



City Health Care Partnership
External Training Offerings

Issued 2023/24



About us

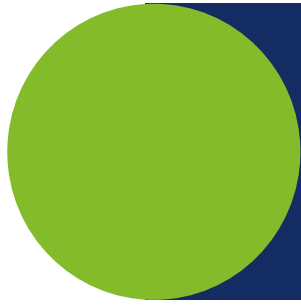
City Health Care Partnership CIC (CHCP CIC) is an independent for better profit co-owned business providing a wide range of health and care services to over a half a million people in Hull, the East Riding of Yorkshire, North and North-East Lincolnshire, Wigan, St. Helens and Knowsley. We employ over 2000 people. As a staff-owned organisation we are a proactive, forward-thinking organisation and work hard to ensure our teams feel valued, motivated and trained to the highest standards.

We developed our Learning Resources External Learning package to offer education and training opportunities for external partners alongside our own staff, using our dedicated training team. The team has a strong track record of providing excellent, evidence based courses and all our trainers have a recognised teaching qualification. We are quality assured through Health Education Yorkshire and the Humber (HEYH) and Skills for Health, and we conduct annual audits against recognised national quality standards. Continually striving for excellence, we also carry out our own regular evaluations of training courses.



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Business, IT and Administration

WHO IS THIS COURSE FOR?

Individuals who deal with patients / customers on the phone or in person.

COURSE DURATION

2.5 hours

AIMS

By the end of this session, delegates will be able to demonstrate how good customer service can help an organisation prosper and encourage repeat business.

OBJECTIVES

- ▶ Delegates will learn tools and techniques for handling a variety of situations
- ▶ Understand the principles of effective communication
- ▶ Provide an overview of best practice skills required to exceed customers expectations

COURSE CONTENT

- ▶ Defining who our customers are
- ▶ What is good customer service and how important is it?
- ▶ Why 'how we perform' matters
- ▶ Customer service standards and principles
- ▶ What does excellent customer service look like?
- ▶ Effective communication skills
- ▶ Building rapport, knowledge, skills and demeanour
- ▶ Tips and techniques for dealing with difficult customers

COST

- ▶ **£40** plus VAT (one delegate place on a course)
- ▶ **£250** plus VAT for a group (to deliver at your workplace)

"This training has helped the staff to improve the service we provide and refresh how we should be speaking to patients."

WHO IS THIS COURSE FOR?

Individuals who are preparing for or are required to deliver presentations or training.

COURSE DURATION

2.5 hours

AIMS AND OBJECTIVES

- ▶ To provide delegates who carry out short presentations or training to internal or external staff, with the knowledge and skills to design and deliver effective presentations.
- ▶ To give delegates the confidence to use their skills through practice and constructive feedback.

COURSE CONTENT

- ▶ Define what constitutes an effective presentation
- ▶ Identify what should be considered when planning, developing and delivering presentations

- ▶ Identify the key skills required for effective presentation
- ▶ Recognise the usefulness and limitations of PowerPoint
- ▶ Identify a range of training methods and facilitation techniques to enhance presentations

COST

- ▶ **£40** plus VAT (one delegate place on a course)
- ▶ **£250** plus VAT for a group (to deliver at your workplace)

WHO IS THIS COURSE FOR?

All staff who are required to improve their time keeping and time management skills for the workplace.

COURSE DURATION

2.5 hours

AIMS AND OBJECTIVES

- ▶ To make delegates aware of the concept of managing time as a crucial business and personal resource.
- ▶ To enable delegates to plan and control their own time and the influence they have on other peoples time.

COURSE CONTENT

- ▶ Identify what effective time management is and its impact on themselves and the business

- ▶ Analyse how their own time is used and time stealers
- ▶ Formulate SMART objectives
- ▶ Integrate proven time management techniques into daily processes
- ▶ Proactively schedule tasks and construct weekly plans/ daily 'to do' lists
- ▶ Assertively apply time management techniques to handle procrastination and interruption

COST

- ▶ **£40** plus VAT (one delegate place on a course)
- ▶ **£250** plus VAT for a group (to deliver at your workplace)

Chairing Meetings

WHO IS THIS COURSE FOR?

Anyone who will be required in their role to lead/ chair meetings

COURSE DURATION

3 hours

AIMS

- ▶ To be able to act as an effective chairperson in meetings

OBJECTIVES

- ▶ To be able to explain the purpose of effective meetings
- ▶ To understand the role of the chairperson before, during and after the meeting
- ▶ To be able to demonstrate the characteristics of an effective chairperson
- ▶ Have an understanding of the personality types and group

- ▶ behaviours that impact on effective meetings

COURSE CONTENT

- ▶ What is a meeting/ what is the purpose
- ▶ Co-ordination
- ▶ Quorum
- ▶ Role of the Chair
- ▶ Agendas
- ▶ Minute Takers
- ▶ Do's and don'ts
- ▶ How groups behave
- ▶ Closing the meeting

COST

- ▶ **£40** plus VAT (one delegate place on a course)
- ▶ **£300** plus VAT for a group (to deliver at your workplace)

WHO IS THIS COURSE FOR?

Individuals who would like to develop their Microsoft Excel at an introductory level.

COURSE DURATION

3 hours

AIMS AND OBJECTIVES

To improve the skills and knowledge needed to effectively use Microsoft Excel through demonstration and practical exercises.

COURSE CONTENT

- ▶ Navigate and print worksheets
- ▶ Amend headers and footers
- ▶ Cell data, auto fill and copying data
- ▶ Creating hyperlinks
- ▶ Format worksheets and cells
- ▶ Create rows and columns
- ▶ Use page set up options
- ▶ Find and replace
- ▶ Filter and sort

COST

- ▶ **£50** plus VAT (one delegate place on a course)
- ▶ **£235** plus VAT for a group (to deliver at your workplace)

WHO IS THIS COURSE FOR?

Individuals who would like to gain a better understanding of Microsoft Excel 365 at an intermediate level.

COURSE DURATION

3 hours

AIMS AND OBJECTIVES

To improve the skills and knowledge needed to effectively use Microsoft Excel 365 through demonstration and practical exercises.

COURSE CONTENT

- ▶ Autosum functions
- ▶ Data validation
- ▶ formulas
- ▶ Enforcing precedence in calculations
- ▶ Formulas and functions explained
- ▶ Using logical conditions and arguments
- ▶ Look up functions in Excel
- ▶ Creating charts
- ▶ Presenting data
- ▶ Conditional formatting

COST

- ▶ **£50** per session plus VAT (one delegate place on a course)
- ▶ **£235** plus VAT for a group (to deliver at your workplace)

WHO IS THIS COURSE FOR?

Individuals who would like to improve their IT skills and gain a better understanding of how to use Microsoft Word 365.

