Cost
AM 02 Nov 2011	Longdean Lodge	£30
AM 22 Feb 2012	Longdean Lodge	£30

AM – 9:30 to 12:30

Lunch is not provided

Please send completed nomination form to:
Julie Gauntlett, Social Care Learning & Development
Floor 1, Core 5, Civic Offices, Guildhall Square,
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Positive Complaints Handling

Target Group:

All social care staff, including front line, administration and managers.

Learning Outcomes:

What will I learn?

- Identify when a grumble becomes a complaint
- Developing empathy with the complainant's point of view.
- Application of the correct procedure for dealing with complaints.
- Confidence in making a written response.
- Applying best practice tips and communications standards.
- How to use the new action plan document for complaints.
- How to develop and use checklists for complaint responses.
- Managing persistent complaints.

Date	Venue	Cost
14 Oct 2011	Civic Offices	£30

9:30 to 4:30

Lunch is not provided

Please send completed nomination form to:
Julie Gauntlett, Social Care Learning & Development
Floor 1, Core 5, Civic Offices, Guildhall Square,
Portsmouth, PO1 2EP
E-mail: Julie.gauntlett@portsmouthcc.gov.uk

Safeguarding Adults Awareness

Target Group:

This is a level 1 course for all new staff in Adult Social Care working in all settings and existing staff who have yet to receive training on these issues.

Learning Outcomes:

What will I learn?

- The nature and extent of abuse.
- Identifying the key components of the Adult Protection Policy for Portsmouth.
- How to meet the Skills for Care Common Induction Standards for new staff in this area of practice.
- Identifying the key components of the Mental Capacity Act 2005.

Date	Venue	Cost
AM 05 Oct 2011	Longdean Lodge	£30
AM 25 Jan 2012	Longdean Lodge	£30

AM – 9:30 to 12:45

Lunch is not provided

Please send completed nomination form to:
Julie Gauntlett, Social Care Learning & Development
Floor 1, Core 5, Civic Offices, Guildhall Square,
Portsmouth, PO1 2EP
E-mail: Julie.gauntlett@portsmouthcc.gov.uk

Safeguarding Adults—Detailed Awareness

Target Group:

This is a level 2 course for staff in adult social care who supervise others in residential, domiciliary and day care settings.

Staff must have completed the awareness training before being nominated.

Learning Outcomes:

What will I learn?

- How to respond confidently and understand own values and attitudes in relation to abuse .
- PCC's definitions of vulnerability and abuse.
- Signals of abuse and how to be sensitive to disclosure in dealings with service users and vulnerable people.
- How to respond to immediate incidents.
- Reporting concerns to and how to 'blow the whistle' if formal channels do not work.
- How to appropriately record initial information concerning the concern or disclosure.

Date	Venue	Cost
29 & 30 Sep 2011	Longdean Lodge	£60
27 & 28 Mar 2012	Longdean Lodge	£60

9:30 to 4:30

Lunch is not provided

Please send completed nomination form to:
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Safeguarding Children Refresher

Target Group:

All staff in children and families services who need a refresher in this area of practice.

Learning Outcomes:

What will I learn?

- Be updated on the current legal framework and research in relation to safeguarding children.
- Be able to use a range of tools to engage families in the course of their assessments.
- Consider their skills in relation to developing multi-agency analysis and planning in safeguarding cases.
- Consider their roles in relation to key safeguarding meetings such as child protection conferences and core group meetings.

Date	Venue	Cost
14 Sep 2011	Civic Offices	£30
02 Dec 2011	Civic Offices	£30
25 Jan 2012	Civic Offices	£30

9:30 to 4:30

Lunch is not provided

Please send completed nomination form to:
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Stroke Awareness

Target Group:

All adults and older persons workforce staff who provide or commission care for service users with specific disabilities.

Learning Outcomes:

What will I learn?

- Risk factors for stroke.
- The basic pathology of a stroke.
- Common problems following a stroke.

Date	Venue	Cost
PM 07 Feb 2012	Longdean Lodge	£30

PM – 1:30 to 4:30

Lunch is not provided

Please send completed nomination form to:
Julie Gauntlett, Social Care Learning & Development
Floor 1, Core 5, Civic Offices, Guildhall Square,
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Understanding Brain Injury

Target Group:

This one day interactive workshop is aimed at professionals, carers and anyone interested in the issues relating to individuals following an acquired or traumatic brain injury.

