

Health Services Staff Training Unit

Prospectus
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Blizard Institute
Centre for Primary Care and Public Health
Barts and the London School of Medicine and Dentistry
Queen Mary University of London



Barts and The London
School of Medicine and Dentistry

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Health Services Staff Training Unit

The Health Services Staff Training Unit (HSSTU or the Unit) was established in 1994, primarily to run training courses for front line staff in general practice in east London. In the 16 years since, the Unit has developed its work into providing an integrated programme of education and training specifically designed for those working across the health sector.

As part of Barts and the London School of Medicine and Dentistry in Queen Mary University of London, the Unit offers a wide range of study options, including short courses, 12 month certificate courses in higher education and accredited education programmes encompassing an assessment centre for National Vocation Qualifications (NVQs) and Open College Network (OCN) competences.

Our Aims

- To improve the quality of health care by developing the skills and knowledge of management and administration staff
- To increase skills and knowledge by building on and consolidating existing competencies for support staff working in health care
- To promote and encourage continuing professional development
- To prepare support staff for future developments in the management and provision of quality health care services
- To provide flexible and local learning opportunities, appropriately assessed and accredited.

The courses and programmes aim to cover the fundamental training needs for staff across the spectrum of front line receptionists, administrators, supervisors, middle managers and GP practice managers. The Unit's policy is to offer a clear developmental pathway for staff at various stages of their career development, including those new to management and those wishing to develop their skills and competencies within their roles, by promoting and encouraging continuing professional development.

The Unit offers other training opportunities for practice or department teams to work together through specific and individually designed programmes. We also offer training courses, with a modular approach to study, for health care assistants and other front line staff, which are accredited through the Open College Network.

Assessment Centre

The Assessment Centre is established within the HSSTU. It is accredited and registered with the Oxford Cambridge Royal Society of Arts (OCR) and the OCN as awarding bodies. The centre is approved for:

- Customer Service - NVQ level 2 and 3
- Business and Administration - NVQ level 2 and 3
- Introduction to Customer Care and Administration Certificate - Level 2
- Programme for Experienced Administrators and Receptionists working in health care - Certificate - Level 3
- Health Care Assistant Introductory Course - Level 2

All trainers, assessors and internal verifiers are experienced in health care management and administration. Candidates attend a monthly session where they receive teaching and resources as well as benefitting from the opportunity to meet other learners.

The team

The Unit team is led by Nicci Iacovou, Director, who works with seven members of staff

Nicci Iacovou - BSc, CIFSM, PGCE, Cert.Coaching, Cert.Counselling Skills, Assoc. CIPD Director

Nicci Iacovou joined the Health Services Staff Training Unit in October 2003, after working in a similar environment at the University of Reading. A graduate in biological sciences, her NHS career spans many years in a variety of health care fields and in interagency and multi-cultural settings including regional scientific services, learning disabilities, medical personnel and primary care.

Her later work has been mainly in primary care development, including seven years as a freelance consultant, facilitator and trainer. This has included primary and community health care team development, practice development planning, primary care group development and clinical governance education programmes for community trusts. She has completed a number of projects, including users' views on service provision, an audit of practice manager competences for three PCGs, training needs surveys, evaluation of a teaching PCTs first year and an evaluation of protected learning times for Reading and Wokingham PCTs. She has also lectured regularly at various educational institutions and has been a visiting lecturer at the University of East London.

Currently, she has lead responsibility for management training and any additional programmes run by the unit including the patient centred service programme, practical management workshops, and team development away days. She has a strong belief in the ongoing education and training for all NHS staff and also the longer term impact of learning on working practices. She is currently involved in an impact evaluation of HSSTU's core training programme.

Margaritte Arkell - MA (Pers & Devpt, Ass. CIPD), Dip. Mgt (ACMI) HSSTU Assessment Centre Lead

Margaritte joined the NVQ Centre in October 2003 as a freelance assessor and in 2006, after completing her V1 (internal verifier), became the NVQ Lead. Margaritte previously worked in the Public Health Department at the then Strategic Health Authority where she was involved in all aspects of co-ordinating training for support and senior staff as well as co-ordinating a new course for NHS staff wishing to gain skills in Public Health. Margaritte has a keen interest in the evaluation of learning, training and development and carried out a project involving staff in the Centre for Health Sciences. She is course leading the programmes within the Assessment Centre and is also a member of the Chartered Institute of Personnel and Development (CIPD) and the Chartered Management Institute (CMI).

Robin Bowyer - MSc, Cert.Ed, RN, RMN, RM, NLP Dip Trainer and Manager

Robin has a wide-ranging background in health, education and the voluntary sector. He started his professional life as a general and mental health nurse and then moved on to be the first male midwife in the UK. He has taught extensively in further and higher education including health promotion, health studies, medical terminology and clinical governance. Robin has been working in the Health Services Staff Training Unit since 2007. Prior to this he worked locally as a senior manager in primary care settings in a variety of roles covering health promotion, commissioning, performance management, clinical governance and quality. Robin is a passionate advocate of continuing education, training and coaching in all healthcare settings.

Shirley Dryden
Course Administrator

Shirley joined the unit in 2002 as a course administrator. She has worked in various roles starting with The National Union of Teachers as an accounts clerk and then into Stock broking in the city for 18 years before moving into an NHS setting for the past 10 years. Firstly as a receptionist in a Hackney practice for 3 years and then at Queen Mary, University of London as a course administrator for Continuing Medical Education and then further as an administrator for Tower Hamlets Mental Health Trust. She handles course applications, sorts out venues and catering requirements and deals with our daily enquiries. She is a key person in the organisation and helps towards the smooth running of the training programme and the NVQ centre, which provides much of its accreditation. She also gives a responsibility to working with a small team of trainers.

Jan Godfrey
Course Administrator

Janet has been working in the Health Services Staff Training Unit since January 2008. She comes with a wealth of administrative and secretarial experience gained in the private sector encompassing training, sales and human resources. She works very closely with Shirley Dryden and, together, they are the backbone of the unit in that they provide seamless administrative support to the Director and managers in the unit. Janet is also the course administrator for the Certificate in Medical Terminology and Health Care Administration and has responsibility for the day-to-day administration of the course, liaising with tutors, students, personal tutors and maintaining all the necessary documentation for the course. She also provides administrative support to the assessment centre lead.

Sue Neville - BSc, Dip.Practice Mgt, Cert.in Practice Mgt
Trainer and Manager

Sue has been a Practice Manager in Primary Care for the past 22 years having started as a receptionist and working up through the ranks! She has worked on a part time basis for the past 6 years at the Health Service Staff Training Unit as a trainer and NVQ assessor and Internal Verifier. She also works part time as a manager at a busy GP surgery in Essex. Her special interest is in NHS finance but she also trains in topics such as Health and Safety. She has recently been course leader for the Health Care Assistant Introductory course

The Wider HSSTU Team

The Unit is supported by a number of external trainers with complementary skills across a wide range of health backgrounds.

The HSSTU undertakes regular reviews to ensure that course content, training materials and different teaching methods are able to constantly, accurately and appropriately reflect changing NHS policy, new developments and emerging issues.

