

Supportive
Solutions

Health and Social Care Training Prospectus

2023

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Supportive
Solutions

Welcome

Welcome to Supportive Solutions and our 2023 courses

Based in Scotland, Supportive Solutions has been providing high-quality training courses in the health and social care sector for many years.

We provide the best accreditations to help your employees progress in their careers. As well as in-house training courses, we provide virtual classroom courses so that you and your team don't have to leave home to learn.

We are an accredited centre for SVQs in Health and Social Care in Scotland.

Our virtual classrooms have been developed by experts using market-leading software, allowing us to deliver high-quality presentations live on the screen, activities to complete whilst learning, and assessments are undertaken throughout the sessions.

Supportive Solutions is highly regarded for bringing life to real classrooms, having expert trainers deliver subjects, and working with leading Accreditation Boards. We look forward to working with you and welcoming you to our courses.

Alastair Robertson

Supportive Solutions Ltd

*Helping learners develop
the
knowledge and skills they need to excel*

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Health and Social Care Courses

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Adult Support and Protection/Safeguarding

Adults with Incapacity

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Acquired Brain Injury

This awareness course for acquired brain injury will help those working with and supporting people living with an ABI understand how that person experiences and manages the activities of daily living. The course is a starting point for improving communication with the person and understanding how difficult even the simplest tasks can become.

What you will learn

- Outline the function of the brain
- Describe the structure of a neuroma neuron
- Explain the functional anatomy of the brain
- Outline the main types of Acquired Brain Injury (ABI) Explain the effects of ABI
- Discuss the role of rehabilitation in ABI
- Explain the key messages of 'Missed Opportunities'

Virtual Classes

Number of Sessions: 1
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 0.5
Max Attendees: 20



Adult Support and Protection/Safeguarding

This training course aims to help the learner understand how to identify factors that could harm the vulnerable members in our care communities and how to safeguard them from further harm. The course is suitable for Individuals, groups, and allied professions working with vulnerable adults and as a component of continuous professional development.

What you will learn

- Develop an awareness and understanding of the principles of the legislation Understand the definitions of an 'adult at risk' and 'harm'
- Develop an understanding of thresholds and criteria for referral
- Recognise the responsibility to refer and the process involved
- Develop an understanding of the statutory duties on councils to inquire and investigate
- Awareness of Protection Orders; Right to representation; Duty of co-operation Develop an understanding of the pyramid of intervention
- Develop an awareness of the individuals who may be considered in terms of the legislation
- Develop an awareness of the linkage between the Adult Support and Protection (Scot) Act 2007, Adults with Incapacity (Scot) Act 2000 and the Mental Health (Care and Treatment) Act 2003

Virtual Classes

Number of Sessions: 1
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 0.5
Max Attendees: 20



Adults with Incapacity

This course aims to provide an overview of the Adults with Incapacity (Scotland) Act 2000 and the implications it has for the service user and service provider.

We all make decisions every day of our lives. Most of us can make these decisions for ourselves, sometimes with advice or support for the more serious or complex ones. Others, due to illness or impairment, will need considerable assistance to make these decisions to improve or maintain their quality of life.

The Adults with Incapacity (Scotland) Act gives clear information for supporting people who lack the capacity to make decisions.

What you will learn

This course will illustrate the processes of decision-making, capacity assessments, decisions for the benefit of the individual, and bodies who work under the Adults with Incapacity (Scotland) Act.

Virtual Classes

Number of Sessions: 1
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 0.5
Max Attendees: 20



Dementia Awareness

This is a dementia course aligned with the Scottish framework for the Informed and skilled levels. It is suitable for those working or living with persons who live with dementia symptoms and should improve their knowledge and skills in determining how to improve the quality of support for the person and, in turn, improve their quality of life.

What you will learn

- Explain holism;
- Discuss the concepts of person-centeredness, personhood, and personalisation; Explain positive risk-taking;
- Discuss the concept of well-being;
- Understand the importance of activity for people with dementia;
- Explain the Pool Activity Levels (PAL);
- Demonstrate the use of the PAL tools;
- Outline a range of activities that may be used to meet service user's needs; Explain the principles of PDSA

Virtual Classes

Number of Sessions: 1
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 0.5
Max Attendees: 20



Diabetes Awareness

Diabetes is a health condition that requires strict monitoring and management. While the individual can usually do this, anybody who spends time with them must know how to help should it be needed.

What you will learn

This course teaches you about the different types of diabetes, the possible complications associated with them, and how to manage the condition to reduce the risk of these complications. By taking this training, you will have an in-depth knowledge of diabetes and be confident in offering help and support.

Virtual Classes

Number of Sessions: 1
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 0.5
Max Attendees: 20



Dysphagia & IDDSI

Difficulty eating (dysphagia) is a common consequence of many medical conditions especially neurological disorders such as dementia, stroke, learning disability, cerebral palsy, and multiple sclerosis. Dysphagia not only impacts the quality of peoples' lives but can also shorten them. This course will equip you to: reduce the risk of choking, spot the signs early, deliver essential first aid and help prevent further episodes. This course is for anybody who wants to help those with swallowing difficulties stay safe, well-nourished, and dignified during mealtimes.

What you will learn

- The anatomy involved in swallowing
- The mechanics of swallowing in action
- Recognising when somebody has difficulty eating
- A simple water test to ascertain the safety of the client
- When and how to refer to specialist services
- An advantageous environment to support adequate nutrition
- How to position people to enable them to eat and drink safely
- The issues in maintaining peoples' dignity during mealtimes
- The alternatives to oral feeding
- The first aid for dealing with a person who is choking

Virtual Classes

Number of Sessions: 1
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 0.5
Max Attendees: 20



Eating Disorders

This Eating Disorders Awareness training will give learners an introduction to eating disorders and is suitable for professionals working in various healthcare sectors. This course has been developed so that learners leave with a strong foundation in how eating disorders work, why recovery is so complex, as well as practical advice on the sources of help.