COURSE DURATION

3 hours

AIMS AND OBJECTIVES

To improve the skills and knowledge needed to effectively use Microsoft word 365 through demonstration and practical exercises.

COURSE CONTENT

- ▶ Understanding the different features of tabs and ribbons
- ▶ Formatting a document
- ▶ Paragraphs, fonts and sizes
- ▶ Basic tables
- ▶ Headers and footers
- ▶ Images and graphs
- ▶ Layout
- ▶ Spellcheck and autocorrect
- ▶ Referencing and hyperlinks

COST

- ▶ **£50** plus VAT (one delegate place on a course)
- ▶ **£235** plus VAT for a group (to deliver at your workplace)

WHO IS THIS COURSE FOR?

Individuals who would like to improve their IT skills and gain a better understanding of Outlook 365.

COURSE DURATION

3 hours

AIMS AND OBJECTIVES

To improve the skills and knowledge needed to effectively use Outlook 365 through demonstration and practical exercises.

COURSE CONTENT

- ▶ Managing calendars
- ▶ Managing contacts
- ▶ Email management

- ▶ Email flagging systems
- ▶ Creating and sending emails
- ▶ Search and filter
- ▶ Manage styles and themes
- ▶ Automatic signatures
- ▶ Create contacts and group contacts
- ▶ Meeting requests and appointments
- ▶ Calendars

COST

- ▶ **£50** plus VAT (one delegate place on a course)
- ▶ **£235** plus VAT for a group (to deliver at your workplace)

WHO IS THIS COURSE FOR?

Individuals who would like to improve their IT skills and gain a better understanding of Powerpoint 365.

COURSE DURATION

3 hours

AIMS AND OBJECTIVES

- ▶ To improve the skills and knowledge needed to effectively use Powerpoint 365 through demonstration and practical exercises.

COURSE CONTENT

- ▶ Powerpoint tabs and ribbons
- ▶ Adding and deleting slides
- ▶ Formatting and editing slides
- ▶ Inserting audio/video content
- ▶ Introduction to transitions and animations
- ▶ Presenting slides

COST

- ▶ **£50** plus VAT (one delegate place on a course)
- ▶ **£235** plus VAT for a group (to deliver at your workplace)



Clinical Skills and Clinical Support

Clinical Skills and Clinical Support

Phlebotomy Skills

WHO IS THIS COURSE FOR?

Registered nurses and health care support staff.

COURSE DURATION

- ▶ 2 Hours—Basic Phlebotomy
- ▶ 3 Hours—Advanced Phlebotomy

AIMS AND OBJECTIVES

This session provides the theoretical knowledge of venepuncture (obtaining venous blood samples for analysis) prior to participants undertaking supervised clinical practice in the workplace with a named mentor in order to achieve competence.

COURSE CONTENT

- ▶ How to reassure individuals prior to, during and after blood collection
- ▶ Recognition of infection control and risk measures appropriate to the procedure
- ▶ Factors to consider in choosing the most appropriate site
- ▶ The correct technique for taking blood samples, potential problems

and how to overcome them, including the procedure to follow when a specimen is not obtained.

- ▶ The importance of accurate and concise documentation
- ▶ The legal and professional responsibilities in relation to NMC guidance
- ▶ The Code of Professional Conduct, accountability, delegation and supervision of support workers
- ▶ Following this session, participants need to undertake a period of supervised practice in the workplace with a suitably qualified registered nurse mentor in order to achieve competence.

COST

- ▶ **£50** plus VAT (one delegate place on a course) basic level
- ▶ **£60** plus VAT for a group (to deliver at your workplace) advanced level
- ▶ **£300** plus VAT for a group (delivered at your workplace)

Clinical Skills and Clinical Support

Safe and Effective Chaperoning

WHO IS THIS COURSE FOR?

- ▶ Clinical or non-clinical staff who are expected to act as chaperones i.e. receptionists, support workers, nurses and managers.
- ▶ Doctors and nurses who delegate this responsibility or use chaperones.

COURSE DURATION

1.5 hours

AIMS AND OBJECTIVES

- ▶ To understand what is meant by the term “Chaperone”
- ▶ To understand what an intimate examination is
- ▶ To know when a chaperone might be required or requested
- ▶ To be aware of the rights of the patient

- ▶ To understand the role and responsibilities of the chaperone
- ▶ To know how to raise concerns

COURSE CONTENT

- ▶ The role of the chaperone
- ▶ Chaperoning in relation to Confidentiality, Consent, Capacity, Children and consent
- ▶ Key cases leading to changes in practice
- ▶ Raising concerns
- ▶ Practice scenarios

COST

- ▶ **£40** plus VAT (one delegate place on a course)
- ▶ **£300** plus VAT for a group (delivered to your workplace)

“Trainer was very informative and her explanations very well delivered she gave us every opportunity to make suggestions and ask questions”

WHO IS THIS COURSE FOR?

Staff who need to understand commonly used medical terminology in order to undertake their role i.e. receptionists, secretaries and clinical support workers.

COURSE DURATION

2 hours

AIMS

To gain a basic awareness of commonly used terminology and abbreviations relating to medical conditions and treatments.

OBJECTIVES

- ▶ To understand the basics of word building and pronunciation
- ▶ To have a basic knowledge of anatomical terms

- ▶ To develop an awareness of the systems of the body
- ▶ To have an understanding of commonly used terms and abbreviations relating to investigations and treatments

COURSE CONTENT

- ▶ Prefixes, suffixes and root words
- ▶ Systems of the body
- ▶ Endocrine/Gastrointestinal/Urinary/Respiratory/Nervous/ Musculo-skeletal /Circulatory/Reproductive systems
- ▶ Common abbreviations

COST

- ▶ **£40** plus VAT (one delegate place on a course)
- ▶ **£300** plus VAT for a group (delivered to your workplace)

Clinical Skills and Clinical Support

Defensible Documentation and Record Keeping

WHO IS THIS COURSE FOR?

Anyone involved in maintaining clinical records

COURSE DURATION

2 hours

AIMS

- ▶ Improve understanding of the basic principles of record keeping.
- ▶ Understand the standards of documentation and record keeping expected within CHCP CIC.

OBJECTIVES

- ▶ Establish what constitutes documentation.
- ▶ Explore potential difficulties in record keeping.
- ▶ Explore methods used within CHCP.
- ▶ Gain insight into the concepts of defensible documentation in clinical practice (Including legal issues relating to record keeping).
- ▶ Understand and apply the relevant aspects of documentation.
- ▶ Refresh the concept of accountability and responsibility all health care professionals.