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Diploma of Higher Education in Health Care Management

Programme code	A4ED
Duration	Nine months. From 9.30 - 5.00 pm - days tbc
Level	Level 5 Diploma of Higher Education (equivalent to the second year of a bachelor degree)
Aims of the course	To provide a Level 5 Diploma of Higher Education qualification to participants who will normally have some experience in a health care setting
Programme description	<p>Building on the Certificate of Higher Education in Health Care Management, this new provides knowledge and understanding on commissioning health services with an option to take one of two pathways (1) organisational development and change or (2) financial and resource management plus a project module which will focus on a work based project.</p> <p>At the end of the course you will have increased:</p> <ul style="list-style-type: none"> • your change management skills within the health care context or your financial management skills • your understanding of commissioning health services • your management research skills • your confidence in managing people, managing systems and your work environment • your prospects of career advancement and progression.
Modules	<p>Modules</p> <p>Commissioning and Health Service Delivery – CHSD (times tbc) - 45 credits Financial and Resource Management – FRM (times tbc) - 15 credits * NHS Organisational Development and Change – ODC (times tbc) – 15 credits * Project module – (times tbc) – 60 credits</p>
Aims of the course	To provide a Level 5 Diploma of Higher Education qualification to participants who will normally have some experience in a health care setting
Assessment/Award	<p>All modules are assessed by a variety of written assignments, multiple choice questions, course work, project dissertations and presentations. All are weighted in varying degrees.</p> <p>The course is accredited by Queen Mary, University of London. The qualification at the end of the course is Diploma of Higher Education in Health Care Management.</p> <p>Students are required to successfully complete all modules over two years.</p> <p>For those wishing to study the course over two years :-</p> <p>In response to learners’ needs and work commitments, it is possible to complete the CHSD module and the chosen option module in year one and the Project module in year two.</p>
Entry requirements/who should attend	<p>Certificate of Higher Education in Health Care Management or equivalent; Relevant experience in a health care setting, interview and employer’s support; Participants will require commitment, enthusiasm and an ability to complete a course of study.</p>
Programme leader	Nicci Iacovou 020 7882 2530 / 020 7882 2528 - n.iacovou@qmul.ac.uk
Programme teaching staff	Sue Neville, Peter Bodden, Dr Thoreya Swage, Gill Morris, Dr Lewis Caplin and Maggie Falshaw and others
Programme fees	Please refer to enclosed price list
Location	The course will be delivered at the Whitechapel Campus

Certificate of Higher Education in Health Care Management

Programme code	A3EM
Duration	Nine months. From 9.30 - 5.00 pm Fridays.
Level	Level 4 Certificate of Higher Education (equivalent to the first year of a bachelor degree)
Aims of the course	To provide a Level 4 Certificate of Higher Education qualification to participants who will normally have some experience in a health care setting
Programme description	<p>Running since 1996, the aim of the course is to provide a level management certificate qualification to participants who will normally have worked for at least one year at or above senior receptionist level in general practice, or have similar supervisory or management experience in another care setting. Past students have also included nurses, physiotherapists and psychologists.</p> <p>At the end of the course you will have increased:</p> <ul style="list-style-type: none"> • your management skills and knowledge within the health care context • your confidence in managing people, managing systems and your work environment • your prospects of career advancement and progression.
Modules	<p>Modules – three modules over three semesters</p> <p>Managing Self and Others - MSO (five Fridays) -30 credits</p> <p>Finance, Data Management and IT Strategy - FDM (Seven Fridays) - 45 credits</p> <p>About the NHS and its Services - ANHS (TBC) - 45 credits</p>
Aims of the course	To provide a Level 4 Certificate of Higher Education qualification to participants who will normally have some experience in a health care setting
Assessment/Award	<p>All modules are assessed by a variety of written assignments, multiple choice questions, course work and presentations. All are weighted in varying degrees. The course is accredited by Queen Mary, University of London. The qualification at the end of the course is Certificate of Higher Education in Health Care Management.</p> <p>For those wishing to study the course over two years: students are required to successfully complete all modules over two years. In response to learners' needs and work commitments, it is possible to complete the MSO and ANHS modules in year one and the FDM module in year two or vice versa.</p>
Entry requirements/who should attend	Relevant experience in a health care setting, interview and employer's support. Participants will require commitment, enthusiasm and an ability to complete a course of study.
Programme leader	Nicci Iacovou 020 7882 2530 / 020 7882 2528 - n.iacovou@qmul.ac.uk
Programme teaching staff	Sue Neville, Peter Bodden, Dr Thoreya Swage, Gill Morris, Jackie Brown, Dr Lewis Caplin and Maggie Falshaw
Programme fees	Please refer to enclosed price list.
Location	The course will be delivered at the Whitechapel Campus

Certificate of Higher Education in Health Care Administration And Medical Terminology

Programme code	A3EL
Duration	Nine months part time over one year. Students also have the option of studying over two years. One day per week. From 09.30 – 4.30pm.
Level	Level 4 Certificate of Higher Education (equivalent to the first year of a Bachelor degree)
Aims of the course	<ul style="list-style-type: none"> • To enhance students’ understanding of the context in which they – and the health care organizations that employ them - operate • Enable participants to work together to share experiences and to gain insights into the culture in, and difficulties faced by, each other’s organisations • Encourage participants to contribute to the development of their health care organisations • To contribute to the overall aim of delivering good quality patient care in the health service • To nurture and develop support staff’s skills in the health services so as to knowledgeable and proactively manage, rather than simply cope with, change to enable accurate exchange of information between primary and secondary care health professionals and improve the patient experience • To increase knowledge and understanding of the legal aspects of healthcare administration • To increase understanding of medical terminology
Programme description	This innovative course is open to medical secretaries, clinic clerks, senior receptionists and those with an interest in health care administration and medical terminology. Previous students have worked in a variety of health care settings including general practice, community health services, secondary care or the private health sector.
Modules	Health Care Administration (five half days) - 15 credits About the NHS and its services (thirteen half days - tbc) -45 credits Medical Terminology (18 half days) - 60 credits
Assessment/Award	All modules are assessed by a variety of written assignments, multiple choice questions, course work and presentations. All are weighted in varying degrees.
Entry requirements/who should attend	Relevant experience in a health care setting, interview and employer’s support.
Programme leader	Mr Robin Bowyer. 020 7882 2532 - r.bowyer@qmul.ac.uk
Programme teaching staff	Dr Thoreya Swage, Sue Neville, Margaritte Arkell, Jackie Brown, Dr Chris Derrett, Michele Leworthy and Nicci Iacovou
Programme fees	Please refer to enclosed price list
Location	The course will be delivered at the Whitechapel campus.

Experienced Programme for Administrators and Receptionists working in Health Care

Programme code	PEAR014-021
Duration	Up to nine months which includes a choice of eight sessions (9 units). From 9.30 to 4.30pm
Level	Level 3
Aims of the course	To equip receptionists and administrators with the necessary skills whilst providing them with a qualification accredited by the National Open College Network (OCN). Learners can then go on to achieve a Certificate of Higher Education in either Health Care Management or Health Care Administration and Medical Terminology.
Programme description	This course is designed for receptionists and administrators working in health care. Each session is delivered separately so that the learner can attend as little as one, or all, of the sessions. The learner will have the opportunity of building credits towards the Qualification Credit Framework (QCF) through bite sized learning.
Modules	Session 1: Introduction to the National Health Service Session 2: Patient Pathway Administration Referral and Booking Session 3: Understanding equality and diversity in health services Session 4: Understanding Health and Safety in health services Session 5: Health and Community Care Session 6: Communication in the work place Session 7: Problem Solving in the work place Session 8: Developing Research and Presentation skills (2 units)
Assessment/Award	Learners are required to produce an assignment for each unit chosen and in some cases an observation will be carried out by the tutor. Learners will also be required to produce a piece of research as well as a formal presentation which will be taught in Session 8. Accredited by the open college network (OCN). Completion of all units will lead to a certificate or diploma.
Entry requirements/who should attend	Basic literacy skills test. Please see programme description
Programme leader	Margaritte Arkell 020 7882 2527 - m.arkell@qmul.ac.uk
Programme teaching staff	Margaritte Arkell, Sue Neville, Jackie Brown, David Carter and Philipa Ademuyiwa
Programme fees	Please refer to enclosed price list.
Location	The course will be delivered at the Whitechapel or Mile End campus.