Learning Outcomes:

What will I learn?

- The workshop covers physical, cognitive, behavioural and emotional effects. It will also consider brain injury issues as they relate to culture, gender and sexuality.
- The cause and effects of acquired or traumatic brain injuries on both individuals and families will be explored. We will also look at the brain anatomy and physiology.
- Brain injury is often referred to as the 'hidden disability' as the difficulties arising from it are not immediately obvious to other people.

Date	Venue	Cost
12 Oct 2011	St James Hospital	£30

9:30 to 4:30

Lunch is not provided

Please send completed nomination form to:
Julie Gauntlett, Social Care Learning & Development
Floor 1, Core 5, Civic Offices, Guildhall Square,
Portsmouth, PO1 2EP
E-mail: Julie.gauntlett@portsmouthcc.gov.uk

Corporate Training

Becoming Assertive

Target Group:

Anyone who finds it difficult to express his or her views to other people.

Learning Outcomes:

What will I learn?

- The difference between passive, aggressive and assertive behaviour.
- Recognise your own preferred behaviour.
- How to use a number of different assertive tools and techniques.

Date	Venue	Cost
	Civic Offices	£30

If you would like to attend this course please forward a nomination form. Once sufficient names are received a course will be commissioned.

9:30 to 4:30

Lunch is not provided

Please send completed nomination form to:
Julie Gauntlett, Social Care Learning & Development
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Business Risk Management

Target Group:

All Managers

Learning Outcomes:

What will I learn?

- Why it is necessary to manage business risks.
- When and how to identify and manage risks in your service.

Date	Venue	Cost
	Civic Offices	£30

If you would like to attend this course please forward a nomination form. Once sufficient names are received a course will be commissioned.

AM - 9:30 to 12:30

PM - 1:30 to 4:30

Lunch is not provided

Please send completed nomination form to:
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Control of Substances Hazardous to Health (COSHH)

Target Group:

All staff who work with potentially hazardous substances or pathogens

Learning Outcomes:

What will I learn?

- Understand the requirements of the COSHH Regulations.
- Understand the difference between hazard and risk.
- Be able to identify warning symbols and explain their meanings.
- Understand how substances can affect health.
- Understand what a COSHH assessment is and how to conduct an assessment.

Date	Venue	Cost
AM 24 Aug 2011	Civic Offices	£30
AM 30 Nov 2011	Civic Offices	£30

AM – 9:30 to 12:30

Lunch is not provided

Please send completed nomination form to:
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Domestic Violence Awareness (Part 1)

Target Group:

All Staff

Learning Outcomes:

What will I learn?

- Identify the range of behaviour that constitutes domestic violence and abuse.
- Explore the effects of domestic violence and abuse on individuals and families.
- Consider the complex issues involved in the decision to seek help.
- Discuss the reasons why people stay in or return to a violent or abusive relationship.
- Explore equality issues and their further implication for people in violent and abusive relationships.
- Review their own working practice, and identify a number of specific individual action points.
- Risk assessment and the MARAC process.

Date	Venue	Cost
27 Sep 2011	Spithead Resource Centre	£30
12 Oct 2011	Spithead Resource Centre	£30
23 Jan 2012	Spithead Resource Centre	£30
07 Feb 2012	Spithead Resource Centre	£30

10:00 to 5:00

Lunch is not provided

Please send completed nomination form to:
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E-mail: Julie.gauntlett@portsmouthcc.gov.uk

Domestic Violence Awareness (Part 2) Children & Families

It is a requirement that participants attend DV part 1 before attending part 2

Target Group:

Individuals whose roles include working with children and families.

Learning Outcomes:

What will I learn?

- Explore definitions of abuse within a family context
- Consider possible indicators of abuse for young people of differing ages.
- Explored the effects of abuse on young people of differing ages.
- Consider the issues around leaving and the services available .
- Review their own working practice and identified a number of action points.