COURSE CONTENT

- ▶ What constitutes a document or a record?
- ▶ What is the purpose of creating and maintaining records & documentation?
- ▶ What does good record keeping look like to you?
- ▶ Purpose of defensible documentation
- ▶ Principles of good record keeping
- ▶ Consent and patient autonomy
- ▶ Electronic patient records
- ▶ Timely & contemporaneous documentation.
- ▶ The Law
- ▶ Facts relating to record keeping and associated litigation
- ▶ Negligence and the law
- ▶ What is poor record keeping and misrepresentation?
- ▶ Fact versus assumption
- ▶ Scrutiny and audit.

COST

- ▶ **£40** plus VAT (one delegate place on a course)
- ▶ **£300** plus VAT for a group (delivered to your workplace)

Clinical Skills and Clinical Support

Basic Observations and Sepsis in the Community

WHO IS THIS COURSE FOR?

- ▶ HCA's
- ▶ Telehealth Staff
- ▶ Care /Residential Home Staff
- ▶ Intermediate Care Staff

COURSE DURATION

2 hours

AIMS

Give theoretical knowledge of the NEWS2 process in order to support the holistic assessment of the deteriorating patient and explore the appropriate reporting mechanisms within practice.

OBJECTIVES

- ▶ Evidence an understanding of NEWS2 documentation

- ▶ Demonstrate knowledge of the normal parameters of basic observations including temperature, blood pressure, O2 sats and respirations
- ▶ Explore an awareness of reporting mechanisms when identifying a deteriorating patient
- ▶ Demonstrate the process of undertaking basic observation measurement within the classroom environment
- ▶ Sepsis Awareness

COST

- ▶ **£40** plus VAT (one delegate place on a course)
- ▶ **£300** plus VAT for a group (delivered to your workplace)

Clinical Skills and Clinical Support

Oxygen Therapy Safety & Pulse Oximetry

WHO IS THIS COURSE FOR?

- ▶ Any health care or non health care profession who needs to use a pulse oximeter within their role.
- ▶ Any health care professional or non health care professional supporting the care of patients with oxygen at home.

COURSE DURATION

2 hours

AIMS AND OBJECTIVES

- ▶ To understand how a pulse oximeter works and recognise poor waveforms
- ▶ Identify factors that may effect pulse oximetry readings, including external influences and the patients condition
- ▶ Learn how to assess respiratory distress and hypoxia
- ▶ Recognise different oxygen delivery systems, advantages and disadvantages

- ▶ To understand the background and benefits for Home Oxygen Assessment and Review Services
- ▶ The Referral and Exclusion Criteria to the HOSAR services
- ▶ HOOF and IHORM documentation
- ▶ Holiday Oxygen Orders
- ▶ When oxygen is appropriate in palliative care
- ▶ The different oxygen provisions
- ▶ When oxygen therapy is appropriate in cluster headache treatment
- ▶ The Good practice guide to blood gas sampling
- ▶ Ambulatory oxygen assessments
- ▶ The dangers of oxygen therapy near any heat source and the importance of safety messages

COST

£195 plus VAT for a group (delivered to your workplace)

WHO IS THIS COURSE FOR?

Staff who may care for people who have a gastrostomy

COURSE DURATION

2 hours

AIMS AND OBJECTIVES

- ▶ Understand what a gastrostomy is, and why one may be required
- ▶ Associated Anatomy & Physiology
- ▶ Identify the different types of gastrostomy device, and when they may be used
- ▶ Stoma care
- ▶ Methods of feeding
- ▶ Be aware of the important do's and don'ts when caring for someone who has a gastrostomy tube
- ▶ Understand your role within gastrostomy care

- ▶ Develop new skills or refresh existing skills –Feeding someone who has a gastrostomy
- ▶ Troubleshooting
- ▶ Develop new skills or refresh existing skills –Administering medication via a gastrostomy

COURSE CONTENT

- ▶ Why / What of gastrostomy
- ▶ NICE guidance
- ▶ Button devices
- ▶ Feeds
- ▶ Infections/ Problems
- ▶ Practical Session

COST

£50 plus VAT (one delegate place on a course)

£300 plus VAT for a group (to deliver at your workplace)

Tracheostomy

WHO IS THIS COURSE FOR?

Those registered and non-registered staff who are caring for adult and paediatric patients with a tracheostomy.

COURSE DURATION

5.5 hours

AIMS AND OBJECTIVES

The aim of the tracheostomy care workshop is for the student to have an awareness of what a tracheostomy is and the possible reason for one being in situ. Following the session, the student will have an awareness of the safe care of a patient with a tracheostomy tube.

COURSE CONTENT

- ▶ Recognise what a tracheostomy is and why one may be necessary.
- ▶ Label relevant anatomy and physiology

- ▶ Be aware of procedure and discuss the patient journey
- ▶ Identify and discuss complications and trouble-shooting
- ▶ Recognise different types of tracheostomy
- ▶ Nursing care
- ▶ Life with tracheostomy
- ▶ Discuss emergency procedure and your role
- ▶ The learner must be compliant with the annual Basic Life Support training (link for e-learning is available by request).

COST

- ▶ **£50** plus VAT (one delegate place on a course)
- ▶ **£350** plus VAT for a group (to deliver at your workplace)

Clinical Skills and Clinical Support

Pressure Ulceration Management

WHO IS THIS COURSE FOR?

Clinical Practitioner/registered nurse
(presentation can be adapted for HCA's).

COURSE DURATION

2.5 hours

AIMS

- ▶ To ensure all staff have an understanding of how and why pressure ulcers develop
- ▶ Provide the knowledge and tools required to assess pressure damage
- ▶ Ensure that staff are aware of the most the appropriate equipment available to minimise pressure damage or further deterioration in a wound.

OBJECTIVES

- ▶ Describe what is meant by the term pressure ulcer
- ▶ Discuss the basic structure and functions of the skin
- ▶ Identify the common sites where pressure damage can occur

- ▶ Demonstrate knowledge of the assessment process in the management and prevention of pressure ulceration
- ▶ Demonstrate why good record keeping is essential in the management of pressure ulceration
- ▶ Explain what you need to do when a pressure ulcer is identified

COURSE CONTENT

- ▶ Structure of the skin
- ▶ Function of time and pressure
- ▶ Extrinsic factors
- ▶ How to stop ulcers
- ▶ Grading ulcers
- ▶ How to assess and factors to consider
- ▶ NICE guidance and equipment
- ▶ Prevention of recurrence

COST

- ▶ **£50** plus VAT (one delegate place on a course)
- ▶ **£350** plus VAT for a group (to deliver at your workplace)

WHO IS THIS COURSE FOR?

Nursing Staff

COURSE DURATION

1 full day or 4 x two hour sessions (one per week)

CONTENT

- ▶ Asthma
- ▶ Cryptogenic fibrosing alveolitis
- ▶ Hazards of oxygen
- ▶ Inhaled device techniques

- ▶ Pulse Oximetry
- ▶ Smoking and oxygen therapy
- ▶ Staged approach to COPD management

COST

- ▶ **£80** plus VAT (one delegate place on a course)
- ▶ **£450** plus VAT for a group (to deliver at your workplace)

Clinical Skills and Clinical Support

Paediatric Respiratory Academy

WHO IS THIS COURSE FOR?