Introduction to Customer Service and Administration

Programme code	ICSA006-13
Duration	Up to nine months which includes a choice of eight sessions (8 units). From 9.30 to 4.30pm
Level	Level 2
Aims of the course	To equip receptionists and administrators with the necessary skills whilst providing them with a qualification accredited by the National Open College Network (OCN). Learners can then go on to achieve the level 3 course.
Programme description	This course is designed for receptionists and administrators working in health care. Each session is delivered individually so that the learner can attend as little as one, or all, of the sessions. The learner will have the opportunity of building credits towards the Qualification Credit Framework (QCF) through bite sized learning.
Modules	<p>Session 1: Introduction to the National Health Service</p> <p>Session 2: Patient Pathway Administration - Referral and Booking</p> <p>Session 3: Understanding equality and diversity in health services</p> <p>Session 4: Understanding Health and Safety in health services</p> <p>Session 5: Understanding Recording Keeping for the Care Worker</p> <p>Session 6: Developing Customer Service Skills</p> <p>Session 7: Developing Group and Teamwork Communication Skills</p> <p>Session 8: Demonstrating Speaking and Listening</p>
Assessment/Award	Learners are required to produce an assignment for each unit chosen and in some cases an observation will be carried out by the tutor. Accredited by the Open College Network (OCN) Completion of all units will lead to an award or certificate.
Entry requirements/who should attend	Subject to basic literacy skills test. Basic experience in health promotion and smoking cessation Some experience of working with a nurse would be an advantage
Programme leader	Margaritte Arkell 020 7882 2527 - m.arkell@qmul.ac.uk
Programme teaching staff	Margaritte Arkell, Sue Neville, Jackie Brown, David Carter and Philipa Ademuyiwa
Programme fees	Please refer to enclosed price list
Location	The course will be delivered at the Whitechapel or Mile End campus.

Health Care Assistant Introductory Course

Programme code	HCA001-5
Duration	Up to eight months - nine taught sessions (5 units). From 9.30 to 4.30pm
Level	Level 2
Aims of the course	To equip existing healthcare assistants or those wishing to move into the health care assistant role with basic knowledge and skills. The course is accredited by the National Open College Network and will assist the learner in building credits for the future.
Programme description	This course is designed for receptionists and administrators and health care assistants working in health care. Each session is delivered separately so that the learner can attend as little as one, or all, of the sessions. The learner will have the opportunity of building credits towards the Qualification Credit Framework (QCF) through bite sized learning.
Modules	Session 1: Introduction to the National Health Service Session 2: Understanding Record Keeping for the Care Worker Session 3: Communication, Health, Safety & Security and Equality & Diversity Session 4: Health Care Support Worker – Obtaining Specimens Session 5: Understanding Health Promotion in Care Settings
Assessment/Award	Learners are required to produce an assignment for each unit chosen and in some cases an observation will be carried out by the tutor. Accredited by the Open College Network (OCN) Completion of all units will lead to an award or certificate.
Entry requirements/who should attend	Subject to basic literacy and numeracy skills test Basic experience in health promotion and smoking cessation. Some experience of working with a nurse would be an advantage.
Programme leader	Sue Neville 020 7882 2549 - s.neville@qmul.ac.uk
Programme teaching staff	Margaritte Arkell, Sue Neville, Jackie Brown, David Carter and Philipa Ademuyiwa
Programme fees	Please refer to enclosed price list
Location	The course will be delivered at the Whitechapel or Mile End campus.

Reception and Telephone Skills

Course code	RTS0100
Duration	One day (1 unit) from 9.30 – 4.30 pm. Followed by workplace observation
Level	Level 2
Aims of the course	To equip those working in health care reception setting with the necessary skills to deal with face to face communication as well as gaining effective telephone skills.
Course description	This course is designed for receptionists and administrators working in health care and is accredited by the Open College Network (OCN). It offers 2 credits and learners will have the opportunity of building credits towards the Qualification Credit Framework (QCF) through bite sized learning.
Assessment/Award	Students will be required to keep a learning diary as well as assessor observations in the workplace whilst dealing with internal and external customers. Accredited by the Open College Network (OCN). CPD Certified.
Entry requirements/who should attend	There are no entry requirements although if students wish to move onto the Introduction to Customer Service and Administration course they will be required to take a basic skills literacy test.
Course leader	Margaritte Arkell 020 7882 2527 - m.arkell@qmul.ac.uk
Course fees	Please refer to enclosed price list
Location	Currently the course will be held at Whitechapel, although other areas may be arranged depending on number and location of applicants

Introduction to Management

Course code	ITMIC01
Duration	Five taught days and a sixth final day for participants to present Personal Development Plans (PDP). From 9.30 to 4.30pm
Level	Equivalent to level 3. No specific level. Please see course description and entry requirements.
Aims of the course	This course aims to provide new health care managers - or those aspiring to be managers with information, strategies and practical solutions to help them manage their day to day work underpinned by an overview of basic management theory. It also provides a refresher for more experienced managers.
Course description	<p>A six day programme which runs over six weeks and focuses on self-development and reflective learning, whilst providing an overview of key primary care management skills and knowledge.</p> <p>Modules</p> <p>Session 1: The role of the manager and management techniques</p> <p>Session 2: The NHS and patient services</p> <p>Session 3: Finance for managers</p> <p>Session 4: Managing people; employment law and good employment practice</p> <p>Session 5: Personal effectiveness and personal development</p> <p>Session 6: Presentation of personal development plans</p>
Assessment/Award	CPD Certified. To obtain a certificate of attendance, participants must attend 5 out of 6 days and present their PDP to the group.
Entry requirements/who should attend	Other pre-requisites other than commitment, and the ability to complete the course. This course is for newly appointed managers, managers returning to work after a career break, and for those wanting an introduction to management in the health service.
Course leader	Course Leader Nicci Iacovou 020 7882 2528 - n.iacovou@qmul.ac.uk
Course fees	Please refer to enclosed price list.
Location	Various locations across London.