What you will learn

The course will help attendees learn about the fundamental issues surrounding the illnesses. It is ideal for anyone working with or supporting an individual who has any eating disorder.

Virtual Classes

Number of Sessions: 1
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 0.5
Max Attendees: 20



End of Life Care (Care Staff)

This End of Life care course enhances the knowledge and understanding of health and social care workers by providing information on how to support individuals in their last days of life.

This course is designed for care workers to feel more confident and emotionally prepared at this challenging time to ensure that they can deliver high-quality care for individuals approaching the end of their life with compassion, competency, and respect.

What you will learn

- Outline the requirements of legislation and agreed ways of working to protect the individual at the end of life
- Identify factors affecting end of life care
- Define advanced care planning, its purpose and how to implement it
- Know the role of specialist organisations and support services available to individuals and key people in relation to end of life care
- Know how to address sensitive issues concerning end of life care
- Identify when other members of the team would best offer support
- Identify actions to take following the death of individuals
- Know how to manage your feelings concerning the dying or death of individuals

Virtual Classes

Number of Sessions: 1
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 0.5
Max Attendees: 20



Epilepsy Awareness

This epilepsy awareness training course is aimed at those working with or responsible for the well-being and welfare of individuals living with epilepsy.

This course aims to give an understanding of the causes, triggers, and management of a seizure. The course will also explain seizure first aid. This course is vital for any members of care staff working with or responsible for people living with epilepsy.

What you will learn

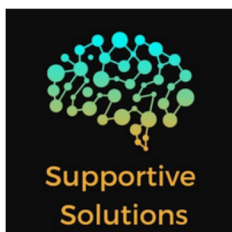
- Define epilepsy
- List of the types of seizures
- Identify triggers that are associated with epilepsy
- Discuss the primary managements currently available
- Explain the features of an Emergency Seizure Management Plan
- List the steps to take when supporting someone having a seizure
- Demonstrate how to administer Buccal Midazolam within a simulated setting

Virtual Classes

Number of Sessions: 1
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 0.5
Max Attendees: 20



Female Genital Mutilation (FGM)

This FGM, Forced Marriage, and Honour-Based Violence Awareness online training has been designed to provide learners with cultural and practical knowledge of honour-based violence, female genital mutilation, and forced marriage. Learners will become fully aware of how they can take action to help prevent these abuses if they are concerned that someone they know is at risk. They will also discover the availability of organisations who are available to help by giving advice and assistance to front-line workers and victims.

What you will learn

- What violence against women is, and specifically what FGM, honour-based violence, and forced marriage are
- The best practice for handling honour-based violence, FGM, and forced marriage
- The attitudes that prevent these practices from being abolished
- The potential warning signals that indicate FGM or honour-based violence could be about to occur
- The legislation surrounding FGM, forced marriages and honour-based violence
- What support is in place for victims or potential victims as well as front line workers

Virtual Classes

Number of Sessions: 1
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 0.5
Max Attendees: 20



Medication Management

The Medication course is designed for staff working within a care environment. This course is in line with the National Minimum Standards Requirements and recent government guidelines.

What you will learn

- Candidates will understand the legislation involved with the administration of medication, along with being able to follow procedures set for safe administration of medication.
- Candidates will also understand the importance of confidentiality and security in all functions of drug administration.
- Candidates will also obtain underpinning knowledge of the above issues and, therefore, will be able to put this into practice where necessary.

Virtual Classes

Number of Sessions: 1
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 0.5
Max Attendees: 20



Mental Health Awareness

In the UK, 1 in 4 people will experience a mental health problem at any one time, including in the workplace. Many employers and managers simply don't understand enough about the topic and can do little to help, which often results in a person's mental health deteriorating. This training course has been designed to introduce mental health to raise awareness of how important it is to the workplace. The course provides an overview of mental health problems, outlining some of the symptoms and effects, and explains what you can do to help colleagues feel supported and encouraged. The course aims to promote positive mental health and demonstrate how easy it can be for employers to make adjustments to promote tolerance and understanding in the workplace.

What you will learn

- What is meant by "mental health"
- The legal responsibilities that employers have in regard to mental health
- Some of the most common mental health problems
- Ways in which people can manage their mental health to make everyday living easier
- How to support a colleague with a mental health problem in the workplace
- How to promote a healthy, non-discriminatory working environment
- The workplace adjustments that can be made to help an employee with a mental health problem

Virtual Classes

Number of Sessions: 1
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 0.5
Max Attendees: 20



Obsessive, Compulsive Disorders

This Obsessive Compulsive Disorder (OCD) awareness course is designed for support staff who work with individuals with OCD. Attendees will have a better understanding of what OCD is and how it is caused. Attendees will also gain additional knowledge into the neurological side of OCD and how it is best approached and managed.

What you will learn

- OCD presentations and co-morbidity
- Assessment and standard outcome measures, including OCI Introduction to Salkovskis' and Wells' models of OCD Extinction response prevention treatment programmes
- The role of cognitive factors in OCD
- Common cognitive biases in OCD
- Thought-Action fusion and Thought-Object fusion
- Inflated sense of responsibility and power
- Internal safety-seeking and compulsive behaviours Normalising intrusive thoughts
- The use of behavioural experiments with OCD

Virtual Classes

Number of Sessions: 1
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 0.5
Max Attendees: 20



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Person Centred Care Planning

This training course explores how person-centred care puts people and their families at the centre of any care and supports decisions or interventions. Content includes assessment and support planning, through to providing care in residential or home care settings. This course is suitable for social care and health staff working in local authorities, organisations providing care and support, voluntary organisations, housing, and children's services. This includes social workers, social care officers, managers, frontline care staff, occupational therapists, nurses, clinical staff, housing officers, and carers (paid, voluntary and informal).