- ▶ Nursing Staff

- ▶ Paediatric inhaled device techniques
- ▶ Respiratory examination

COURSE DURATION

- ▶ 1 full day or 4 x two hour sessions (one per week)

COST

- ▶ **£80** plus VAT (one delegate place on a course)
- ▶ **£450** plus VAT for a group (to deliver at your workplace)

CONTENT

- ▶ Children and oxygen therapy
- ▶ Paediatric Asthma

WHO IS THIS COURSE FOR?

Care Home Staff / Teaching Staff

COURSE DURATION

1 hour

AIMS/OBJECTIVES

- ▶ To provide theoretical and practical training on inhaled device technique
- ▶ To discuss the history of inhaled medicine

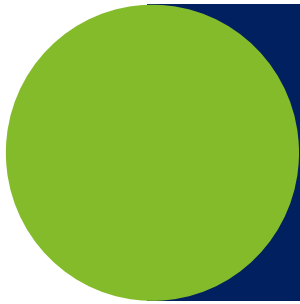
- ▶ To learn how to use different inhalers

COURSE CONTENT

Theory and practical demonstrations of inhalers, their use and effects/side effects

COST

£185 plus VAT for a group (to deliver at your workplace, maximum class size of 20)



Person-centred Working

WHO IS THIS COURSE FOR?

Individuals who require an awareness of dignity and respect and how to promote this within the workplace.

COURSE DURATION

2 hours

AIMS

To promote dignity and respect in all aspects of business.

OBJECTIVES

- ▶ Be aware of how patients and customers feel when they are not treated with respect
- ▶ Know what constitutes best practice when providing services with dignity and respect

- ▶ Understand the reasons why unacceptable staff attitudes and practices must be replaced where they exist

COURSE CONTENT

- ▶ Definition and principles of dignity
- ▶ Definition and principles of respect
- ▶ How to promote dignity and respect in the workplace
- ▶ Benefits of utilising principles of dignity and respect in the workplace
- ▶ Legislation and policy
- ▶ Best practice

COST

- ▶ **£40** plus VAT (one delegate place on a course)
- ▶ **£220** plus VAT for a group (to deliver at your workplace)

WHO IS THIS COURSE FOR?

All staff groups

COURSE DURATION

1.5 hours

AIMS

To increase awareness of Equality, Diversity and Inclusion within the workplace.

OBJECTIVES

- ▶ Explore and identify the difference between equal opportunities and diversity.
- ▶ Recognise the responsibilities of individuals and organisation according to current and relevant legislation.
- ▶ Explore different types of discrimination.
- ▶ Recognise potential indicators of Hate crimes / Hate incidents and how to report it.

COURSE CONTENT

- ▶ What constitutes Equality
- ▶ Health inequalities
- ▶ Principles of equality
- ▶ What constitutes diversity
- ▶ What is inclusion?
- ▶ What are the FREDIE values
- ▶ What does a respectful working environment look like?
- ▶ Legislation and Legal aspects
- ▶ Protected characteristics
- ▶ What is Unconscious Bias?
- ▶ What makes a supportive leader?
- ▶ What is a hate crime / hate incident?

COST

- ▶ **£40** plus VAT (one delegate place on a course)
- ▶ **£170** plus VAT for a group (to deliver at your workplace)

WHO IS THIS COURSE FOR?

Aimed at all staff that work with adults aged 16 or over.

COURSE DURATION

1 hour

AIMS

To familiarise staff with the main aspects of the Mental Capacity Act 2005 and Deprivation of Liberty Safeguards.

COURSE CONTENT

- ▶ The 5 principles of the MCA 2005.
- ▶ How and when to assess capacity including the 2 stage test for capacity.

- ▶ Best interests decisions making and Lasting Powers of Attorney (LPA)
- ▶ When to instruct an Independent Mental Capacity Advocate (IMCA).
- ▶ Advance Decisions to Refuse Treatment (ADRT)
- ▶ The Deprivation of Liberty Safeguards (DoLS)
- ▶ Section 44 offence of ill-treatment and wilful neglect.

COST

- ▶ **£40** plus VAT (one delegate place on a course)
- ▶ **£170** plus VAT for a group (to deliver at your workplace)

WHO IS THIS COURSE FOR?

Those who are interested in learning more about ADHD including schools, colleges and workplaces.

COURSE DURATION

2 hours

AIMS/OBJECTIVES

- ▶ For the learner to develop a greater understanding of ADHD and to raise awareness of the condition
- ▶ To raise awareness of the importance of medication monitoring
- ▶ To support understanding of the impact ADHD can have in the classroom, workplace and home environment

COURSE CONTENT

- ▶ Famous faces with ADHD and reported impact of their condition including their self reported benefits of ADHD
- ▶ Pathophysiology
- ▶ The potential impact for children and young people
- ▶ The potential impact in adulthood
- ▶ Medication and the effects, including the need to monitor
- ▶ Strategies/adaptations to manage symptoms

COST

- ▶ **£40** plus VAT (one delegate place on a course)
- ▶ **£300** plus VAT for a group (to deliver at your workplace)

WHO IS THIS COURSE FOR?

Clinical practitioners & other Staff who work in a range of settings with children and adults who will not or cannot consent to essential care and treatment; who engage in behaviour that compromises the safety of the clinical procedure; and where a failure to safely carry out such care and treatment will compromise the health, safety, and well-being of those involved.

COURSE DURATION

1 day

AIMS

- ▶ To enable participants to hold an individual safely during clinical assessment and treatment procedures.
- ▶ To enable participants to make evidence-based decisions about the use of Clinical Holding.

OBJECTIVES

- ▶ Describe reasoning for decisions made to restrict a person's

movement that can be evidenced against legal and professional benchmarks for risk reduction.

- ▶ Explain risks associated with the use of restrictive holds or physical restraints.
- ▶ Demonstrate verbal and non-verbal de-escalation strategies.
- ▶ Demonstrate use of holding skills consistent with a set of physiological principles that may be used in varying clinical environments to restrict movement and minimise risks.
- ▶ Demonstrate how to disengage from various holds using a consistent set of physiological principles.

COST

- ▶ **£80** plus VAT (one delegate place on a course)
- ▶ **£450** plus VAT for a group (to deliver at your workplace)

WHO IS THIS COURSE FOR?

Staff who are patient facing in a clinical setting, who do NOT use any patient moving equipment. e.g. hoists, in bed systems, stand aids, slide sheets, patient turners.

COURSE DURATION

1.5 hours

AIMS

To promote safer methods for patient handling and assist with the development and maintenance of a healthy workforce.