Introduction to Medical Terminology and Basic Administration

Course code	ITMTBAIC02
Duration	Nine half days over nine weeks. From 9.30 to 1.00pm or 1.00 to 4.30pm
Level	No specific level. Please see course description.
Aims of the course	<ul style="list-style-type: none"> • To increase knowledge of medical terms • To understand the formation of medical terms • To understand basic anatomy and main body systems • To increase knowledge about common tests and procedures •
Course description	<p>This course is delivered over nine half day sessions and will be of benefit to those who work in health care and wish to gain a basic understanding of anatomy, physiology, and medical terms with the aim of improving understanding and application in the workplace.</p> <p>At the end of the course, participants will have:</p> <ul style="list-style-type: none"> • An understanding of the terminology of the body • An increase awareness of national screening programmes processes and outcomes • A basis for developing skills in the usage of medical terminology <p>Modules</p> <p>Session 1: Terminology of the NHS Sessions 2 – 5: Terminology of the Body I - IV Session 6: Terminology of Screening Session 7: Terminology of Mental Health Services Session 8: Terminology of Tests and Investigations Session 9: Terminology researched by you!</p>
Assessment/Award	No formal assessment. CPD Certified.
Entry requirements/who should attend	This course is intended for any staff involved in the administration of health care. Although there are no pre-requisites, staff who have worked in the NHS for at least 6 months are more likely to benefit from this course in terms of ability to participate.
Course leader	Hermione Pool and Sue Neville 020 7882 2530 / 020 7882 2549
Course fees	Please refer to enclosed price list.
Location	Various locations across London.
KSF dimensions	This course is matched against all of the KSF core skills and G1 at level 1

The New Receptionist

Course code	TNRIC03
Duration	The New Receptionist is a new one day workshop from 9.30 to 4.00pm
Level	The course is aimed at receptionists new to the NHS
Aims of the course	This course has been designed to equip new receptionists with a basic knowledge of their role and the NHS
Course description	<p>Topics covered include:</p> <ul style="list-style-type: none"> • Understanding of role within the NHS • Patients records and confidential • Equality and Diversity - barriers to health care • Communication - including use of the telephone <p>Learners will be taught in small and large group sessions and have the opportunity to ask questions throughout.</p>
Assessment/Award	No formal assessment. Participants will receive a certificate of attendance. CPD Certified
Entry requirements/who should attend	Please see aims and level
Course leader	Margaritte Arkell 020 7882 2527 - m.arkell@gmul.ac.uk
Course fees	Please refer to enclosed price list.
Location	The workshop will be held in various locations across London.

The Chaperone in Health Care

Course code	TCPHIC04
Duration	Two hour workshop at a time to suit your organisation.
Level	This course is designed for anyone in health care who needs to understand the role of a chaperone and who wants to develop their skills to undertake this role with confidence.
Aims of the course	<ul style="list-style-type: none"> • To increase understanding of why chaperones are required • To share experiences and best practice • To increase understanding of the patient perspective • To increase understanding of what is involved in being a chaperone
Course description	<p>An interactive two hour workshop that will include group discussions and activities on:</p> <ul style="list-style-type: none"> • Issues and concerns • Difficult situations • Empathy with the patient • The general rules of chaperoning • Sharing experiences <p>At the end of the sessions, participants will have:</p> <ul style="list-style-type: none"> • The statutory requirements and the new model chaperone framework • Best practice when chaperoning • How to cope with difficult situations when chaperoning
Assessment/Award	There is no formal assessment. Participants will receive a certificate of attendance.
Entry requirements/who should attend	No specific entry requirements. Please see course description.
Course leader	Sue Neville. 020 7882 2549 - s.neville@qmul.ac.uk
Course fees	Please refer to enclosed price list.
Location	The course can be run at a venue of your organisation's choice
KSF dimensions	This course is matched against all KSF core skills at level 1 to 2 and HWB2 at level 1

Training the Trainers

Course code	TTTSC02
Duration	An interactive four day course delivered over two consecutive weeks with Day 1, 2 and 3 in week one and Day 4 in week two. From 9.30 to 4.30pm
Level	No specific level. Please see entry requirements.
Aims of the course	<ul style="list-style-type: none"> • To increase understanding of the skills required for training, mentoring and coaching others • Develop an awareness of how to transmit your knowledge with enthusiasm and clarity • To improved confidence in developing individuals and teams within the workplace • To act as a springboard to developing the training and development arm of your portfolio, and contribute to your continuing professional development •
Course description	<p>This course will benefit anyone who develops others in their workplace, and who wishes to gain new or refresh existing skills in training, development, coaching and mentoring others. The course programme will use a variety of teaching and learning methods, scenarios and activities that cover the following topics:</p> <ul style="list-style-type: none"> • Assessing learning needs • Planning training • Presentation skills • Group work • Mentoring • Coaching <p>Students will need to complete a task in preparation for the course. At the end of the course participants will have:</p> <ul style="list-style-type: none"> • Gained an understanding of a variety of methods for training, mentoring and coaching others • A better understanding of the aspects of group and individual dynamics in a training setting • Increased their confidence in training skills.
Assessment/Award	Feedback on presentation of a training session. Certificate of attendance. CPD Certified.
Entry requirements/who should attend	Managers and Administrators with an interest in educational development of themselves and their teams.
Course leader	Nicci Iacovou 020 7882 2530 n.iacovou@qmul.ac.uk Robin Bowyer 020 7882 2532 r.bowyer@qmul.ac.uk
Course fees	Please refer to enclosed price list.
Location	The course can be delivered across London and the outer areas.
KSF dimensions	This course is matched against KSF core skills 1,2,4,5 and 6 and G1 at level 2-3.

A Refresher Course in Summarising Medical Records

Course code	SMRSC01
Duration	The course is delivered over three half days (three weeks) and includes activities covering all aspects of medical summarising. From 9.30 to 1.00pm or 1.00 to 4.30 pm
Level	There is no specific level - see entry requirements and course description
Aims of the course	<ul style="list-style-type: none"> • To gain an understanding of the standards required for best practice in medical summarising • To increase awareness of how patient data is used in general practice, including audits • To develop an understanding of how to maximize Quality and Outcomes Framework (QOF) targets • To gain the knowledge and tools required for accurate READ coding of information • To offer practical advice with summarising medical records and clinical correspondence effectively.
Course description	<p>An interactive course delivered over three half days (over three weeks), that includes activities covering all aspects of medical summarising. This course will benefit all practice staff, both clinical and non-clinical, who are wishing to refresh their skills, and gain up-to-date knowledge in medical records summarising including:</p> <ul style="list-style-type: none"> • Data Protection Act 1998 and patient confidentiality • National Summary Care Record • Quality and Outcomes Framework • Scanning • READ coding hierarchy and disease registers • Clinical audits • Recall systems <p>At the end of the course participants will:</p> <ul style="list-style-type: none"> • Be aware of the importance of attention to detail in medical summarising • Have an understanding of the impact of the Data Protection Act • Understand how to use patient data effectively • Have an understanding of the READ code hierarchy and disease registers • Be able to maximise QOF points for your practice
Assessment/Award	There is no formal assessment. Participants will receive a certificate of attendance
Entry requirements/who should attend	<p>Although there is no required level participants should previously have either:</p> <ol style="list-style-type: none"> 1. Currently summarising medical records within their workplace, OR 2. Have at least 12 months previous experience in medical records summarising OR 3. Have a non-UK clinical qualification OR 4. A UK clinical qualification, and not worked in general practice. <p>And also have Attendance at our 9 week course "Introduction to Medical Terminology and Basic Administration"(or equivalent), will enhance learning and is strongly recommended.</p>
Course leader	Jackie Brown. 020 7882 2530 - s.a.dryden@qmul.ac.uk
Course fees	Please refer to enclosed price list.
Location	The course can be run at a venue of your organisation's choice.
KSF dimensions	This course is matched against KSF core skills 1, 2, 4 and 5 at levels 1 – 2 and IK1, IK2 and IK3 at levels 2 – 3.

