

# Wiltshire Training



Supporting learning and development in communities

LIVE·WORK·LEARN

Wiltshire Council

# Contents

Introduction	2
Consultancy and e-learning	3
Health and social care	4
First aid	6
Professional development	8
Health and wellbeing	10
Digital skills	12

## Introduction

### Advice, guidance and bookings

This booklet gives you a snapshot of available learning. For further information and advice, and to enrol onto a course please contact the learning and development team. Contact details, including how to follow us on social media, is on the final page of this brochure.

### Why choose Wiltshire training?

- A wide range of training courses for individuals and organisations
- Bespoke training programmes available for group bookings
- Excellent value for money
- Quality, engaging training.

### Prices

Prices are per person for attendance on a scheduled course. All prices are correct at time of publication.

## Scheduled or bespoke?

Our most popular courses are open to everyone and are delivered remotely using Microsoft Teams and are accessible to all with access to a computer, laptop or tablet. A few of our courses are still offered as face to face delivery and these are marked within the brochure. Scheduled courses will be best if you have small numbers to train. We know though that sometimes one size does not fit all so you always have the option of booking group training for your team. For larger numbers, this will be the most cost-effective way and what's more, you'll be able to choose a mutually convenient date.

## Blended learning

We are committed to meeting training needs via a blended learning approach that includes face-to-face workshops and remote sessions.

## Group Training

If you need specific or bespoke training for your team, **get in touch**.

## Training design and development

Collaborating with local business to design and develop bespoke learning programmes fit for purpose for your organisation!

Cost, as a guide, for designing and developing a bespoke 3-hour\* training programme only £950\*\*

This includes:

- 1 to 1 or remote meeting to discuss training needs and completion of a training needs analysis
- Design of a 3-hour training programme and review of programme with organisation to ensure fit for purpose.

Add on a one day train the trainer session with your staff delivering the programme for only an additional £350

\* length of training programme variable

\*\* cost will vary depending on organisation requirement and length of training programme

## E-learning design and development

Imagine short courses - efficient, effective, bespoke training to engage and challenge your learners... and accessible 24/7.

Find out how we can help you make that a reality with our bespoke elearning design and development service.



**All of the courses in this brochure are remote sessions using Microsoft Teams unless otherwise stated.**



## Health and Social care

Hours	Cost per person (£)					Group cost (£)				
	1	2	3	4	7	1	2	3	4	7
Health and Social care	40	50	65	70	110	275	325	375	450	800

### ★ Basic level

#### Safeguarding adults for frontline staff – Ⓢ two hours

This course is designed for staff working within adult care, to ensure all staff understand the shared responsibility to safeguard others, how to identify abuse and the correct reporting procedures

#### Safeguarding when working with children – Ⓢ two hours

This course will help you to understand your safeguarding responsibilities and learn how to act appropriately and confidently to protect the young people you work with.

#### Medication awareness – Ⓢ two hours

Designed to suit a range of care settings and fully complies with the National Minimum Standards, whilst fulfilling CQC guidelines. It provides an overview of how to deliver, store and dispose of medication and effectively manage doses.

#### Reporting and recording positive information in care – Ⓢ two hours

This course will support you to fill in communication logs, observations, and documents in your care role. It focuses on using appropriate language and recording accurately so the document can be used in a court of law.

#### Manual handling and moving people theory – Ⓢ two hours

This theory-based course improves understanding of manual handling legislation; includes how to move people with the least amount of personal risk and with an emphasis on comfort.

#### Autism support part one - Understanding autism – Ⓢ two hours

An awareness of autistic spectrum conditions and how to support individuals in the community.

#### Dementia support part one - Dementia awareness – Ⓢ two hours

Understanding of types of dementia and its impact on carers. Includes the importance of communication for someone with dementia.

## ★★ Intermediate level

### **Alternative and augmentative communication – ② two hours**

Signs are based on gestures – a form of communication that most of us use naturally. This course looks at signing as a visual form of communication and how it can support speech.