What you will learn

- What person-centred care means and why it is essential
- Recognise what the principles of person-centred care require and what the 6 Cs mean Legislation relating to person-centred care, particularly the Health and Social Care Act Person-centred care in practice to fulfil the principles
- How to carry out shared decision making in a person-centred way
- What type of information a person-centred care plan should include
- The importance of keeping records, storing information per data protection law, and acquiring consent from patients
- Where to find further resources and training

Virtual Classes

Number of Sessions: 1
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 0.5
Max Attendees: 20



Pressure Ulcer Prevention & Grading

This training course presents information and questions around the prevention and management of pressure ulcers in the form of case studies.

What you will learn

The course aims to help the learner understand how pressure ulcers form, how they are treated, and, crucially, how they can be prevented.

Virtual Classes

Number of Sessions: 1
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 0.5
Max Attendees: 20



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Separation, Loss and Bereavement

This training course will offer insights towards attitudes to death, the four different phases of grief, address bereavement in children, and examines when expressions of grief become unhealthy. This is an essential course for anyone working with anyone who is grieving. It also complements nursing training for those working on end-of-life care or in a hospice.

What you will learn

Details will be discussed when enquiring as outcomes will depend on the audience and specific details to be covered.

Virtual Classes

Number of Sessions: 1
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 0.5
Max Attendees: 20



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Sepsis Awareness

This training course will help the learner to understand what Sepsis (also known as blood poisoning) is and how it affects the system. Usually, our immune system fights infection – but sometimes, it attacks our body’s own tissues and organs. If not treated immediately, Sepsis can result in multiple organ failure and death. With early diagnosis, it can be treated with antibiotics.

What you will learn

This course aims to provide attendees with sepsis awareness and understand how to recognise potential early warning signs.

Virtual Classes

Number of Sessions: 1
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 0.5
Max Attendees: 20



Stress and Distress

Stress and distress is designed to support workers who support those living with different neurological conditions such as dementia. Understanding that the person experiences frustration and anxiety due to neurological changes are crucial to supporting someone and understanding their needs and expectations. Sometimes behaviour and language can be difficult to make sense of, and this course will help learners look for less obvious signs that behaviours often stem from the condition the person is living with and is not simply a bad mood or the person having a bad day.

What you will learn

- Explain stress and distress in terms of the biopsychosocial model;
- Explain stress and distress considering the person's altered state of reality;
- Outline behavioural assessment
- Outline the skills used to prevent stress and distress in dementia
- Recognise when further support is required and where it can be accessed
- Recognise and respond to your own stress when dealing with distressed behaviours

Virtual Classes

Number of Sessions: 1
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 0.5
Max Attendees: 20



Stroke Awareness

This stroke awareness training course is aimed at anyone who is caring for others.

This will help them understand and recognise the signs of stroke and increase participants' knowledge and understanding about strokes and their impact on an individual's life.

What you will learn

- What is a stroke?
- Key UK stroke statistics
- Stroke symptoms
- Recognising the signs of a stroke
- F.A.S.T
- Other symptoms of stroke
- Transient Ischaemic Attack (TIA)
- Types of stroke
- Causes of strokes
- Reducing the risks of strokes
- Preventing strokes
- Conditions that increase the risk of stroke and managing them
- Stroke diagnosis
- Swallowing difficulties/swallow test
- Stroke treatment

Virtual Classes

Number of Sessions: 1
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 0.5
Max Attendees: 20



T34 Syringe Driver

This Syringe Driver training course is designed for staff who work within healthcare settings.

Syringe drivers are used in a variety of settings to deliver controlled medication to a patient.

Syringe driver machines must be understood and, more importantly, set up correctly before commencing with medication administration through them.

What you will learn

A number of troubleshooting ideas and the practical application of syringe drivers are taught on the course.

Virtual Classes

Number of Sessions: 1
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 0.5
Max Attendees: 20



Triage

This triage training is for qualified nurses who work in primary care settings and who are new to or require a refresher of skills and current practice in the role of the triage nurses life.

What you will learn

- Bring best triage practices to their facility
- Update and maintain current standards of practice
- Keep up to date on EMTALA issues related to triage
- Provide triage support and advice when you need it
- Take control of scheduling when your triage classes will be held
- Improve confidence in their triage decisions

Virtual Classes

Number of Sessions: 1
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 0.5
Max Attendees: 20



Train the Trainer (Moving and Handling)

The course will be accredited by the CPD at level 3. We currently offer a 3-day course to enable learners to understand the training cycle, the role of the trainer, learning styles and all other aspects of the training process.

What you will learn

- Definition and differences of training, facilitating and presenting
- Understand how to identify training needs
- Create a lesson plan that incorporates the range of learning styles
- How to create an active, engaging learning environment
- How to develop visual aids and support materials
- How to manage difficult participants and challenging topics in a training session
- How to utilise the setting of SMART goals

Virtual Classes

Number of Sessions: 8
Session Length (hrs): 3
Max Attendees: 6

Face-to-Face Classes

Length of course (days): 3
Max Attendees: 6



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Child & Young Person Care Courses



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ADHD Awareness

This ADHD Awareness course has been designed for people who work around or look after young children, such as parents, carers, teachers, childminders, and school support staff.

What you will learn

- The course will help you recognise the signs of ADHD, discover the potential causes and understand what happens during the diagnostic process.
- You will also learn what help and treatments are available via health and social care professionals.

Virtual Classes

Number of Sessions: 1
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 0.5
Max Attendees: 20



Child Protection & Safeguarding Children Level 3

This training course aims to help the learner understand how to identify factors that could harm the children in our home and education communities and how to safeguard them from further harm.

The course is suitable for individuals, groups and allied professions working with vulnerable adults and as a component of continuous professional development.