Date	Venue	Cost
27 Oct 2011	Spithead Resource Centre	£30
24 Feb 2012	Spithead Resource Centre	£30

10:00 to 5:00

Lunch is not provided

Please send completed nomination form to:
Julie Gauntlett, Social Care Learning & Development
Floor 1, Core 5, Civic Offices, Guildhall Square,
Portsmouth, PO1 2EP
E-mail: Julie.gauntlett@portsmouthcc.gov.uk

Effective Letter Writing

Target Group:

Anyone who is responsible for writing letters.

Learning Outcomes:

What will I learn?

- How to structure letters to a professional standard.
- How a tone of a letter can change the meaning.
- How to choose the appropriate 'tone of voice'.
- The importance of using plain English.

Date	Venue	Cost
	Civic Offices	£30

If you would like to attend this course please forward a nomination form. Once sufficient names are received a course will be commissioned.

AM – 9:30 to 12:30

PM – 1:30 to 4:30

Lunch is not provided

Please send completed nomination form to:
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E-mail: Julie.gauntlett@portsmouthcc.gov.uk

Effective Minute Taking

Target Group:

Anyone who is responsible for taking minutes of meetings whether formal or not.

Learning Outcomes:

What will I learn?

- The key roles in a meeting.
- What makes meetings really effective.
- Understand the role of the minute-taker.
- What are relevant (and irrelevant) points for inclusion in minutes.
- The importance of listening and understanding what is happening in a meeting.
- How to produce professional, well-structured minutes.

Date	Venue	Cost
	Civic Offices	£30

If you would like to attend this course please forward a nomination form. Once sufficient names are received a course will be commissioned.

9:30 to 4:30

Lunch is not provided

Please send completed nomination form to:
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E-mail: Julie.gauntlett@portsmouthcc.gov.uk

Effective Report Writing

Target Group:

Anyone who is responsible for writing reports whether formal or informal

Learning Outcomes:

What will I learn?

- How to structure reports to a professional standard.
- How the tone of a report can change the meaning.
- How to choose the appropriate 'tone of voice'.

Date	Venue	Cost
	Civic Offices	£30

If you would like to attend this course please forward a nomination form. Once sufficient names are received a course will be commissioned.

9:30 to 4:30

Lunch is not provided

Please send completed nomination form to:
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Equalities & Diversity

Target Group:

All Staff. Direct Care Staff should attend the Equality and Inclusion course.

Learning Outcomes:

What will I learn?

- How PCC expects you to treat all staff and customers.
- The link between beliefs and actions i.e. how prejudice can lead to discrimination.
- Relevant 'Equalities' legislation.

Date	Venue	Cost
	Civic Offices	£30

If you would like to attend this course please forward a nomination form. Once sufficient names are received a course will be commissioned.

9:30 to 5:00

Lunch is not provided

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Honour Based Violence

Target Group:

Frontline professionals

Learning Outcomes:

What will I learn?

- The legal process in relation to HBV and forced marriage will be discussed and considered, along with guidelines on information sharing and multi-agency work where HBV is a factor.
- Honour based violence is a crime or incident, which has or may have been committed to protect or defend the honour of a family and/or a community and includes practices such as forced marriage and female genital mutilation.
- Honour based violence can be distinguished from other forms of violence, as it is often committed with some degree of approval and/or collusion from the family and/or community.
- HBV cuts across all cultures, nationalities, faith groups and communities and transcends national and international boundaries.

Date	Venue	Cost
08 Mar 2012	Spithead Resource Centre	£30

10:00 to 17:00

Lunch is not provided

Please send completed nomination form to:
Julie Gauntlett, Social Care Learning & Development
Floor 1, Core 5, Civic Offices, Guildhall Square,
Portsmouth, PO1 2EP
E-mail: Julie.gauntlett@portsmouthcc.gov.uk

Introduction to Project Management

Target Group:

Anyone who has an involvement in the running of projects.

Learning Outcomes:

What will I learn?

- Identify what elements make a successful project.
- The different roles and responsibilities of Project Management.
- The importance of the different stages and milestones within project management.
- Project reporting.

Date	Venue	Cost
	Civic Offices	£30

If you would like to attend this course please forward a nomination form. Once sufficient names are received a course will be commissioned.

9:30 to 4:30

Lunch is not provided

Please send completed nomination form to:
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Making the Most of Your Time

Target Group:

Anyone who experiences difficulty in managing their workload and time.

Learning Outcomes:

What will I learn?