OBJECTIVES

- ▶ Have a basic knowledge of moving and handling operations and legislation.
- ▶ Be aware of safe postures, and the principles of safe moving and handling.
- ▶ Understand the process of an ergonomic risk assessment, and the need for ergonomic solutions to moving and handling problems.
- ▶ Be aware of unsafe handling practices.

COURSE CONTENT

- ▶ Health and Safety at Work Act 1974, Manual Handling Operations Regulations 1992, Reporting Injury, Diseases, Dangerous Occurrences Regulations 2013, Provision and Use of Work Equipment Regulations 1998, Lifting Operations and Lifting Equipment Regulations 1998.
- ▶ The importance of accurate and concise documentation.
- ▶ Risk Assessments formal and fluid, looking at hazards and risks. Recording what has been identified.
- ▶ Reporting procedures.
- ▶ Function of the spine.
- ▶ Principles to reduce injury.
- ▶ Highlight controversial techniques.
- ▶ Practical aspect will include all techniques which have been identified as required by participants and their manager.

COST

- ▶ **£40** plus VAT (one delegate place on a course)
- ▶ **£220** plus VAT for a group (to deliver at your workplace)

WHO IS THIS COURSE FOR?

Staff who are patient facing in a clinical setting, who use any patient moving equipment. E.g. hoists, in bed systems, stand aids, slide sheets, patient turners.

COURSE DURATION

3 hours

AIMS

To promote safer methods for patient handling and assist with the development and maintenance of a healthy workforce.

OBJECTIVES

- ▶ Have a basic knowledge of moving and handling operations and legislation.
- ▶ Be aware of safe postures, and the principles of safe moving and handling.
- ▶ Understand the process of an ergonomic risk assessment, and the need for ergonomic solutions to moving and handling problems.
- ▶ Be aware of unsafe handling practices.

COURSE CONTENT

- ▶ Health and Safety at Work Act 1974, Manual Handling

Operations Regulations 1992, Reporting Injury, Diseases, Dangerous Occurrences Regulations 2013, Provision and Use of Work Equipment Regulations 1998, Lifting Operations and Lifting Equipment Regulations 1998.

- ▶ The importance of accurate and concise documentation.
- ▶ Risk Assessments formal and fluid, looking at hazards and risks. Recording what has been identified.
- ▶ Reporting procedures.
- ▶ Function of the spine.
- ▶ Principles to reduce injury.
- ▶ Highlight controversial techniques.
- ▶ Practical aspect will include all equipment which has been identified as required by participants and their manager.

COST

- ▶ **£50** plus VAT (one delegate place on a course)
- ▶ **£300** plus VAT for a group (to deliver at your workplace)

WHO IS THIS COURSE FOR?

All staff groups.

COURSE DURATION

2.5 hours

AIMS

To enable individuals to gain an understanding of the complex issues involved in caring and supporting people with a cognitive impairment and their families and carers.

OBJECTIVES

- ▶ To understand what is meant by the term dementia and its prevalence in the UK
- ▶ To identify and recognise the types of dementia and the different signs and symptoms
- ▶ To consider various techniques for communicating successfully with people with dementia

- ▶ To identify some of the 'behaviours' that can present in dementia and how to respond positively to these
- ▶ To gain an understanding of the 'unmet need' and how to meet the needs of people with dementia
- ▶ To recognise signs of distress and be able to diffuse anxiety by understanding the person's experience of dementia
- ▶ To understand the person's need for 'a past reality' and how to meet these needs using Validation techniques
- ▶ To recognise the impact of diversity, equality and inclusion on the experience of dementia

COST

- ▶ **£45** plus VAT (one delegate place on a course)
- ▶ **£250** plus VAT for a group (to deliver at your workplace)

"Thoroughly enjoyed the course, gave me more knowledge and understanding of how to treat someone with dementia"

WHO IS THIS COURSE FOR?

All staff

COURSE DURATION

1 full day

AIMS AND OBJECTIVES

- ▶ To introduce you to some of the principles of Mental Health and Mental Illness
- ▶ To increase awareness of stress and its effect on Mental Health
- ▶ To improve understanding of Mental Illness and Mental Health conditions
- ▶ To highlight the importance of language when supporting others
- ▶ Increase awareness of the importance of self-care

COURSE CONTENT

- ▶ Understanding Stress
- ▶ Discrimination and Prejudice
- ▶ What is Depression and the causes
- ▶ Suicide – Signs and Support
- ▶ Anxiety Disorders
- ▶ Self Harm and Eating Disorders
- ▶ Supporting colleagues and action planning
- ▶ Self Care and Mindfulness

COST

- ▶ £50 plus VAT (one delegate place on a course)
- ▶ £235 plus VAT for a group (to deliver at your workplace)

This course is accredited by Qualsafe.





Life Support and First Aid

Life Support and First Aid

Level 3 Award in Emergency First aid at work

WHO IS THIS COURSE FOR?

- ▶ individuals who want to become a first aider at work.
- ▶ Ideal for lower risk businesses in accordance with current Health and Safety (First Aid) Regulations.

COURSE DURATION

1 day

AIMS

To promote an understanding of the techniques required for a safe prompt and efficient response to accidents and injuries occurring in the workplace.

OBJECTIVES

- ▶ Develop knowledge of Health & Safety law in relation to first aid in the workplace
- ▶ Exhibit effective communication skills required when dealing with workplace medical emergencies
- ▶ Demonstrate competence during assessment of a casualty, placing emphasis on preserve, prevent and promote

- ▶ Demonstrate Cardio Pulmonary Resuscitation (CPR) including safe use of AED
- ▶ Recognise common medical emergencies and apply recognised treatment
- ▶ Demonstrate appropriate skills for a specific range of first aid emergencies within the workplace

COURSE CONTENT

- ▶ First aid priorities
- ▶ Managing incidents
- ▶ Basic life support
- ▶ Examination of a casualty
- ▶ Unconsciousness
- ▶ Bleeding
- ▶ Burns and scalds
- ▶ Health & safety
- ▶ First aid kits
- ▶ Recording and reporting

COST

- ▶ **£60** plus VAT (one delegate place on a course)
- ▶ Group bookings are available- price on enquiry

This course is accredited by Qualsafe.



Life Support and First Aid

Level 3 award in first aid at work

WHO IS THIS COURSE FOR?

Individuals who would like to become a confident first aider at work.

COURSE DURATION

3 full days

AIMS

To promote an understanding of the techniques required for a safe prompt and efficient response to accidents and injuries occurring in the workplace.