What you will learn

- Gain knowledge and understanding of child abuse issues
- Have an understanding of the roles and responsibilities of agencies
- Gain an understanding of child protection procedures
- Become aware of, and be alert to signs of child abuse
- Maintain a focus on the child and safeguarding while recognising the varying complexities in different families and the needs of parents/carers
- Be confident in making effective referrals
- Respond to identified local learning needs concerning safeguarding and child protection
- Engage in supervision for the safeguarding of children

Virtual Classes

Number of Sessions: 1
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 1.5
Max Attendees: 20

Child Sexual Exploitation

This CSE Awareness course helps practitioners understand the complexities involved with child sexual exploitation issues and be aware of how to recognise it, who is most at risk, why young people respond in the way they do, and how children become implicated in CSE.

The course also provides essential information on what constitutes best practice for responding to concerns and making referrals to safeguarding boards.

What you will learn

- What is CSE
- How young people are targeted Tackling the problem
- Responding to and sharing concerns

Virtual Classes

Number of Sessions: 1
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 0.5
Max Attendees: 20



Safeguarding Lead Level 4

This Designated Safeguarding Officer course is suitable for anyone who frequently works with children or holds a management, supervisory, or designated child protection role in settings such as schools, universities, charities, places of worship, sports clubs, leisure centres, GP, and healthcare practices.

What you will learn

The course is suitable for anyone wishing to understand the responsibilities of the Designated Safeguarding Officer so that they can become a safeguarding officer for their company or assist those who already hold the position.

Virtual Classes

Number of Sessions: 4
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 2
Max Attendees: 20



Understanding the Needs of Looked After Children

This training course explores evidence that suggests that the experiences and needs of looked-after children and young people are not well understood by all the professionals who come into contact with them.

This training aims to increase understanding of this diverse group of children and young people and their needs to improve emotional health and well-being.

Virtual Classes

Number of Sessions: 1
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 0.5
Max Attendees: 20



Staff Development & Well-Being Courses

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Access to Care (induction training for new staff)

This CPD accredited course is intended for staff members new to care settings or who may require refresher training within their current work setting. It is an ambitious programme of learning that covers the experience of accessing a care environment as a service user and helps the learner to empathise with the situation the person is experiencing.

What you will learn

- The concepts of person-centeredness, personhood, and personalisation
- Explain the admission process to a care home
- The differences between deficit-based and strengths-based approaches to care
- The development of a life story
- Activities of Daily Living
- Legal requirements for collecting, recording, and storage of personal information
- Stress & Distress, its assessment, and interventions to reduce it
- Legislation that applies to manual handling at work
- Causes and effects of muscular-skeletal disorders
- Principles of ergonomics and risk assessment (formal and dynamic) in reducing the risk of manual handling injury
- Principles of safer manual handling, and practise their application
- Assess the medication capabilities of a person, including comprehension of their medicines, as well as motivation and physical ability to take them
- Basic Life Support
- Assessment and first aid for minor injuries, i.e. minor burns and fractures
- Discuss the role of the DNACPR when considering Basic Life Support

Virtual Classes

Number of Sessions: 4

Session Length (hrs): 3

Max Attendees: 12

Face-to-Face Classes

Length of course (days): 2

Max Attendees: 12



Equality & Diversity

This Equality and Diversity training course has been designed to help learners understand more about their responsibilities for promoting equality and diversity in the workplace.

What you will learn

- The course provides an introduction to the Equality Act 2010 and details each of the protected characteristics so you can learn more about what they are and how to avoid discrimination through your words and actions. The course looks at which behaviours are prohibited by the Equality Act and aims to help you promote a fairer, more tolerant and more diverse working environment.

Virtual Classes

Number of Sessions: 1
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 0.5
Max Attendees: 20



Mental Health Awareness (Non-Accredited)

This course is suitable for everyone within a workplace as it provides learners with the knowledge to identify suspected mental health conditions as well as the skills to start a conversation and be able to signpost a person towards professional help.

What you will learn

- What is First Aid for Mental Health?
- Identifying mental health conditions
- Providing advice and starting a conversation
- Stress
- Mental health conditions

Virtual Classes

Number of Sessions: 1
Session Length (hrs): 3
Max Attendees: 12

Face-to-Face Classes

Length of course (days): 0.5
Max Attendees: 12



RQF Level 2 First Aid for Mental Health

This 1-Day course covers the content of the Level 1 course but also expands on the effects of drugs and alcohol, incorporates the First Aid for Mental Health Action Plan, and covers ways in which a positive mental health culture can be supported within a workplace.

What you will learn

- What is First Aid for Mental Health?
- Identifying mental health conditions
- Providing advice and starting a conversation
- Stress
- Mental health conditions
- Drugs and alcohol
- First Aid for Mental Health action plan
- First Aid for Mental Health in the workplace

Virtual Classes

Number of Sessions: 4
Session Length (hrs): 3
Max Attendees: 12

Face-to-Face Classes

Length of course (days): 2
Max Attendees: 12



RQF Level 2 Supervising First Aid for Mental Health

This 2-Day course goes into detail on a wide range of mental health conditions and the support and help provided by healthcare professionals. It covers the content of both the Level 1 and Level 2 qualifications but is aimed at Trainer/ Assessors and/or supervisor level within the workplace.

What you will learn

- What is First Aid for Mental Health
- Identifying mental health conditions
- Providing advice and starting a conversation
- Stress
- Mental health conditions
- Drugs and alcohol
- First Aid for Mental Health Action Plan
- First Aid for Mental Health in the workplace
- Depression
- Post-traumatic stress disorder
- Self-harm
- Suicide
- Eating disorders
- Personality disorders
- Bipolar disorder
- Psychosis
- Schizophrenia
- Anxiety

Virtual Classes

Number of Sessions: 4
Session Length (hrs): 3
Max Attendees: 12

Face-to-Face Classes

Length of course (days): 2
Max Attendees: 12



Stress Management and Psychological First Aid

This training program aims to facilitate an appreciation of the complex range of symptoms that a person can experience when stressed whilst also examining why people experience and deal with stress differently. It will enable learners to recognise and manage their own stress through a range of validated techniques that build both resilience and improve adaptive coping. This program includes content on understanding stress and an individual's response to stressful situations, coping with stress, stress at work, emotional intelligence, mindfulness, stress, negative thinking, and psychological first aid.