- How to identify and prioritise.
- The difference between urgent 'v' important tasks.
- The importance of planning.
- Strategies for dealing with interruptions.
- Tools for making meetings more productive.

Date	Venue	Cost
	Civic Offices	£30

If you would like to attend this course please forward a nomination form. Once sufficient names are received a course will be commissioned.

9:30 to 5:00

Lunch is not provided

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Managing Wellbeing

Target Group:

All Managers

Learning Outcomes:

What will I learn?

- What wellbeing means to you, and what needs to happen to create that sense of wellbeing.
- An awareness of your response to pressure, and of what happens to you when you feel stressed.
- Wellbeing strategies that work for you.
- How to help manage stress and create a sense of wellbeing for your staff.
- How to complete stress risk assessments.

Date	Venue	Cost
	Civic Offices	£30

If you would like to attend this course please forward a nomination form. Once sufficient names are received a course will be commissioned.

9:30 to 5:00

Lunch is not provided

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People First

Target Group:

All staff

Learning Outcomes:

What will I learn?

- Recognise that everything you do and say is a choice therefore you have more control than you may first think.
- Explain how you can choose the right attitude so that everything else falls into place in the way that you deal with people.
- Describe some techniques that can be used in difficult situations.
- Explore how you can have fun serving other people and make their contact with us a positive experience.
- Identify what actions you now need to take.

Date	Venue	Cost
	Civic Offices	£30

If you would like to attend this course please forward a nomination form. Once sufficient names are received a course will be commissioned.

9:30 to 5:00

Lunch is not provided

Please send completed nomination form to:
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Presentation Skills

Target Group:

This course is intended primarily for delegates with little or no experience of giving presentation, although more experienced presenters are welcome.

Learning Outcomes:

What will I learn?

- How to write a presentation using the SMART model.
- How to make your presentation memorable.
- How the use of visual aids can affect a presentation.
- How the use of body language and verbal communication can affect how your message is received.
- How to meet your audience needs.

Date	Venue	Cost
	Civic Offices	£60

If you would like to attend this course please forward a nomination form. Once sufficient names are received a course will be commissioned.

This is a two day course.

9:30 to 5:00

Lunch is not provided.

Please send completed nomination form to:
Julie Gauntlett, Social Care Learning & Development
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E-mail: Julie.gauntlett@portsmouthcc.gov.uk

Project Planning

Target Group:

Any member of staff involved in project planning.

Learning Outcomes:

What will I learn?

- Summarise why effective project managers plan and involve stakeholders.
- Demonstrate how to identify and schedule tasks throughout the project.
- Practice project planning involving a variety of stakeholders.

Date	Venue	Cost
	Civic Offices	£30

If you would like to attend this course please forward a nomination form. Once sufficient names are received a course will be commissioned.

9:30 to 4:30

Lunch is not provided

Please send completed nomination form to:
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Risk Assessment

Target Group:

Managers, team/section leaders

Learning Outcomes:

What will I learn?

- Understand the requirement for risk assessments.
- Understand the principles of hazard identification and the assessment of risk.

Date	Venue	Cost
19 Oct 11	Civic Offices	£30

AM – 9:30 to 12:30

Lunch is not provided

Please send completed nomination form to:
Julie Gauntlett, Social Care Learning & Development
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Sexual Violence Awareness

Target Group:

Practitioners / managers who need to update their knowledge of sexual violence, making them more confident in supporting survivors to make choices appropriate for themselves.

Learning Outcomes:

What will I learn?

- Using a variety of teaching methods, participants will discuss and debate issues regarding consent, myths and stereotypes of sexual violence and the information to access support and services.
- Participants will also have an opportunity to explore their own emotional safety regarding disclosure of sexual violence and how to deal with their responses to survivors.

Date	Venue	Cost
31 Jan 2012	Spithead Resource Centre	£30

10:00 to 5:00

Lunch is not provided

Please send completed nomination form to:
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Portsmouth, PO1 2EP
E-mail: Julie.gauntlett@portsmouthcc.gov.uk

Wellbeing Awareness

Target Group:

All non-managerial staff (managers should attend the Managing Wellbeing course).

Learning Outcomes:

What will I learn?

- What wellbeing means to you, and what needs to happen to create that sense of wellbeing.
- An awareness of your response to pressure, and of what happens to you when you feel stressed.
- Wellbeing strategies that work for you.