Mental Health Services – an overview

Course code	MHS01
Duration	One day
Level	No specific level. Please see course description.
Aims of the course	<p>To provide the learner with an understanding of mental health conditions and the structure of mental services including the legal context in which such care is delivered. The individual will leave with an insight as to how mental health care is provided with specific reference to the consent and confidentiality issues relating to this area of health care.</p> <p>The programme will cover the following topics:</p> <ul style="list-style-type: none"> • The structure of mental health services (community to specialist or tertiary care including forensic services) • An overview of the Mental Health Act 1983 and 2007 and how this applies to mental health service users • An overview of the main mental health conditions/specialist areas and how this impacts on people with mental health conditions • An overview of the Care Programme Approach and key issues relating to multidisciplinary/ multi agency working and confidentiality of personal Information. <p>The course will be a mixture of presentations, interactive discussions and group work, providing an opportunity to take part in an exercise tackling a key mental health area.</p>
Course description	This course is designed for junior staff (administrators, secretarial staff, reception staff, ward clerks, clinical coders, clinic clerks etc) working in mental health care as well as ambulance services).
Assessment/Award	No formal assessment. Participants will receive a certificate of attendance. CPD certification is being sought.
Entry requirements/who should attend	Please see course description.
Course leader	Dr Thoreya Swage 020 7882 2528 - j.godfrey@qmul.ac.uk
Course fees	Please refer to enclosed price list.
Location	The course can be run at a venue of your organisation's choice.
KSF dimensions	The course is matched against KSF core skill 2 (personal and people development) at level 1 and core skill 6 (equality and diversity) at level 2.

Mental Health Awareness

Course code	MHA02
Duration	2 half days
Level	No specific level. Please see entry requirements
Aims of the course	<ul style="list-style-type: none"> • To increase knowledge of common mental health illnesses and conditions • To discuss the impact of poor mental health on individuals and their families • To identify problems in managing relationships with those who are mentally ill • To consider ways for improving communication with mental health patients • To explore different ways establishing good practice when dealing with patients from this care group.
Course description	<p>An interactive course of two half days that includes large and small group discussions, scenarios and activities that cover:-</p> <ul style="list-style-type: none"> • Essential information on common mental health illnesses and conditions • Issues and concerns • Sharing of information and reflecting on experiences • Appropriate ways of communicating in these instances
Assessment/Award	No formal assessment. Certification of attendance.
Entry requirements/who should attend	Receptionists and any other front line staff whose work includes dealing with people with mental health problems. All participants should attend both workshops.
Course leader	Pauline O'Halloran and Dr Ian Harwood - Shirley Dryden 020 7882 2530 s.a.dryden@qmul.ac.uk
Course fees	Please refer to enclosed price list.
Location	The course can be run at a venue of your organisation's choice.

Introduction to Commissioning

Course code	IC05
Duration	One day
Level	No specific level. Please see course description
Aims of the course	<p>To provide the learner with an introduction to the background and processes of commissioning in the context of the current changes occurring in the NHS. The individual will leave with an insight as to how clinical services are derived and a better awareness of their role thus enabling more effective working in the new commissioning environment. The programme will cover the following topics:</p> <ul style="list-style-type: none"> • The policy background and changes to commissioning processes ,e.g. the establishment and function of GP consortia and the NHS Commissioning Board • The commissioning cycle • An overview of the funding and financial background to the NHS • An overview of the contracting process - negotiation, management and monitoring. The course will be a mixture of presentations, interactive discussions and group work, providing an opportunity to take part in a commissioning exercise.
Course description	This course is designed for junior staff (administrators, secretarial staff, reception staff, ward clerks, clinical coders, clinic clerks etc) working in all areas of healthcare whether primary, secondary community or mental health care not forgetting ambulance and other supporting services).
Assessment/Award	No formal assessment. Participants will receive a certificate of attendance. CPD certification is being sought
Entry requirements/who should attend	Please see course description.
Course leader	Dr Thoreya Swage and Peter Bodden 020 7882 2528 - j.godfrey@qmul.ac.uk
Course fees	Please refer to enclosed price list.
Location	The course can be run at a venue of your organisation's choice.
KSF dimensions	The course is matched against KSF core skill 2 (personal and people development) at level 1.

Commissioning Health Services

Course code	CHS06
Duration	Two days
Level	No specific level. Please see course description
Aims of the course	To provide the learner with a grounding to the background and processes of commissioning in the context of the current changes occurring in the NHS. The individual will leave with an insight as to how clinical services are derived and a better awareness of their role thus enabling more effective working in this new environment.
Course description	This course is designed for all people with a managerial role in healthcare who are not directly involved in commissioning services
Assessment/Award	No formal assessment. Participants will receive a certificate of attendance. CPD certification is being sought.
Entry requirements/who should attend	Please see course description
Course leader	Dr Thoreya Swage and Peter Bodden 020 7882 2528 - j.godfrey@qmul.ac.uk
Course fees	Please refer to enclosed price list.
Location	The course can be run at a venue of your organisation's choice
KSF dimensions	The course is matched against KSF core skill 2 (personal and people development) at level 1 and KSF core skill 5 (Quality) at level 1.

Facilitating Groups

Course code	FG007
Duration	One day
Level	No specific level. Please see course description and entry requirements
Aims of the course	To provide the learner with tips and guidance on group facilitation skills. The individual will leave with an overview of group dynamics and an increased awareness of the processes and facilitation skills for effectively managing groups of this kind.
Course description	<p>The programme will cover the following topics:</p> <ul style="list-style-type: none"> • To understand the role of the facilitator • Types of facilitative interaction • Preparing and planning for a patient participation or focus group • Overview of group dynamics • To identify the key communication and assertiveness skills for facilitation and group management • Recording and disseminating data • Ethical considerations that may arise • Dealing with difficulties and challenges. <p>The course will be a mixture of presentations, interactive discussions and group work, providing an opportunity to take part in a focus group planning exercise and facilitation exercise. Participants will receive feedback on the facilitation exercise</p>
Assessment/Award	No formal assessment. Participants will receive a certificate of attendance. CPD certification is being sought.
Entry requirements/who should attend	This course is designed for all healthcare staff who work with patient participation groups and patient focus groups.
Course leader	Nicci Iacovou and Robin Bowyer -020 7882 2528 - j.godfrey@qmul.ac.uk
Course fees	Please refer to enclosed price list.
Location	The course can be run at a venue of your organisation's choice.
KSF dimensions	<p>The course is matched against the following KSF Dimensions:</p> <p>Core skills 1 (Communication) at level 2, 2 (Personal and people development) at level 2 and 6 (Equality and diversity) at level 3; Information and Knowledge IK2 Information Collection and analysis at level 2; General G1 Learning and Development at level 2, G5 Services and project management at level 2, G8; Public relations and marketing at level 2.</p>