What you will learn

- Define what stress is
- Explain what is meant by stress and work-related stress.
- Identify the symptoms of stress
- Explain the typical causes of stress in the workplace and at home.
- Undergo a stress risk assessment.
- Understand the importance of controlling stress and know how to cope with stress when it arises
- Identify what changes can be made in the workplace and at home to deal with the causes and effects of stress

Virtual Classes

Number of Sessions: 4
Session Length (hrs): 3
Max Attendees: 12

Face-to-Face Classes

Length of course (days): 4
Max Attendees: 12



Post Incident Stress Debrief

The aims of this program are to facilitate an appreciation of the complex range of symptoms that a person can experience when stressed whilst also examining the reasons why people experience and deal with stress differently. It will then enable the learners to recognise and manage their stress through a range of validated techniques that build resilience and improve coping. The program will also support the development of a range of knowledge skills that will allow learners to offer aid in critical incidents and then facilitate the debriefing of those who may be stressed from involvement with traumatic events.

What you will learn

- This program includes content on understanding stress and an individual's response to stressful situations, coping with stress, stress at work, emotional intelligence, mindfulness, stress debriefing, communication skills, therapeutic group work skills, the role of the cognitive triad and negative thinking, psychological first aid, and effective reporting.
- Explain Beck's cognitive triad and negative thinking
- Facilitate a group using the 7 phases of Critical Incident Stress Debrief

Virtual Classes

Number of Sessions: 10
Session Length (hrs): 3
Max Attendees: 12

Face-to-Face Classes

Length of course (days):
Max Attendees: 12



Basic Life Support & Safe Use of an Automated External Defibrillator (RQF) - QA Level 2 Award

The QA Level 2 Award in Basic Life Support and Safe Use of an Automated External Defibrillator (RQF) qualification has been designed to provide candidates with the skills needed to administer safe, prompt, and effective basic life support and use an AED safely in emergency situations. With an estimated 60,000 out-of-hospital cardiac arrests occurring every year in the UK alone, make sure you are prepared!

What you will learn

- Chain of survival
- Assessing an incident
- Casualty assessment
- Managing an unresponsive casualty Recovery Position
- CPR

Virtual Classes

Number of Sessions: 1
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 0.5
Max Attendees: 20



Grievance & Disciplinary

This Disciplinary & Grievance Procedures Training Course is designed to help managers and employers ensure that they have a fair and consistent disciplinary procedure in their workplace.

What you will learn

By the end of the training, learners will know how to ensure both minor and gross misconduct are handled appropriately, conduct an appropriate investigation and disciplinary hearing, and understand the different penalties that employees can be given. Learners will also understand what happens when an employee appeals a decision or takes the company to an Employment Tribunal.

Virtual Classes

Number of Sessions: 1
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 0.5
Max Attendees: 20



Staff Supervision

This course is designed to support front line managers to learn about supervision and develop key skills to become an effective supervisor and professionally manage their staff.

What you will learn

- Define staff supervision
- Identify the four key stakeholders in supervision
- Discuss the purpose of staff supervision
- Explain the concept of outcome-focused supervision
- Outline how supervision contracts contribute to the process of supervision
- Explain the elements of effective supervisory behaviour
- Outline the importance of the Working Alliance,
- Explain the importance of feedback,
- Describe the process of supervision

Virtual Classes

Number of Sessions: 2
Session Length (hrs): 3
Max Attendees: 12

Face-to-Face Classes

Length of course (days): 2
Max Attendees: 12



Record Keeping

Record keeping underpins good care and support by ensuring effective communication of an individual's support needs. This course covers the basics of providing records that are completed thoroughly and in a timely manner to ensure the learner can complete all required documentation within care to comply with legal and organisational requirements.

What you will learn

- Explain the purpose of care records
- Clarify the types of records you are required to complete
- Explain the legislation and guidance behind keeping records
- Define your accountability in this process, linking this to confidentiality
- Explain how to complete care records, avoiding the common errors

Virtual Classes

Number of Sessions: 12

Session Length (hrs): 3

Max Attendees: 12

Face-to-Face Classes

Length of course (days): 0.5

Max Attendees: 12



Managing Teams for Performance

This two-hour course aims to help learners improve the management and performance of teams in the workplace. The course will be accredited by the CPD at Level 3.

What you will learn

- Qualities of an effective team
- Dynamics of team management
- Group processes within the team and their preferred methods of working
Positive and assertive communication techniques.
- Listening and feedback skills
- Influencing styles
- Models for making a case
- Group working skills
- Problem-solving skills
- Process of group consensus and decision making
- Understand the creative power of the team
- How to write team action plans

Virtual Classes

Number of Sessions: 1
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 0.5
Max Attendees: 20



Supportive
Solutions

Problem Solving and Decision Making

The course will be accredited by the CPD at level 3. This one-day course aims to help participants understand describing a workplace problem and how to gather information to identify possible solutions.

What you will learn

- Ways to understand a problem
- How to define a problem
- How to generate possible solutions
- Difference between facts and information
- How to utilise solution generating techniques
- How to evaluate the solutions
- How to select a solution
- How to implement the solution
- The process of planning and delegation
- How you will know if the problem has been solved Identify what happens next
-

Virtual Classes

Number of Sessions: 2
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 1
Max Attendees: 20



Assertiveness Skills

Our principal trainer has a postgraduate in training practice and management.

The course will be accredited by the CPD at level 3. This one day course is designed to help learners identify assertive behaviour and use assertiveness to improve performance in the workplace.