Date	Venue	Cost
	Civic Offices	£30

If you would like to attend this course please forward a nomination form. Once sufficient names are received a course will be commissioned.

9:30 to 5:00

Lunch is not provided

Please send completed nomination form to:
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E-mail: Julie.gauntlett@portsmouthcc.gov.uk

Workplace Investigations

Target Group:

Any manager who may have to conduct workplace investigations in their role.

Learning Outcomes:

What will I learn?

- What is the role and responsibilities of the investigator?
- The process and procedures of conducting workplace investigations.
- The key steps in an investigation.
- The role and makeup of a hearing panel.
- The process of a disciplinary hearing.

Date	Venue	Cost
	Civic Offices	£30

If you would like to attend this course please forward a nomination form. Once sufficient names are received a course will be commissioned.

9:30 to 5:00

Lunch is not provided

Please send completed nomination form to:
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E-mail: Julie.gauntlett@portsmouthcc.gov.uk

I.T. Training

An Introduction to Microsoft Windows and Office 2007

Target Group:

A new or recent user of MS Windows environment.

Learning Outcomes:

What will I learn?

- Navigate and explore the window environment.
- Access applications using the start menu.
- Customise your desktop.
- Open, save and close Microsoft applications.
- Edit existing documents cut, copy and paste clipboard.
- Use the online help.

Date	Venue	Cost
AM 11 Aug 2011	Civic Offices	£30
PM 15 Sep 2011	Civic Offices	£30
AM 04 Oct 2011	Civic Offices	£30
AM 03 Nov 2011	Civic Offices	£30
AM 06 Dec 2011	Civic Offices	£30
AM 10 Jan 2012	Civic Offices	£30
AM 02 Feb 2012	Civic Offices	£30

AM – 9:30 to 12:30

PM – 1:30 to 4:30

Lunch is not provided

Please send completed nomination form to:
Julie Gauntlett, Social Care Learning & Development
Floor 1, Core 5, Civic Offices, Guildhall Square,
Portsmouth, PO1 2EP
E-mail: Julie.gauntlett@portsmouthcc.gov.uk

Microsoft Excel 2007—Introduction to Spreadsheets

Target Group:

A new or recent user of Microsoft Excel who is required to create and maintain spreadsheets

Learning Outcomes:

What will I learn?

- Create basic formulas using: addition, subtraction, multiplication and division.
- Use Functions: Min, Max, Count, Average and SUM.
- Apply relative and absolute cell referencing.
- Create, amend and maintain a basic spreadsheet.
- Open close and save new and existing workbooks.
- Format cells: colour, currency, percentage, date and alignment.
- Work with multiple worksheets.
- Apply enhancement techniques to spreadsheets.

Date	Venue	Cost
30 Aug 2011	Civic Offices	£30
29 Sep 2011	Civic Offices	£30
25 Oct 2011	Civic Offices	£30
29 Nov 2011	Civic Offices	£30
20 Dec 2011	Civic Offices	£30
24 Jan 2012	Civic Offices	£30

9:30 to 16:30

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Microsoft Outlook 2007—Working with Calendars

Target Group:

A user already sending emails in Outlook who is required to create and maintain their Outlook Calendar.

Learning Outcomes:

What will I learn?

- Change/customise your calendar view.
- Manage your calendar.
- Create appointment and recurring appointments.
- Schedule meetings.
- Create and manage your tasks list.

Date	Venue	Cost
AM 23 Aug 2011	Civic Offices	£30
AM 27 Sep 2011	Civic Offices	£30
AM 20 Oct 2011	Civic Offices	£30
AM 24 Nov 2011	Civic Offices	£30
AM 15 Dec 2011	Civic Offices	£30
AM 19 Jan 2012	Civic Offices	£30

AM – 9:30 to 12:30

Lunch is not provided

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Microsoft Outlook 2007 Introduction to E-Mail

Target Group:

A new or recent user of Microsoft Outlook who is required to send and receive emails

Learning Outcomes:

What will I learn?