Presentation Skills

Course code	PS08
Duration	One day
Level	This course is designed for healthcare staff who are required to deliver oral presentations and wish to further develop these skills through active participation in this workshop, reflecting and acting on the feedback they receive.
Aims of the course	<p>To provide the learner with the tools to: -</p> <ul style="list-style-type: none"> • Create a focused, structured work presentation, which addresses the needs of an audience • Use body language and eye contact to add impact to a presentation • Use pace, emphasis and pauses to add interest to a presentation • Use visual aids appropriately to enhance a presentation • Communicate a clear message to an audience • Deal effectively with questions and challenges from an audience <p>At the end of the workshop, learners will have a framework for preparing and delivering effective presentations.</p>
Course description	<p>The programme will cover the following topics:</p> <ul style="list-style-type: none"> • Preparation and planning • Visual aids • Eye contact, body language and voice control • Impacting on the audience • Dealing with questions and challenges from the audience. <p>The course will be a mixture of presentations, interactive discussions and group work, providing an opportunity for participants to practice their skills. Participants will deliver a previously prepared 3 to 5 minute presentation at the workshop. Each presentation will be given feedback from tutors and other group members. Full guidance will be given to all participants in advance of the workshop. The time limit for the participant's presentation will depend on the numbers attending the workshop.</p>
Assessment/Award	No formal assessment. Participants will receive feedback and a certificate of attendance. CPD certification is being sought.
Entry requirements/who should attend	Please see level.
Course leader	Nicci Iacovou and Robin Bowyer 020 7882 2528 - j.godfrey@qmul.ac.uk
Course fees	Please refer to enclosed price list.
Location	The course can be run at a venue of your organisation's choice.
KSF dimensions	<p>The course is matched against the following KSF Dimensions:</p> <p>Core skill 1 (Communication) at level 2, core skill 2 (Personal and people development) at level 2, core skill 5 (Quality) at level 1;</p> <p>General G1 Learning and Development at level 1 and G8 Public relations and marketing at level 2.</p>

Dementia Services – an overview

Course code	DS009
Duration	One day
Level	Please see course description
Aims of the course	<p>To provide the learner with an understanding of the causes and treatment of dementia and the provision of dementia services, including the legal context in which such care is delivered. The individual will leave with an insight into the management of dementia, the strategic context in which dementia care is provided. The programme will cover the following topics:</p> <ul style="list-style-type: none"> • What is dementia? The types of dementia, prevention, treatment and prognosis • The National Dementia Strategy • Care and services for people with dementia to include the carer's perspective • An overview of the Mental Health Act 1983 and 2007, and the Mental Capacity Act 2005 and how this applies to people with dementia. The course will be a mixture of presentations, interactive discussions and group work, providing an opportunity to take part in exercises addressing the issues concerning the management of dementia.
Course description	This course is designed for junior staff (administrators, secretarial staff, reception staff, ward clerks, clinical coders, clinic clerks etc) working in primary, secondary care, acute mental health care and ambulance services
Assessment/Award	No formal assessment. Participants will receive a certificate of attendance. CPD certification is being sought.
Entry requirements/who should attend	Please see course description
Course leader	Dr Thoreya Swage 020 7882 2528 - j.godfrey@qmul.ac.uk
Course fees	Please refer to enclosed price list.
Location	The course can be run at a venue of your organisation's choice.
KSF dimensions	The course is matched against KSF core skill 2 (personal and people development) at level 1 and core skill 6 (equality and diversity) at level 2.

Long-term conditions – an overview

Course code	LTC010
Duration	Half day
Level	Please see course description
Aims of the course	<p>To provide the learner with an understanding of long term conditions and Care Planning. The individual will leave with an insight as to the importance of effective management of long-term conditions in all sectors of health and social care.</p> <p>The programme will cover the following topics:</p> <ul style="list-style-type: none"> • What constitutes a Long-Term Condition • The principles underpinning Care Planning • Long Term Conditions and the Quality, Innovation, Productivity and Prevention (QIPP) Agenda <p>The course will be a mixture of presentations, interactive discussions and group work, providing an opportunity to take part in an exercise tackling a key long-term condition.</p>
Course description	This course is designed for junior staff (administrators, secretarial staff, reception staff, ward clerks, clinical coders, clinic clerks etc) working in primary, secondary care, acute mental health care and ambulance services
Assessment/Award	No formal assessment. Participants will receive a certificate of attendance. CPD certification is being sought
Entry requirements/who should attend	Please see course description.
Course leader	Dr Thoreya Swage 020 7882 2528 - j.godfrey@qmul.ac.uk
Course fees	Please refer to enclosed price list.
Location	The course can be run at a venue of your organisation's choice.
KSF dimensions	The course is matched against the following KSF Dimensions: Core skills 2 (personal and people development) at level 1 and (equality and diversity) at level 2 Health and Wellbeing HWB2 (Assessment and care planning to meet health and wellbeing needs) at level 1 and HWB4 (Enablement to address health and wellbeing needs) at level 1

Workforce Planning in the NHS

Course code	WP011
Duration	One day
Level	This course is designed for those in the NHS who have management responsibility for workforce planning. It will suit those responsible for the workforce planning of a particular team (nursing staff, junior doctors, administration staff) or those with a wider remit to plan for a whole organisation (such as HR staff and workforce planning managers).
Aims of the course	The planned changes to the NHS, together with the ongoing financial challenges and maintenance of quality services, mean that organisations must ensure that they make the most effective use of their current and future workforce. This programme will provide the learner with a theoretical background to workforce planning, how and why it is important and what tools exist within the NHS to help and assist with the process. Practical exercises will reinforce the learning and tips and guidance shared between the participants will foster informal networks that can be called upon long after the end of the training.
Course description	<p>The programme will cover the following topics:</p> <ul style="list-style-type: none"> • Understanding the role of workforce planning within the NHS • Examples of good workforce planning • Identification of the key skills and competencies required for workforce planning • Collecting and using data within a workforce plan • Preparing and planning for the task • Dealing with a changing workforce and planning landscape • Creating networks to assist the workforce planning process. <p>The course will be a mixture of presentations, interactive discussions and group work, providing an opportunity to take part in a practical workforce planning exercise. Copies of NHS planning tools will be available to participants on the course (need to check cost and feasibility of this)</p>
Assessment/Award	No formal assessment. Participants will receive feedback and a certificate of attendance.
Entry requirements/who should attend	This course is designed for those in the NHS who have management responsibility for workforce planning. It will suit those responsible for the workforce planning of a particular team (nursing staff, junior doctors, administration staff) or those with a wider remit to plan for a whole organisation (such as HR staff and workforce planning managers).
Course leader	Gill Morris, Nicci Iacovou 020 7882 2528 - j.godfrey@qmul.ac.uk
Course fees	Please refer to enclosed price list.
Location	The course can be run at a venue of your organisation's choice.
KSF dimensions	<p>The course is matched against the following KSF Dimensions:</p> <p>Core skills - (Communication) at level 3, 2 (Personal and people development) at level 4, 4 (Service Improvement) at level 2 and 6 (Equality and diversity) at level 3</p> <p>Dimensions - Information and Knowledge IK2 Information Collection and analysis at level 2 General-G2 Development and Innovation at level 2 and G7 Capacity and capability at level 2</p>

Report Writing Skills

Course code	RW012
Duration	One day
Level	Please see entry requirements
Aims of the course	To provide the learner with the tools for producing effective reports.
Course description	<p>The session will cover the following topics:-</p> <ul style="list-style-type: none"> • Basic report writing techniques • Structure, logic and flow • Emphasising key points • The key considerations of effective structure, logic and flow • Corporate image and style • Writing for effect - and action.
Assessment/Award	There is no formal assessment. Participants will receive a certificate of attendance. CPD certification is being sought.
Entry requirements/who should attend	Anyone who has responsibility for, and wishes to improve their skills in, producing written reports for the organisation in which they work.
Course leader	Robin Bowyer 020 7882 2528 - j.godfrey@qmul.ac.uk
Course fees	Please refer to enclosed price list.
Location	The course can be run at a venue of your organisation's choice.