OBJECTIVES

- ▶ Indicate knowledge of Health & Safety law in relation to first aid in the workplace
- ▶ Exhibit effective communication skills required when dealing with workplace medical emergency.
- ▶ Demonstrate competence during assessment of a casualty, placing emphasis on preserve prevent and promote
- ▶ Demonstrate Cardio Pulmonary Resuscitation (CPR) including safe use of AED

- ▶ Recognise common medical emergencies and apply recognised treatment
- ▶ Demonstrate appropriate skills for a comprehensive range of First Aid emergencies within the workplace

COURSE CONTENT

- ▶ First Aid priorities
- ▶ Managing incidents
- ▶ Basic Life Support
- ▶ Examination of a casualty
- ▶ Unconsciousness
- ▶ Bleeding
- ▶ Burns and scalds
- ▶ Common medical emergencies
- ▶ Health & Safety
- ▶ First Aid kits
- ▶ Recording and reporting

COST

- ▶ **£160** plus VAT (one delegate place on a course)
- ▶ Group bookings are available- price on enquiry

This course is accredited by Quallsafe.



Life Support and First Aid

Level 3 Award in First Aid-Requalification

WHO IS THIS COURSE FOR?

- ▶ Anyone needing to refresh their existing accredited qualification.
- ▶ This course must be completed no later than 28 days after the expiry date of your existing qualification.
- ▶ 3 yearly requalification is required.

COURSE DURATION

2 full days

AIMS

To promote the principles of the techniques required for a safe prompt and efficient response to accidents and injuries occurring in the work place.

OBJECTIVES

- ▶ Increase knowledge of Health & Safety law in relation to first aid in the workplace
- ▶ Exhibit effective communication skills required when dealing with workplace medical emergencies
- ▶ Demonstrate competence during assessment of a casualty, placing emphasis on preserve, prevent and promote

- ▶ To demonstrate Cardio Pulmonary Resuscitation (CPR) including safe use of AED
- ▶ Recognise common medical emergencies and apply appropriate treatment.
- ▶ Demonstrate appropriate skills for a comprehensive range of first aid emergencies within the workplace

COURSE CONTENT

- ▶ First aid priorities
- ▶ Managing incidents
- ▶ Basic life support
- ▶ Examination of a casualty
- ▶ Unconsciousness
- ▶ Bleeding
- ▶ Burns and scalds
- ▶ Common medical emergencies
- ▶ Health & Safety
- ▶ First aid kits
- ▶ Recording and reporting

COST

- ▶ **£110** plus VAT (one delegate place on a course)
- ▶ Group bookings are available- price on enquiry

This course is accredited by Quasafe.



Life Support and First Aid

First Aid Refresher/update

WHO IS THIS COURSE FOR?

The Health and Safety Executive strongly recommend that all staff with a current First Aid at Work qualification attend a 3 ½ hour annual refresher.

COURSE DURATION

3.5 hours

AIMS

To facilitate theoretical and practical updates, demonstrating continued competency of workplace first aid procedures and protocols.

OBJECTIVES

- ▶ To demonstrate effective communication skills required when dealing with an emergency situation
- ▶ Exhibit competence during assessment of a casualty
- ▶ Demonstrate knowledge of a comprehensive range of first aid subjects

- ▶ Demonstrate appropriate skills for a range of first aid emergencies within the workplace

COURSE CONTENT

- ▶ The role of the first aider including non-technical skills
- ▶ Prompt assessment of a casualty
- ▶ Recognition of medical emergencies within the workplace
- ▶ Care of the unconscious casualty
- ▶ How to administer cardiopulmonary resuscitation
- ▶ Treatment of common injuries within the workplace

COST

£30 plus VAT (one delegate place on a course)

This course is accredited by Qualsafe



Life Support and First Aid

Basic Life Support, AED and Anaphylaxis (Adult)

WHO IS THIS COURSE FOR?

Any individual working with adults who may be required in the course of their work to administer basic life support.

COURSE DURATION

3 hours

AIMS

This session will equip delegates with the necessary knowledge and skills required to deal efficiently with emergency resuscitation situations by implementing recognised guidelines and procedures.

OBJECTIVES

- ▶ To develop knowledge and understanding of the principles and practice of basic life support
- ▶ To demonstrate all required techniques for basic life support
- ▶ To describe the correct procedure and indication for use of Automated

External Defibrillator (AED) in accordance with current Resuscitation Council (UK) guidance

- ▶ Recognise the signs of anaphylaxis and apply appropriate treatment and response procedures

COURSE CONTENT

- ▶ Assessment and initiation of a prompt response
- ▶ Cardiopulmonary resuscitation
- ▶ Use of the pocket mask
- ▶ Safe use of AED
- ▶ Treatment of the unconscious casualty
- ▶ Treatment of choking
- ▶ Recognition and treatment of anaphylaxis

COST

£300 plus VAT for a group of 8 (Please note this course is delivered as a group booking only).

This course is accredited by Qualsafe



Life Support and First Aid

Paediatric Basic Life Support and Anaphylaxis

WHO IS THIS COURSE FOR?

Any individual working with children who may be required in the course of their work to administer basic life support.

COURSE DURATION

3 hours

AIMS

This session will promote the necessary knowledge and skills required to deal efficiently with paediatric emergency resuscitation situations in accordance with current Resuscitation Council (UK) guidance.

OBJECTIVES

- ▶ To demonstrate knowledge and understanding of the principles and practice of basic life support.
- ▶ To demonstrate all required techniques for paediatric basic life support.
- ▶ To demonstrate age-appropriate techniques recommended for the

treatment of airway obstruction in babies and children

- ▶ Recognise the signs of anaphylaxis and apply appropriate treatment and response procedures.

COURSE CONTENT

- ▶ Assessment and initiation of a prompt response
- ▶ Paediatric cardiopulmonary resuscitation
- ▶ Use of the pocket mask
- ▶ Treatment of the unconscious casualty
- ▶ Treatment of choking for babies and children
- ▶ Recognition and treatment of anaphylaxis

COST

£300 plus VAT for a group of 8 (Please note this course is delivered as a group booking only)

This course is accredited by Qualsafe



WHO IS THIS COURSE FOR?

Any individual working with children who may be required in the course of their work to administer support in the event of an allergic reaction.

COURSE DURATION

1 hour

AIMS

- ▶ To ensure that all school staff are given the knowledge and skills required to manage severe allergies in children at school
- ▶ To provide school staff with the necessary information to ensure that they are fully informed of what to do in the event of a child experiencing an anaphylactic reaction

OBJECTIVES

- ▶ Discuss what anaphylaxis is
- ▶ Explain what causes anaphylaxis
- ▶ List some of the allergens associated with anaphylaxis
- ▶ Discuss some of the symptoms displayed when someone is

experiencing and anaphylactic reaction

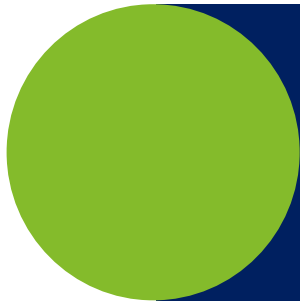
- ▶ Explain how to manage a child who is experiencing an anaphylactic reaction
- ▶ Discuss the requirements for safe keeping of medication for children with allergies

COURSE CONTENT

- ▶ What is Anaphylaxis?
- ▶ Histamine
- ▶ Allergy Statistics
- ▶ What can Cause Anaphylaxis?
- ▶ Allergy avoidance
- ▶ Airways and Breathing
- ▶ Exposure
- ▶ What are the school's responsibilities?
- ▶ Recognition and Treatment
- ▶ Adrenaline and Auto Injectors

COST

£140 + VAT for a group delivered at your workplace, Maximum class size 20



End of Life Care

WHO IS THIS COURSE FOR?