- Navigate the Outlook environment.
- Explore different environments within Outlook.
- Manage your inbox.
- Open, reply, forward and delete emails.
- Send emails using the global address list, and to external email accounts.
- Add attachments, priorities, flags.
- Create and manage a filing system for your emails.
- Create and use contacts list

Date	Venue	Cost
AM 18 Aug 2011	Civic Offices	£30
AM 22 Sep 2011	Civic Offices	£30
AM 11 Oct 2011	Civic Offices	£30
AM 15 Nov 2011	Civic Offices	£30
AM 13 Dec 2011	Civic Offices	£30
AM 17 Jan 2012	Civic Offices	£30
AM 14 Feb 2012	Civic Offices	£30

AM – 9:30 to 12:30

Lunch is not provided

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Microsoft Word 2007 Introduction to Word

Target Group:

New users of Microsoft Word 2007 and those wishing to learn word processing skills.

Learning Outcomes:

What will I learn?

- Create documents using Microsoft Word.
- Navigate and highlight a document.
- Format, Edit and Align text.
- Use spell check, grammar check and autocorrect.
- Use menu options, toolbars and alter screen layout.
- Save preview and print documents.
- Work with multiple documents.

Date	Venue	Cost
AM 16 Aug 2011	Civic Offices	£30
AM 15 Sep 2011	Civic Offices	£30
AM 06 Oct 2011	Civic Offices	£30
AM 08 Nov 2011	Civic Offices	£30
AM 08 Dec 2011	Civic Offices	£30
AM 12 Jan 2012	Civic Offices	£30
AM 09 Feb 2012	Civic Offices	£30

AM – 9:30 to 12:30

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Microsoft Excel 2007 Charting (Intermediate)

Target Group:

Users of MS Excel who wish to develop their knowledge of spreadsheets to include creation of charts.

Learning Outcomes:

What will I learn?

- Open and use worksheets in Excel.
- Produce organisational chart.
- Create flow chart using the drawing toolbar and wizard.
- Modify, formatting.

Date	Venue	Cost
	Civic Offices	£30

If you would like to attend this course please forward a nomination form. Once sufficient names are received a course will be commissioned.

AM – 9:30 to 12:30

Lunch is not provided

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Microsoft Excel 2007—Data Manipulation and Presentation (Intermediate)

Target Group:

A user who has mastered the basics of Excel and require knowledge of advanced functionality.

Learning Outcomes:

What will I learn?

- Use Excel to manipulate and present data.
- Link spreadsheet data and define named ranges.
- Sort data—multiple columns.
- Summarise data using single and multiple totals.
- Create, use and modify pivot table reports.
- Import and parsing of data—text to columns.
- Create 'traffic light' 3 level conditional formatting.
- Auto-filtering data.

Date	Venue	Cost
	Civic Offices	£30

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AM – 9:30 to 12:30

Lunch is not provided

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Microsoft Excel 2007—Formulae and Functions (Intermediate)

Target Group:

A user who has mastered the basics of Excel and require knowledge of its advanced functionality.

Learning Outcomes:

What will I learn?

- Identify Excel BODMAS mathematical principles.
- Linking and grouping within spreadsheets.
- Create complex formula using absolute cell referencing.
- How to create functions using: LOOKUP, MIN, MAX, COUNT.
- Create 1 & 2 variable data tables.
- Apply 'traffic light' 3 level conditional formatting.

Date	Venue	Cost
	Civic Offices	£30

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AM – 9:30 to 12:30

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Microsoft Outlook 2007 Intermediate Skills

Target Group:

An existing user of Microsoft Outlook , who would like to expand their working knowledge of outlook advanced functionality.

Learning Outcomes:

What will I learn?

- Manage their inbox more effectively.
- Apply their Auto Signature.
- Create a rules wizard that performs certain tasks automatically.
- Customising your inbox.
- Grouping and filtering.
- Sharing your outlook folders with others.
- Creating a distribution list.

Date	Venue	Cost
	Civic Offices	£30

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AM – 9:30 to 12:30

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Microsoft PowerPoint 2007 Introduction to Presentations

Target Group:

A new or recent user of MS PowerPoint who needs to create or give presentations using MS PowerPoint.

Learning Outcomes:

What will I learn?

- Create a title slide, bullet lists, add images and insert charts.
- Customise slide background and colour schemes.
- Create a slide master for consistency.
- Setting slide transitions and animations.
- Running the slide show.
- Producing handouts.