What you will learn

- How to recognise the difference between assertive, aggressive and passive behaviours
- How to overcome the barriers to assertive behaviour
- How to understand the impact of non-verbal communication
- How to make assertive requests and effective follow-ups How to say no when appropriate
- How to be more assertive in meetings
- How to give structured negative feedback

Virtual Classes

Number of Sessions: 2
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 1
Max Attendees: 20



Change Management

The course will be accredited by the CPD at level 3. This one day course aims to enable learners to understand and identify the drivers of change.

What you will learn

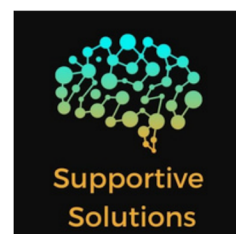
- Steps necessary for preparing a change strategy
- How to build support for the change
- How to describe the individual motivators for change
- How to utilise change management and communication plans How to use implementation strategies
- Introduction to strategies for gathering data
- How to utilise methods for leading change
- How to explore four states of appreciative enquiry

Virtual Classes

Number of Sessions: 2
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 1
Max Attendees: 20



Coaching and Mentoring

The course will be accredited by the CPD at level 3.

We currently offer a one or two-day course designed to enable delegates to understand the principles and activities the underpin effective coaching and mentoring programs.

What you will learn

- Definition of coaching and mentoring
- Overview of the GROW model
- Identify how to set goals using the SMART technic
- Understand the benefits of building and fostering trust with your employees
- Identify and overcoming common obstacles of the group and development of your employees
- Identify when the coaching is at an end
- Writing a plan for further and future growth

Virtual Classes

Number of Sessions: 2
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 1
Max Attendees: 20



Giving Briefings and Making Presentations

The course will be accredited by the CPD at level 3.

We offer this one-day course designed to enable learners to give a briefing or make effective presentations in the workplace.

What you will learn

- How to make a brilliant first impression
- How to engage your audience
- How to use techniques to create powerful presentations that will inspire and motivate others
- How to plan and organise your content
- How to control your nerves
- How to use persuasive language and rhetoric
- How to understand powerful body language
- How to understand the balance between exercises discussion and PowerPoint

Virtual Classes

Number of Sessions: 2
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 1
Max Attendees: 20



Leading and Motivating Teams

The course will be accredited by the CPD at level 3.

This one-day course aims to enable learners to understand what motivates people and how to apply appropriate motivational techniques.

What you will learn

- How to use clear goal setting
- How to understand and utilise empowering people How to provide support
- How to communicate the vision
- How to show appreciation and value
- The importance of knowing your employees
- How to use professional growth and development

Virtual Classes

Number of Sessions: 2

Session Length (hrs): 3

Max Attendees: 20

Face-to-Face Classes

Length of course (days): 1

Max Attendees: 20



Supportive
Solutions

Management Communications

The course will be accredited by the CPD at level 3.

We offer a one or two-day course that aims to enable learners to understand the principles of communication and how to communicate effectively, utilising best practices to deliver presentations or written reports. Specifically, the course will cover the communication cycle and how this allows others to communicate and behave.

What you will learn

- How to improve the influence learners have over others
- How to use perspectives to deal with difficult people
- How to use confidence and empathy to deal with difficult situations
- How to understand different communication styles
- How to adapt their own communication style as necessary
- How to reduce conflict and confrontation
- How to use all forms of communication to consistently deliver their message in the right manner

Virtual Classes

Number of Sessions: 2
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 1
Max Attendees: 20



Supportive
Solutions

Influencing Skills

An influential leader affects the behaviour of others in a particular direction and can use this skill to assure professional successful outcomes. It's not about commands, it's about inspiring, persuading, and encouraging. Often the effects of influencing skills go far beyond the initial project or outcome. We look at the value of these skills, why they are important, and how we can first, recognise them, and secondly, develop them to add them to our own toolkit.

As one of the most valued soft skills in business, we look at strategies to develop influencing skills and provide practical opportunities through interactive role-play.

What you will learn

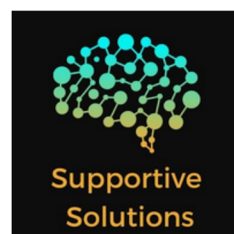
- To understand what influencing skills are, and why they are important
- To cultivate ways to ensure influencing skills development
- To practice these skills, and break out of comfort zones
- To identify in which situations we can employ influencing skills.

Virtual Classes

Number of Sessions: 2
Session Length (hrs): 3
Max Attendees: 12

Face-to-Face Classes

Length of course (days): 1
Max Attendees: 12



Delegation

An influential leader affects the behaviour of others in a particular direction and can use this skill to assure professional successful outcomes. It's not about commands, it's about inspiring, persuading, and encouraging. Often the effects of influencing skills go far beyond the initial project or outcome. We look at the value of these skills, why they are important, and how we can first, recognise them, and secondly, develop them to add them to our own toolkit.

As one of the most valued soft skills in business, we look at strategies to develop influencing skills and provide practical opportunities through interactive role-play.

What you will learn

- To understand what influencing skills are, and why they are important
- To cultivate ways to ensure influencing skills development
- To practice these skills, and break out of comfort zones
- To identify in which situations we can employ influencing skills.

Virtual Classes

Number of Sessions: 2
Session Length (hrs): 3
Max Attendees: 12

Face-to-Face Classes

Length of course (days): 1
Max Attendees: 12



Other Courses Offered

Please refer to our Management and Development Prospectus for further management courses.

Workplace Health & Safety Training

www.supportivesolutions.co.uk



Manual Handling of People (or Objects)

This Manual Handling Training Course helps employers ensure that they and their employees are sufficiently trained in the principles and practices of safe manual handling. This course provides the necessary information and training for organisations to understand more about the risks associated with manual handling, how to undergo a risk assessment and how to ensure appropriate control measures are implemented.

It follows the Manual Handling Operations Regulations 1992 (MHOR) requirements and provides a practical guide for managing and carrying out safe and healthy manual handling. The course also features videos, diagrams, and downloadable resources to use in your workplace.