Anyone who works in any role within health and social care who want to have a better understanding about sensitive communication and explore how to enhance and improve their existing communication skills.

COURSE DURATION

3.5 hours

AIMS

- ▶ To reflect upon existing communication skills and how effectively you do so.
- ▶ Consider the impact of poor communication upon ALL interpersonal relationships.
- ▶ Consider difficult or challenging communication scenarios, including telephone conversations.
- ▶ Explore potential ways in which difficult discussions / conversations may be managed sensitively.
- ▶ To gain skills which will support you to deal with conversations / communication situations with patients, families, carers and colleagues alike.
- ▶ For you to feel more confident and comfortable relaying information and handling challenging situations.
- ▶ To acknowledge the importance of looking after yourself.

OBJECTIVES

- ▶ Show understanding of the art of sensitive communication.
- ▶ Updated your communication skills.
- ▶ You will feel comfortable and confident in managing difficult or challenging scenarios.
- ▶ Insight into your individual roles in delivering compassionate care and attention to patients, relatives & colleagues (face to face and via telephone).
- ▶ Development of interpersonal skills to support you to provide the highest standard of care.

COURSE CONTENT

- ▶ Sensitive Communication:
- ▶ Group expectations & concerns around communication
- ▶ Fundamentals of communication
- ▶ Importance of the language we use
- ▶ Barriers and benefits of communication
- ▶ Digital behaviour
- ▶ Communication scenarios (inc. phrases & questions to consider)
- ▶ Communication Facts
- ▶ The Art of Communication
- ▶ Looking after yourself

COST

- ▶ **£50** plus VAT (one delegate place on a course)
- ▶ **£300** plus VAT for a group (to deliver at your workplace)

End of Life Care

End of Life Care Academy for Registered Nurses & Allied Health Professionals

WHO IS THIS COURSE FOR?

Registered nurses and allied health professionals who work in primary or secondary healthcare, caring for patients nearing the end of their lives.

COURSE DURATION

4 days x 7 hours (currently 1 per week over 4 weeks). Can be made bespoke on request.

AIMS

To provide a comprehensive programme which explores all aspects of palliative and end of life care. This will enable attendees to enhance current knowledge and skills around this topic which will be transferable and relatable in clinical practice.

OBJECTIVES

- ▶ Enable the attendees to explore what Palliative Care means and the principles of palliative care.
- ▶ Understand the current provision of specialist palliative care within CHCP.
- ▶ Learn about pain and symptoms plus management in palliative care.
- ▶ Explore the process of undertaking a palliative assessment.
- ▶ Consider what oncological and palliative emergencies are and how to recognise / manage them.
- ▶ Explore the concept of restlessness and agitation at end of life and appropriate management of these symptoms.
- ▶ Consider the “normality of dying” and why it is important to know how to recognise deterioration and the dying phase.
- ▶ Understand the signs of approaching death and how to enable a good death.
- ▶ Enable attendees to understand the importance of anticipatory prescribing and syringe pump management.
- ▶ Explore what Advance Care Planning is, what is required and available for the patient and their family and carers.
- ▶ Understand the importance of psycho-social Support of the dying patient and their families / carers: Including Pre-bereavement support.
- ▶ Be aware of the roles of the Macmillan OT & Physiotherapist.
- ▶ Explore dyspnoea management.
- ▶ Consider the care of patients who experience fatigue and how to use mindfulness to support management.
- ▶ Understand the importance of sensitive communication in a healthcare setting, particularly in palliative care.

End of Life Care

End of Life Care Academy for Registered Nurses & Allied Health Professionals (cont.)

OBJECTIVES (cont.)

- ▶ Support further, more in depth exploration of Sensitive Communication when caring for a dying patient and their family and carers.
- ▶ Enable the attendee to explore the difference between Grief, Bereavement and Mourning.
- ▶ Explore the concept and importance of pastoral and spiritual care

COURSE CONTENT (cont.)

Day 1

- ▶ Introduction to palliative care
- ▶ CHCP Specialist Palliative Care Services overview (including Urgent Care)
- ▶ Pain and symptom management in palliative care and associated management.

Day 2

- ▶ Palliative assessment
- ▶ Palliative and oncological emergencies
- ▶ Restlessness and agitation
- ▶ Recognising dying

- ▶ Anticipatory prescribing and syringe pumps

Day 3

- ▶ Advance care planning (including ReSPECT Process and EPACCS)
- ▶ Pre-bereavement support
- ▶ Looking after yourself
- ▶ Role of the Occupational Therapist (OT) and Physiotherapist in Palliative care
- ▶ Dyspnoea management
- ▶ Fatigue and mindfulness

Day 4

- ▶ Sensitive Communication
- ▶ Loss, grief and bereavement
- ▶ Pastoral and spiritual care
- ▶ Symptom management Case Studies

COST

£450 +VAT per person

End of Life Care

End of Life Care Academy for Non-Registered Staff

WHO IS THIS COURSE FOR?

Health Care Assistants, Clinical Support Workers, Therapy Assistants and any other non registered clinical staff.

COURSE DURATION

8 hours

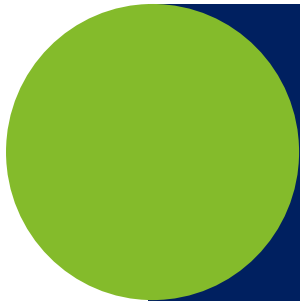
COURSE CONTENT

- ▶ What is Palliative/ End of Life Care?
- ▶ Disease Trajectory: Cancer/ Non Malignant
- ▶ Recognising Symptoms, including Management and Comfort Measures
- ▶ Oncological Emergencies

- ▶ Normality of Driving: Recognising Dying & Deterioration
- ▶ Communication: “What to do and how to say it” & Raising Concerns
- ▶ Advanced Care Planning
- ▶ Psycho-Social Support: Dealing with Loss
- ▶ Self Management: Support / Mindfulness / Resilience

COST

£180 plus VAT (one delegate place on a course)



Women's Health

WHO IS THIS COURSE FOR?

Anyone who wishes to learn more about the menopause.