Date	Venue	Cost
	Civic Offices	£30

If you would like to attend this course please forward a nomination form. Once sufficient names are received a course will be commissioned.

9:30 to 4:30

Lunch is not provided

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Microsoft Publisher 2007 Introduction to Desktop Publishing

Target Group:

New or recent users of Microsoft Publisher who require the use of a Desktop Publishing (DTP) package to support them in their role.

Learning Outcomes:

What will I learn?

- Use MS Publisher to create various publications.
- Use the wizard function to create documents.
- Explore terminology used in DTP.
- Create, design and amend publications.
- Add text, graphic, borders and word art to publications.
- Insert and delete pages.
- Adjust the layout of a publication using text frames, borders and grids.
- Apply foregrounds and backgrounds.
- Print publications.

Date	Venue	Cost
	Civic Offices	£30

If you would like to attend this course please forward a nomination form. Once sufficient names are received a course will be commissioned.

9:30 to 4:30

Lunch is not provided

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Microsoft Word 2007 for Regular Users

Target Group:

Those already familiar with using the basics of Word and those who have attended Microsoft Word for New Users.

Learning Outcomes:

What will I learn?

- Use main elements of Word functionality.
- Create, design, save, preview, open, print and work with multiple documents. format size and font of text, borders and shading.
- Cut, copy and paste function and edit text.
- Set up page layout, columns, breaks, headers and footers, and insert page numbering.
- Use spelling and grammar check, autotext and autocorrect.
- Align, space, indent, number, tab and bullet paragraphs.

Date	Venue	Cost
	Civic offices	£30

If you would like to attend this course please forward a nomination form. Once sufficient names are received a course will be commissioned.

AM – 9:30 to 12:30

Lunch is not provided

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Microsoft Word 2007 Working with Mail Merge (Intermediate)

Target Group:

Existing users of Microsoft Word who wish to use this more advanced functionality.

Learning Outcomes:

What will I learn?

- Create, modify and update documents and mail merge database information.
- Input new data into existing mail merge database.
- Create merge fields in a range of documents.
- Use the three stage process of mail merge—Documents, Data, Mail Merge.
- Query options and Output Options.
- Interrogate data files to create selective merges.

Date	Venue	Cost
	Civic Offices	£30

If you would like to attend this course please forward a nomination form. Once sufficient names are received a course will be commissioned.

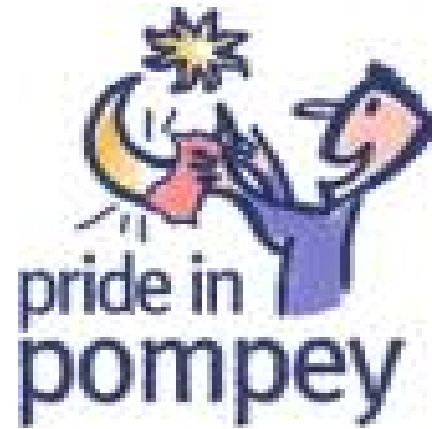
AM – 9:30 to 11:30

Lunch is not provided

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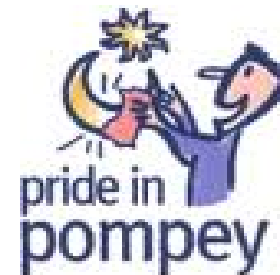
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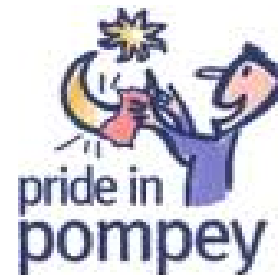
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 - ✓ Diagnostic to find your strengths and weaknesses
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 - ✓ Prepare for test
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Introducing “Social Care *info* Portsmouth”

<http://scip.portsmouth.gov.uk>



Social Care *info* Portsmouth is an online directory of services about Adult Social Care and related services. It provides useful information for service users, carers and professionals.

Navigating the website is easy; using the icons above or by entering key words to search for services and information, and you can also search for services by postcode.

Services providers are able to register for free by clicking on the “add an entry” button on the home page which takes them to an online form. All entries to the website are moderated by the website administrator to ensure they are appropriate.

Do try the website yourself!

For more information, comments or feedback please contact Marijke Cochrane at involved.social.care@portsmouthcc.gov.uk or 023 9284 1636