What you will learn

- Understand what is meant by manual handling.
- Be able to explain the common causes of injury and potential long-term damages to health due to poor manual handling techniques.
- Understand the legal responsibilities and the duties placed upon employers and employees.
- Be able to identify manual handling hazards.
- Understand how to carry out an effective manual handling risk assessment.
- Understand the control measures that can be put in place to reduce the risk of harm.
- Understand and practise the best way to handle loads (objects and people) to maintain a safe working environment and for the safety of the person being assisted

Virtual Classes

Number of Sessions: 2
Session Length (hrs): 3
Max Attendees: 12

Face-to-Face Classes

Length of course (days): 1
Max Attendees: 12



Fire Awareness

Having a designated fire warden at work is an important part of fire safety. The fire warden works together with the employer to ensure that fire safety measures and evacuation procedures are in place and effective.

What you will learn

This course will provide attendees with the necessary training required to be a qualified fire warden. It will educate them about what their legal duties are, will provide them with an understanding of fire, familiarise them with fire hazards and safety arrangements, and detail what emergency evacuation procedures should entail. The information in this course will enable attendees to take responsibility for fire safety in their workplace and protect everyone's wellbeing.

Virtual Classes

Number of Sessions: 1
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 0.5
Max Attendees: 20



Food Safety Level 2

By law, all food handlers must understand the basic principles of food hygiene and know how to work safely to protect the food they serve from contamination.

What you will learn

This Level 2 course has been designed to help anyone who handles, prepares, or serves food understand their legal responsibilities and know what constitutes best practice in controlling food safety hazards, temperatures, food storage, food preparation, personal hygiene, and premises cleaning.

Virtual Classes

Number of Sessions: 2
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 1
Max Attendees: 20



Health & Safety inc. COSHH & Risk Assessment

A thorough understanding of health and safety is essential in all workplaces, regardless of job role and industry. This Health and Safety course ensures that you understand the most common health and safety risks in your workplace and the necessary control measures to keep you safe.

What you will learn

The course covers the most crucial aspects of health and safety present in every workplace, such as manual handling, COSHH, working at height, and fire and electrical safety. It also explains the necessary components of workplace welfare, including workplace stress and conflict.

Virtual Classes

Number of Sessions: 10
Session Length (hrs): 3
Max Attendees: 12

Face-to-Face Classes

Length of course (days):
Max Attendees: 12



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Infection Protection Control

A thorough understanding of health and safety is essential in all workplaces, regardless of job role and industry. This Health and Safety course ensures that you understand the most common health and safety risks in your workplace and the necessary control measures to keep you safe.

What you will learn

The course covers the most crucial aspects of health and safety present in every workplace, such as manual handling, COSHH, working at height, and fire and electrical safety. It also explains the necessary components of workplace welfare, including workplace stress and conflict.

Virtual Classes

Number of Sessions: 1
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 0.5
Max Attendees: 20



Moving and Assisting People

Moving and handling is a key part of the working day for most frontline workers; from moving equipment, laundry, catering, supplies or waste to assisting people to move.

What you will learn

This training course equips people with knowledge and skills to assess moving and handling tasks, carry them out safely, and to make improvements to current practices.

Virtual Classes

Number of Sessions: 1
Session Length (hrs): 3
Max Attendees: 20

Face-to-Face Classes

Length of course (days): 1
Max Attendees: 12



QA Level 3 Award in First Aid at Work (RQF)

The Health and Safety (First Aid) Regulations 1981 require all employers to make arrangements to ensure their employees receive immediate attention if they are injured or taken ill at work. This includes carrying out a risk assessment, appointing a suitable amount of first aiders and providing appropriate first aid training.

What you will learn

Learners will develop the skills and knowledge needed to deal with a range of emergency first aid situations, including managing an unresponsive casualty, CPR, choking, shock, wounds and bleeding and minor injuries.

Virtual Classes

Number of Sessions: 6
Session Length (hrs): 3
Max Attendees: 12

Face-to-Face Classes

Length of course (days): 3
Max Attendees: 12



Supportive
Solutions

QA Level 3 Award in First Aid at Work (Annual Refresher) (RQF)

HSE guidelines state that employers should ensure their first aiders remain competent to perform their role. As such, it is strongly recommended that first-aiders undertake annual refresher training to practise their skills and update their knowledge on the latest first aid procedures.

What you will learn

Over a half-day period, learners will leave with renewed confidence having had the opportunity to practise essential first aid procedures, including managing an unresponsive casualty, recovery position, CPR, choking and more

Virtual Classes

Number of Sessions: 1
Session Length (hrs): 3
Max Attendees: 12

Face-to-Face Classes

Length of course (days): 0.5
Max Attendees: 12



QA Level 3 Award in First Aid at Work (Requalification) (RQF)

The Health and Safety (First Aid) Regulations 1981 require all employers to make arrangements to ensure their employees receive immediate attention if they are injured or taken ill at work. This includes carrying out a risk assessment, appointing a suitable amount of first aiders and providing appropriate first aid training.

What you will learn

Learners will develop the skills and knowledge needed to deal with a range of emergency first aid situations, including managing an unresponsive casualty, CPR, choking, shock, wounds and bleeding and minor injuries.

Virtual Classes

Number of Sessions: 4
Session Length (hrs): 3
Max Attendees: 12

Face-to-Face Classes

Length of course (days): 2
Max Attendees: 12



Supportive
Solutions

QA Level 3 Award in Paediatric First Aid (RQF)

The Early Years Foundation Stage (EYFS) Statutory Framework requires all early years providers in England to have at least one person who has a current and full paediatric first aid certificate on the premises and is available at all times when children are present. Providers should also take into account the number of children, staff and layout of the premises and increase their paediatric first aid provision accordingly to ensure that a paediatric first aider is available to respond to emergencies quickly.

What you will learn

Over a 2 day period, Learners will develop the skills and knowledge needed to deal with a range of paediatric first aid situations, including assessing an emergency situation, dealing with an unresponsive infant or child, CPR, choking, meningitis, head and spinal injuries, anaphylaxis, asthma and more.