COURSE DURATION

2.5 hours

AIMS

- ▶ To ensure that all attendees are given the knowledge and understanding of menopause to empower them to make the right choices for themselves by dispelling myths and conjecture.
- ▶ To provide attendees with the necessary resources and information to ensure they are fully informed of the choices available and support networks.

OBJECTIVES

- ▶ Discuss what the menopause is
- ▶ Explain what causes the menopause
- ▶ Discuss the choices of treatments available, what is evidenced based and which are experiential based.
- ▶ Medicine versus alternative therapies

- ▶ Discuss coping mechanisms in the workplace
- ▶ Discuss some of the symptoms displayed when someone is experiencing menopausal symptoms

COURSE CONTENT

- ▶ Menopause in the workplace
- ▶ Useful tips and advice including the workplace.
- ▶ Advice on specialist referral pathways.
- ▶ Coping mechanisms
- ▶ menopause treatments
- ▶ Q&A time
- ▶ Resource list with evidenced based information used in clinical settings.

COST

- ▶ **£270** plus VAT, one hour briefing for managers via MS teams
- ▶ **£300** plus VAT for 1.5 hour session general presentation for staff via MS teams
- ▶ Group bookings only, maximum of 20 delegates in a group

“Very informative session and the presenter very knowledgeable. Thank you”

WHO IS THIS COURSE FOR?

- ▶ Health Care Professionals or Allied Health Professionals working in primary or secondary care who are or intend to fit ring pessaries for prolapse.
- ▶ This course offers an update for existing fitters or new staff to the role of fitting pessaries within their service.

COURSE DURATION

3 hours

AIMS

To provide health care professionals with the theoretical/practical skills and knowledge required safely fit and change pessaries.

OBJECTIVES

- ▶ Understand the causes of female genital prolapse
- ▶ Describe the signs and symptoms associated with this condition
- ▶ Discuss conservative & surgical options.

- ▶ Identify problems associated with ring pessaries and other forms of pessaries.
- ▶ Describe how to fit and change a ring pessary.

COURSE CONTENT

- ▶ Overview of the female genital tract
- ▶ Assessment and exclusion criteria. Risk factors, clinical features, management of pessaries.
- ▶ Workshop on the different types of pessaries practical workshop on how to fit a ring pessary.
- ▶ Troubleshooting and how to solve problems.
- ▶ Discuss genitourinary syndrome of menopause (GSM) including vaginal moisturisers, lubricants and Local oestrogen treatments
- ▶ The course is geared so that on completion you will be well prepared to return to your clinical area to practice under supervision and work towards competence.

COST

£445 + VAT per delegate (3 Hours CPD)

WHO IS THIS COURSE FOR?

- ▶ Midwives in secondary and primary care settings. To be eligible to register on this course, you must be a midwife registered with the NMC.

COURSE DURATION

3 hours

AIMS

To provide Midwives with the theoretical/practical skills and knowledge required to inform women of current contraceptive choices.

OBJECTIVES

- ▶ Describe the currently available contraceptive methods
- ▶ Discuss the main advantages and disadvantages of these contraceptive methods
- ▶ Identify contraindications to contraceptive methods by using the UKMEC

- ▶ Understand when contraception can be started after pregnancy
- ▶ Introduce contraception into consultations with pregnant and recently delivered women
- ▶ Understand the use of "Bridging Contraception"

COURSE CONTENT

- ▶ interactive up-to-date, evidence-based learning for midwives.
- ▶ Interactive day with scenario based learning, presentations, time for discussion, questions and role play.
- ▶ skills and confidence in consulting with patients about contraception

COST

£445 + VAT per delegate (3 Hours CPD)

Further Information and Contact Details

Bookings

Bookings must be made at least **14 days in advance** of the date of the course. In exceptional circumstances we may be able to accommodate at short notice. Please contact us to enquire.

Payments

All customers will receive an invoice for bookings made. Payment is required within **7 working days** of the invoice issue date or prior to the date of the course (whichever is sooner). All bookings must be paid for prior to attendance on the selected course. Payments can be accepted via BACS, credit or debit card or cheque.

Bespoke Training

We can deliver bespoke training to meet more specific workplace needs in a range of subject areas. We can also provide training in your own workplace on request.

Charity and Volunteer Booking

We are pleased to offer a 20% discount for all charity & voluntary organisations. This applies to both individual and bespoke bookings.

Terms and Conditions

Further detail and terms and conditions are available at the end of this training brochure or on our website: www.chcpcic.org.uk

Contact us

For general enquiries, bookings and course dates, please contact the CHCP Learning Resources Department using the below details:

Email: Sharon.bettney@nhs.net

Telephone: 01482 347660

A summary of our terms and conditions relating to all commercial training

1. Payment terms

All customers will receive an invoice for bookings; payment should be made within 7 days of the invoice issue date or 7 days prior to the course start date, whichever is sooner.

2. Course bookings

Bookings may be made by email, fax, letter or phone. Telephone bookings must be confirmed in writing upon request. Please quote purchase order numbers where applicable.

3. Transfers

Should circumstances mean that you need to transfer to another course; there will be no charge however transfers must be made more than 2 weeks prior to the course date

4. Cancellations

Should circumstances mean that you have to cancel your course and are unable to transfer your booking to another date, the following charges will apply;

- More than four weeks prior to the course start date - no charge
- Two to four weeks prior to the course - 50% of the course fee
- Less than two weeks prior to the course - full fee.

NB Cancellation must be made in writing and received by CHCP CIC by the due date.

5. Non-attendance

If you do not attend a course, and you have not previously informed us, the full course fee remains payable.

6. Late arrivals/missed sessions

If you arrive late for a course or are absent from any session, we reserve the right to refuse to accept you for training if we feel you will gain insufficient knowledge or skill in the time remaining. In all such cases, the full course fee remains payable. To conform with Health and Safety Executive (HSE) requirements for statutory certificates, attendance at all sessions is mandatory.

7. Unforeseen circumstances

On occasion, unforeseen circumstances may require us to cancel a course. In such circumstances you will be given as much notice as possible and either a free transfer to another course date or a full refund of fees paid.

8. Requalification courses

To be eligible to attend an HSE two-day Requalification course, students must present a valid First aid at work certificate.

9. VAT

All course fees are subject to the current VAT (valid exemptions only).

10. Fair processing

All information that we hold concerning you will be held and processed by CHCP CIC strictly in accordance with the provisions of the Data Protection Act 2018. Such data will be used by the organisation to administer our relationship with you as a customer. We will not, without your consent, supply your name and addresses to any [other] third parties except where (1) such transfer is a necessary part of the activities that we undertake, or (2) we are required to do so by operation of law.

As an individual, you have a right under the Data Protection Act 2018 to obtain information from us, including a description of the data that we hold on you.