### **Managers safeguarding – ② three hours**

A specialist training course for senior managers or newly appointed safeguarding leads who are responsible for safeguarding adults from neglect and harm. Based on the Group B Bournemouth University safeguarding standards.

### **End of life care – ② two hours**

This course is designed to embed all aspects of care that are essential when providing a comprehensive and humane approach at end of life

### **Risk assessment in adult care – ② two hours**

This course is designed for staff working within adult care to ensure all staff understand the value of a working risk assessment for everyone within a care setting.

### **Manual handling and moving people practical – ② seven hours**

This face-to-face manual handling course covers both the practical and theory-based elements of manual handling and moving of people including slings, standing aids and in bed support.

### **Autism support part two - Autism in depth – ② two hours**

Learners to gain an increased knowledge and awareness of autistic spectrum conditions.

### **Dementia support part two - Dementia in depth – ② two hours**

An increased knowledge and understanding of dementia. Including dementia for someone with a learning disability, different therapies and dealing with challenging behaviour

### **Mental Capacity Act/ Deprivation of liberty/ Liberty Protection Safeguarding Awareness – ② three hours 30 minutes**

Attendees will gain awareness and understanding of the legal responsibilities and principles of this legislation and learning how to apply them in support settings.

(!) Learners with little or limited understanding of this subject are advised to complete 'part one' before attending this session.

\* Face to face training

## First aid

Hours	Cost per person (£)				Group cost (£)			
	2	3	7	14	2	3	7	14
First aid	50	65	130	260	325	375	1,000	2,000

### ★ Basic level

#### Basic first aid theory – Ⓢ two hours

Basic first aid skills that will be invaluable when accidents happen. Includes CPR, recovery position and how to handle minor and deteriorating conditions in any casualty.

#### Basic Paediatric first aid – Ⓢ three hours

Our Basic Paediatric First Aid Course is designed to provide you with key theoretical knowledge and skills needed to deal with paediatric first aid situations

#### Basic first aid practical – Ⓢ three hours

This face to face course will empower learners to give first aid with knowledge and confidence, recognising and responding to medical emergencies, accidents, and illness, whilst using healthcare services appropriately.

### ★★ Intermediate level

#### Paediatric first aid – Ⓢ one day plus e-learning

A blended training program that incorporates both knowledge and practical application in a small group, instructor-led environment. There is an additional six-hours of e-learning study and an online assessment to gain certification.

Note: Successful completion of the course and assessment will lead to an OFSTED-recognised certificate.

#### Level 3 Award in Emergency First Aid at Work (RQF) – Ⓢ one day

This one-day course will help you meet your regulatory requirements if your risk assessment indicates that first aid training covering emergency protocols only is sufficient for your workplace.

## ★★★ Advanced level

### Level 3 First aid at work – 🕒 two days plus e-learning

Our new HSE compliant blended first aid training combines e-learning and face to face training. The online section of this course must be completed before attending the face-to-face session and will be followed with 2 days of face-to-face practical training.

### Requalification Level 3 First aid at work – 🕒 one day plus e-learning

The First Aid at Work Requalification training course updates the first aid skills of those who need to renew their First Aid at Work certificate. The Health and Safety Executive (HSE) strongly recommends that you requalify within a month of your certificate expiring.





## Professional development

Hours	Cost per person (£)				Group cost (£)			
	1	2	3	6	1	2	3	6
Professional development	45	55	70	125	285	340	400	700

### ★ Basic level

#### Assertiveness training – Ⓜ two hours

An opportunity to discuss and experience the different behaviour types and to understand the impact you may have on others.

#### Effective communication – Ⓜ two hours

Exploring the Importance of effective communication and the benefit of frequent and effective feedback.

#### Handling conflict and having difficult conversations – Ⓜ two hours

This course looks at how we can deal with conflict effectively and how to facilitate difficult conversations.

#### Time management – Ⓜ two hours

This course builds understanding on the value of managing your time and helps learners to develop skills to use their time efficiently.