Virtual Classes

Number of Sessions: 4
Session Length (hrs): 3
Max Attendees: 12

Face-to-Face Classes

Length of course (days): 2
Max Attendees: 12



QA Level 3 Award in Emergency Paediatric First Aid (RQF)

This regulated and nationally recognised qualification provides Learners with the opportunity to develop the basic skills and knowledge needed to deal with a range of emergency paediatric first aid situations which could arise when looking after children

What you will learn

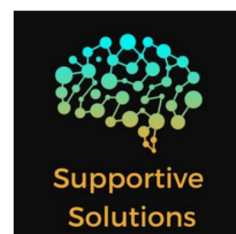
During this 1 day course, Learners will develop the skills and knowledge needed to deal with a range of paediatric first aid situations, including: managing an unresponsive infant or child, CPR, choking, seizures, external bleeding and more.

Virtual Classes

Number of Sessions: 2
Session Length (hrs): 3
Max Attendees: 12

Face-to-Face Classes

Length of course (days): 1
Max Attendees: 12



QA Level 3 Award in Paediatric First Aid (Annual Refresher) (RQF)

This regulated and nationally recognised qualification has been specifically designed to provide qualified paediatric first aiders with an opportunity to refresh their knowledge and practice key paediatric first aid skills every year until requalification training is required.

What you will learn

Throughout this 3 hour course, Learners will renew their confidence by practising essential paediatric first aid procedures, including: CPR, the recovery position, choking and more.

Virtual Classes

Number of Sessions: 1

Session Length (hrs): 3

Max Attendees: 12

Face-to-Face Classes

Length of course (days): 0.5

Max Attendees: 12



Mandatory Course

This Statutory and Mandatory 1-day Training Course is an effective refresher course, it is not intended to be the single learning medium for new or inexperienced staff.

What you will learn

- Equality and Diversity
- Health and Safety at Work
- Control of Substances Hazardous to Health
- Information Governance (Includes Caldicott Principles)
- Fire Safety Awareness
- Infection Control (Includes RIDDOR & COSHH)
- Food Hygiene
- Manual Handling - (Includes Practical Session)
- Basic Life Support including CPR - (Includes Practical Session)
- Safeguarding Vulnerable Adults (Levels 1 & 2 - Includes The Mental Capacity Act)
- Safeguarding Children (Levels 1 & 2)
- Conflict Management
- Lone Working

Face-to-Face Classes

Length of course (days): 1

Max Attendees: 20



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Core Skills Training Framework Course: Manual Handling & Resuscitation

This classroom-based training day is an ideal refresher course and includes the essential practical elements of Manual Handling and Resuscitation.

What you will learn

- Infection Prevention & Control Information Governance
- Fire Awareness
- Conflict Resolution
- Safeguarding Adults
- Moving & Handling
- Resuscitation Level 1 (Inclusive of Anaphylaxis)
- Resuscitation - Level 2 - Adult Basic Life Support
- Resuscitation - Level 3 - Adult Immediate Life Support

Face-to-Face Classes

Length of course (days): 1

Max Attendees: 20



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SVQ Courses (Scotland Only)

Supportive Solutions is an SVQ Approved Centre. We offer a range of SVQ qualifications in Health and Social Care.

Individual SVQ units can be taken by delegates who do not wish to undertake a full award, or for those looking for Continuing Professional Development (CPD) modules.

It is a requirement of the Scottish Social Services Council (SSSC) that anyone employed in Health & Social Care should be working towards an appropriate qualification. Candidates should be in a job or placement, where they are carrying out relevant tasks and responsibilities which allow them to gather the required evidence.

The organisation and those supported will benefit from a highly skilled, proficient, and motivated workforce.

The candidate will be confident that their work practice meets the national standards of competency, feel more valued, and have a better chance of progression in their chosen career.

- **Social Services and Healthcare Level 2 and 3**
- **SVQ 2 Social Services and Healthcare at SCQF Level 6**
- **SVQ 2 Social Services (Children and Young People) at SCQF Level 6**
- **SVQ 3 Social Services (Children and Young People) at SCQF Level 7**

SVQ Courses (Scotland Only)

Mandatory Units

SVQ Courses (Scotland Only)

Qualification Structure

All Social Services and Healthcare awards are constructed of mandatory units and optional units.

Level 2 has 4 mandatory units and 2 optional units, while level 3 has 4 mandatory and 4 optional.

Mandatory Units

Mandatory units are the same for every candidate regardless of whether they work in a residential setting, a care-at-home setting or supported living services. They are the same for all services, such as care of the elderly, support for mental ill health, learning disability etc.

These units reflect core values and ethics which are expected to be demonstrated by every worker. They cover Communication, Health & Safety, Continuing Professional Development and the well-being and protection of people.

Optional Units

The candidate, guided by the assessor, selects the optional units based on their work setting and their role.

Achieving the qualification

The candidate is required to provide evidence of their knowledge and competence, by completing all 6 or 8 units.

SVQ Courses (Scotland Only)

Evidence

Candidates are required to compile a portfolio of evidence demonstrating that they can meet all the performance criteria and knowledge of the national occupational standards. Evidence can originate from observations of work practice by the assessor, the candidate writing reflective accounts about their experiences, written and oral questions, and testimonies from other relevant people and products generated during the course of the Candidate's usual work such as reports, care plans, completed data charts and other forms of communication.

A variety of these types of evidence is necessary to cover all the evidence requirements in all the units.

Assessments

Assessment is formative, which means, ongoing until the requirements are fully satisfied. There is no limit to the number of times evidence is assessed and no set number of pieces of evidence required.

There are no exams, and the candidate may need several assessments of work before they are confirmed as competent.

The assessor provides constructive feedback every time evidence is submitted by a candidate, and the assessor and candidate work together to formulate plans, so there is a clear direction for the candidate.

Contact us

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