Providing a Patient-Centred Service

Course code	CCFLSP01
Duration	Three half day sessions (3 hours per day)
Level	No specific level. Please see course description.
Aims of the course	<ul style="list-style-type: none"> • To increase understanding in the concept and importance of patient-centred service • To increase understanding of complaints procedures and the reason for complaints • To develop communication skills when supporting those with special needs • To develop confidence in dealing with difficult situations
Course description	<p>Three half day interactive sessions using small and large group discussions and case studies to cover:</p> <ul style="list-style-type: none"> • The importance of a patient-centred service • The patient perspective in the complaints procedures • The importance and basic tools of good communication skills • The development of personal skills when working under pressure and dealing with conflict through a personal action plan <p>By the end of the course, participants will have:</p> <ul style="list-style-type: none"> • A better understanding of what a patient-centred service is and why it is important in healthcare • An increased awareness of the patient perspective when delivering health care services • A recognition of the importance of good communication skills • The tools to deal more confidently with work place pressure and conflict in general • The opportunity to begin to formulate a personal action plan to take back to the workplace to improve skills in this area
Assessment/Award	No formal assessment. Participants will receive a certificate of attendance
Entry requirements/who should attend	Any healthcare staff who deal with patients and the public.
Course leader	Nicci Iacovou 020 7882 2530 - s.a.dryden@qmul.ac.uk
Course fees	Please refer to enclosed price list.
Location	The course can be run at a venue of your organisation's choice.
KSF dimensions	The course is matched against all KSF core skills at levels 1 to 2

Reflective Practice for non-registered staff

Course code	RPWK02
Duration	Half day workshop (3 hours)
Level	No specific level. Please see course description.
Aims of the course	The aims of the workshop are to provide participants with a framework to:- <ul style="list-style-type: none"> • Adopt a reflective approach to learning and work experiences • Assess and plan for their own learning needs using reflection processes • Increase awareness of their learning style.
Course description	Within a confidential environment, the flexible programme will provide a safe and flexible environment combining theory and application in practice, individual activities and whole and small group discussions that will cover the following areas:- <ul style="list-style-type: none"> • Personal introductions • Introduction to the session, icebreaker, expectations and any concerns • Review of the learning cycle • Assessing individual learning style • Types of reflection; benefits of reflection • Assessing current learning needs using reflective practice • Planning for your own learning needs, action planning
Assessment/Awards	All participants will receive a certificate of attendance. CPD Certification is being sought.
Entry requirements/who should attend	Non-registered staff
Course leader	Nicci Iacovou 020 7882 2530 / 020 7882 2528 s.a.dryden@qmul.ac.uk / j.godfrey@qmul.ac.uk
Course fees	Please refer to enclosed price lists.
Location	The course can be run at a venue of your organisation's choice.
KSF dimensions	This course is matched against KSF core skill 2 at level 2.

Effective Telephone Skills

Course code	ETSWK03
Duration	Two hour workshop
Level	Please see course description
Aims of the course	To improve telephone techniques in four main ways:- <ul style="list-style-type: none"> • To increase understanding of the effective use of the telephone • To share experiences and best practice • To project a professional image of yourself and your organisation • To gain confidence in dealing with conflict.
Course description	<p>This half day workshop will be of benefit to any member of the health care team who has contact with patients, professionals and members of the public.</p> <p>An interactive half day workshop using a variety of learning methods covering:</p> <ul style="list-style-type: none"> • Golden rules of effective telephone use • Effective communication • Confidentiality when using the telephone • Good record keeping • Dealing with conflict. <p>At the end of the session, participants will:</p> <ul style="list-style-type: none"> • Have an understanding of effective communication and the key skills for this • Be able to identify barriers to communication • Be aware of the importance of confidentiality in communication • Have the tools for effective message taking • Have the basic tools for dealing with conflict over the telephone • Have the tools to project a professional image of themselves and their organization
Assessment/Award	No formal assessment. CPD Certified. Participants will receive a certificate of attendance.
Entry requirements/who should attend	Please see course description
Course leader	Nicci Iacovou 020 7882 2530 / 020 7882 2528 - s.dryden@qmul.ac.uk / j.godfrey@qmul.ac.uk
Course fees	Please refer to enclosed price list.
Location	The course can be run at a venue of your organisation's choice.
KSF dimensions	This course is matched against all KSF core skills at levels 1 – 2.

Dealing with Difficult people: effective work relationships

Course code	DDPWK04
Duration	Half day (3 hours)
Level	Please see entry requirements
Aims of the course	<ul style="list-style-type: none"> • To increase understanding of angry patients and difficult people in general • To share experiences and best practice • To equip participants with the tools to develop communication skills to deal with difficult people and situations • To gain confidence in dealing with conflict.
Course description	<p>An interactive workshop that includes large and small group discussions, scenarios and activities that cover:-</p> <ul style="list-style-type: none"> • Issues and Concerns • Understanding the angry patient • Sharing of information and reflecting on recent past difficult situations experienced • Golden rules of effective communication, words and phrases to avoid, words and phrases that help. <p>At the end of the session, participants will have:</p> <ul style="list-style-type: none"> • A better understanding of why the awkward and angry person is awkward and angry • A basis for developing appropriate skills for dealing with difficult situations and people • More confidence in dealing with conflict.
Assessment/Award	This course is CPD certified. Participants will receive a certificate of attendance.
Entry requirements/who should attend	This course is designed for any member of the front line health care team and those regularly in contact with patients and/or those who work regularly with others.
Course leader	Nicci Iacovou 020 7882 2530 / 020 7882 2528 - s.dryden@qmul.ac.uk / j.godfrey@qmul.ac.uk
Course fees	Please refer to enclosed price list.
Location	The course can be run at a venue of your organisation's choice.
KSF dimensions	The course is matched against all KSF core skills at levels 2 to 3

Time Out for Your Team Programme

Course code	TOWYTWK05
Duration	This will vary depending on the team or organisation's requirements. Most teams opt for one day sometimes more.
Level	n/a
Course description	The Time Out for Your Team Programme is a multidisciplinary team development programme comprising a series of three half day workshops, which are stand alone, whilst building on each other to develop different aspects of your team. These workshops offer protected time in a confidential environment to review current practice and consider future development, providing a basis for production of a development plan for your team, organisation or practice. The workshops cover the areas outlined below and can be tailored to fit specific need.
Aims of the course	To provide protected, guided time for team development
Assessment/Award	Participants will be given a certificate of attendance
Entry requirements/who should attend	Any management or other team in an organisation. Any primary care team i.e. GPs, Practice Nurses, Community Nurses, Administrative staff, Managers, GP Registrars, Pharmacists, Social Workers, Allied Health Professionals, Community Psychiatric Nurses, Counsellors etc.
Course leader	Nicci Iacovou. 020 7882 2529 n.iacovou@qmul.ac.uk
Course fees	This may vary depending on the team or organisation's requirement. Guidance is included in the enclosed price list.
Location	The course can be run at a venue of your organisation's choice