#### Equality, diversity and inclusion in the workplace – Ⓜ three hours

Understand the essentials of equality and diversity at work including the factors essential to promoting equality and diversity. You'll learn about cultural diversity and sexual orientation in the workplace, understand how to handle issues relating to discrimination and raise concerns.

### ★★ Intermediate level

#### Creating and delivering effective presentations – Ⓜ six hours

This course is delivered in two sessions, the first delivering the skills and to plan, prepare, and present effectively and produce professional looking and accessible PowerPoint presentations. The second session provides the opportunity to put what you have learned into practice and obtain trainer and peer feedback on a ten-minute presentation of your own.



## Creating an inclusive workplace – 🕒 three hours

Understand the nature of unconscious bias and how it can impact on organisational processes and decision-making; explore strategies and tips for managing unconscious bias and action planning for an inclusive work environment.

## Delegate with confidence – 🕒 two hours

Effective delegation skills are an important part of the modern managers role. Delegation is a process of entrusting a task or responsibility to a member of staff who is less senior to you. Effective delegation skills help managers to get more from their team by utilising strengths, motivating others, and developing skills and knowledge.

## Developing your influencing skills – 🕒 two and a half hours

This course is designed to help delegates become more influential, persuasive and successful in the workplace. Looking at the traits of influential people and reflecting on your own strengths and development areas.



## Health and wellbeing

Hours	Cost per person (£)				Group cost (£)			
	1	2	3	7	1	2	3	7
Mental health	45	55	70	120	285	340	400	840

### ★ Basic level

#### Mental health awareness and wellbeing – ⌚ three hours

This course will cover the most common mental health conditions, their contributing factors and how to look after your own mental health.

#### Personal resilience – ⌚ two hours

This workshop is all about helping learners to learn how to recover quickly from setbacks, adversity and respond positively when the demands of modern-day life becomes challenging.

#### Stress awareness – ⌚ two hours

This course is for all, to gain an increased understanding of what stress and pressure is.

### ★★ Intermediate level

#### Supporting young people's mental health – ⌚ seven hours

Supporting young people's mental health and wellbeing is an introduction into understanding young people's mental health. By the end of the course participants will understand the most common mental health conditions that affect young people, their contributing factors and how they can look after their own mental health.

#### Mental health at work – ⌚ seven hours

This course builds an understanding of mental health and wellbeing in the workplace. The course will give you the practical skills to identify mental ill-health, tools to support an individual and guidance on signposting and services.

#### Grief and bereavement course – ⌚ two hours

This course is an empathetic guide through grief and bereavement, that will build awareness and understanding.

## Managing staff wellbeing – 🕒 one hour

Supporting the wellbeing of your employees is vital for your organisation. Prioritisation of employee health and wellbeing is a central aspect of any people strategy and critical to the way in which an organisation works.

This course enables you to lead in creating practices to support wellbeing and to take responsibility for ensuring the health and wellbeing of employees is prioritised wherever and however they are working.

## Workplace wellbeing and support – 🕒 three hours

This course will help to develop and reinforce skills and competencies that build confidence in having conversations about mental health and wellbeing. It also includes tools for these conversations and signposting for further support.

Hours	Cost per person (£)			Group cost (£)		
	4	7	14	4	7	14
Accredited Mental health	80	130	220	500	975	1,800

## Contact us for new accredited courses available:

- QNUK Level 1 Award in Mental Health Awareness (RQF) – 🕒 **four hours**
- QNUK Level 2 Award in Awareness of Young People's Mental Health (RQF) – 🕒 **seven hours**
- QNUK Level 2 Award in Mental Health at Work (RQF) – 🕒 **seven hours**
- QNUK Level 3 Award in Mental Health at Work (RQF) – 🕒 **fourteen hours**



## Digital skills

	Cost per person (£)		Group cost (£) maximum of eight learners		
Hours	2	3	1	2	3
Digital skills	55	70	285	340	400

### Entry level

#### Excel – The fundamentals – 🕒 two hours

This session is for anyone who is new to the use of digital spreadsheets and wants an introduction to the fundamental concepts of working with Microsoft Excel. The session introduces what is seen on the screen, how to navigate around a Workbook and adding text and numbers to a Worksheet. The session also includes basic calculation.

#### Word - Letters, memos and other basic word processing

##### – 🕒 two hours

This course is for learners new to word processing and/or who only need to create occasional documents that may have simple formatting. The session covers where to find documents, saving files, creating a new file, and navigating around a document. The session also includes simple text formatting such as alignment, line spacing font colour and size of text.

#### Microsoft Teams – Getting started – 🕒 two hours

As homeworking increases, MS Teams is becoming more widely used. For those new to the working in a digital environment it can be hugely beneficial to explore what can be achieved within the application. The session introduces some of the basic concepts around the app and its availability both as a desktop and cloud-based application.



## ★ Basic level

### Excel – Building on the fundamentals – 🕒 two hours

This session is for anyone who is confident enough to navigate around a Workbook and Worksheet within the Excel application and has undertaken data entry (text and numbers) and perhaps started using simple calculations. The session explores in more detail some of the most common functions and formulas that can allow a user to do more than simple arithmetic.

### Word – Exploring more word processing features – 🕒 two hours

This is for learners who are familiar with the application and need to explore some of the additional features available to enhance standard word processing documents. The session explores the concept of typefaces, fonts and styles, how to insert objects, undertake mail merge, and change layout options.

## ★★ Intermediate level

### Excel – Working with formulas – 🕒 two hours

This session is for anyone who is confident using a Workbook within Excel and wishes to explore in more details the constructs of a formula using a variety of functions, references, operators, and constants. The session covers several functions that will look up data within a Worksheet along with date functions, generating random data and more complex nested formulas where two or more functions are used together to generate a result.

### Word - Flyers, pamphlets and other Desktop Publishing (DTP) – 🕒 two hours

This course is for staff that are comfortable using Word for basic word processing but need to set up and produce professional looking posters, flyers, short pamphlets, or other documents such as marketing material for external consumption. The session introduces the concept of desktop publishing and how it differs from word processing and explains the use of floating objects that can be arranged anywhere on a page.



## ★★★ Advanced level

### **Excel – Data records, structure and reporting – 🕒 two hours**

For those who are confident in using Excel this session goes beyond the functions and features of the application. This session is about how to construct data so that it can be used in analysis and reporting. The session requires critical analysis of existing potential erroneous data sets and an understanding of how to construct a new data set based on a reporting requirement. It challenges the participant to define what is a record/entity and what are the attributes of that entity. The session also explores some useful reporting features including pivot tables, slicers, and charts.

### **Word - Reports, technical and other long documents – 🕒 two hours**

This course is for anyone that need to create documents that are longer than around 5 pages such as reports, briefings, and proposals. The session focuses on the need to create complex technical and/or reference documents for business or academic requirements. The session goes into more detail on Styles, introduces headers, footers, section, and page breaks and much more that is required to produce a professional report/paper.



# Anonymous learner feedback

## Learner feedback

“ Had a fantastic day training in first aid and manual handling. Learnt so much and spent the evening practising with my 5 year old son ”



## Learner feedback

“ We have had fantastic training sessions all week, delivered with such enthusiasm, it made it feel very light and enjoyable! ”



## Learner feedback

“ We completed training today with this amazing team, having completed the autism awareness course also with these guys we highly recommend from the team at Westbury parent carers support group ”



## Learner feedback

“ Great course, great group, great trainer ”

## Learner feedback

“ Knowledgeable and informative trainers ”



## Learner feedback

“ Dynamic and empowering training ”





## For more information or to book

Tel: **01225 713183**

Email: **[learning@wiltshire.gov.uk](mailto:learning@wiltshire.gov.uk)**

Visit: **[wiltshire.gov.uk/skills-training](http://wiltshire.gov.uk/skills-training)**

Facebook: **WiltshireTraining**

Twitter: **@wiltlearning**

LinkedIn: **Wiltshire Training**

**LIVE·WORK·LEARN**

**Wiltshire Council**