Employment Law

Course code	ELSC03
Duration	Two full days - participants should attend both days. From 9.30 to 4.30pm.
Level	No specific level. Please see entry requirements
Aims of the course	<ul style="list-style-type: none"> • To increase understanding of employment law in general • To consider techniques for managing performance • To explore ways of dealing with capability and grievance issues • To understand recruitment procedures and processes <p>At the end of the course, participants will have:</p> <ul style="list-style-type: none"> • A better understanding of all aspects of employment law • An increased awareness of recruitment procedures and processes • The tools to deal more confidently with performance issues
Course description	<p>This is an interactive course that includes large and small group discussions, scenarios and activities that cover the following topics:</p> <ul style="list-style-type: none"> • The NHS plan • Primary care management • HR in the NHS • Case law • Contract law • Statutory employment law • Best practice / linking action to theory and research • Obtaining further help
Assessment/Award	No formal assessment. A certificate of attendance is awarded to participants.
Entry requirements/who should attend	Suitable for managers, supervisors and team leaders responsible for recruitment, retention and managing others in the workplace.
Course leader	Gill Morris 020 7882 2530 - s.a.dryden@qmul.ac.uk
Course fees	Please refer to enclosed supplementary information
Location	Whitechapel campus and various locations across London.
KSF dimensions	This course is matched against all KSF core skills at levels 2 – 4 and G6 and G7 level 3.

An Introduction to Finance

Course code	ITPF04
Duration	This course is currently being updated to reflect changing NHS policy and legislation
Level	
Aims of the course	
Course description	
Assessment/Award	
Entry requirements/who should attend	
Course leader	Sue Neville. S.neville@qmul.ac.uk. 0207 882 2549
Course fees	
Location	
KSF dimensions	
Apply	

Price List

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Health Services Staff Training Unit

At a glance courses with fees

Course code	Course Title	Duration	Costs £ per student
Courses accredited by Queen Mary University of London			
A4ED	<p>Diploma of Higher Education in Health Care Management: 240 credits @ level 5 <i>Students are required to complete course A3EM or equivalent. The overall cost of £6000 includes the £3000 paid for courses A3EM</i></p>	One year; details tbc	£6000.00
ICM4010	Commissioning and Health Services Delivery - compulsory module; 45 credits @ level 5	10 half days or 5 full days over as many weeks tbc	1,125.00
ICM4011	NHS Organisational Change and Development – optional module; 15 credits @ level 5	4 half days or 2 full days over as many weeks tbc	375.00
ICM4012	Financial and Resource Management in a Changing NHS - optional module; 15 credits @ level 5	4 half days or 2 full days over as many weeks tbc	375.00
ICM4013	Project/Dissertation/Study module - compulsory module; 60 credits @ level 5	10 half days or 5 full days over as many weeks tbc	1,500.00
A3EM	<p>Certificate of Higher Education in Health Care Management: 120 credits @ level 4</p>	Nine months. 23 Fridays: 9.30 – 5.00 pm	3,000.00
ICM 4004	Managing Self and Others - compulsory module 15 credits @ level 4	5 days September to October	750.00
ICM 4008	Finance, Data Management and Information Strategy – compulsory module 45 credits @ level 4	10 days – from Nov to Jan	1,125.00
ICM 4002	About the NHS and its Services – core foundation module 45 credits @ level 4. Shared with programme A3EL	7 days September to October	1,125.00
A3EL	<p>Certificate of Higher Education in Health Care Administration and Medical Terminology: 120 credits @ level 4</p>	Nine month part time over one year. One day per week From 09.30 - 4.30pm	3,000.00
ICM 4001	Health Care Administration – compulsory module 15 credits @ level 4	10 x 0.5 days September to November	375.00
ICM 4003	Medical Terminology module – compulsory module 60 credits @ level 4	20 x 0.5 days September to April	1,500.00
ICM 4002		10 x 0.5 days	1,125.00

	About the NHS and its Services – core foundation module 45 credits @ level 4. Shared with programme A3EM	January to March	
Courses accredited by the National Open College Network (OCN)			
Experienced Programme for Administrators and Receptionist working in health care			
PEAR014	Introduction to the National Health Service	Choice of nine units over nine months. From 9.30 – 4.30pm	100.00
PEAR015	Patient Pathway Administration – Referral & Booking Management		100.00
PEAR016	Understanding Equality & Diversity in Health Services		100.00
PEAR017	Understanding Health and Safety in Health Services		100.00
PEAR018	Health and Community Care		100.00
PEAR019	Communication in the Workplace		100.00
PEAR020	Problem Solving in the Workplace		100.00
PEAR021	Developing Presentation Skills and Developing and Using Research Skills – 2 units taught over 4 sessions		250.00
Introduction to Customer Service and Administration			
ICSA006	Introduction to the National Health Service	Choice of eight units over nine months. From 9.30 – 4.30pm	100.00
ICSA007	Patient Pathway Administration – Referral & Booking Management		100.00
ICSA008	Understanding Equality & Diversity in Health Services		100.00
ICSA009	Understanding Health and Safety in Health Services		100.00
ICSA010	Understanding Record Keeping for the Health Care Worker		100.00
ICSA011	Developing Group and Teamwork Communication Skills		80.00
ICSA012	Developing Customer Service Skills		80.00
ICSA013	Demonstrating Speaking and Listening	80.00	
Reception and Telephone Skills – one unit			
RTS0100	Reception and Telephone Skills		120.00
Health Care Assistants Introductory Course			
HCA001	Introduction to the National Health Service	Choice of five units over nine months. From 9.30 – 4.30pm	100.00
HCA002	Clinical Record Keeping		100.00
HCA003	Underpinning Knowledge for Communication; Health, Safety & Security; and Equality & Diversity		150.00
HCA004	Health Care Support Worker: Obtaining Specimens		150.00

HCA005	Understanding Health Promotion in Care Settings		150.00	
NVQ Courses accredited by OCR				
NVQCCS2	Certificate in Customer Service - Level 2	Nine monthly half day workshops – depending on learner progress. From 9:30 – 1.00pm	1000.00	
NVQDCS3	Diploma in Customer Service – Level 3		1300.00	
NVQABA2	Award in Business and Administration – Level 2		1000.00	
NVQCBA2	Certificate in Business and Administration – Level 2		1000.00	
NVQDBA2	Diploma in Business and Administration – Level 2		1,150.00	
NVQCBA3	Certificate in Business and Administration – Level 3		1,200.00	
NVQDBA3	Diploma in Business and Administration – Level 3		1,300.00	
Courses offering certificate of attendance (CPD certified)				
ITMICO1	Introduction to Management – CPD certified Equivalent to level 3		Six days over six weeks From 9.30 - 4.30pm	600.00
ITMTBAIC02	Introduction to Medical Terminology and Basic Administration – CPD certified Equivalent to level 3	Nine half days over nine weeks From 9.30 – 1.00 or 1.00 – 4.30 pm	450.00	
TNRIC03	The New Receptionist – CPD certified	One day workshop From 9.30 – 4.00pm	100.00	
TCPHIC04	The Chaperone in Health Care – CPD certification being sought	Two hour workshop at a time to suit	70.00	
SMRSC01	Summarising Medical Records – a refresher	Three half day over three weeks 9.30 – 1.00 or 1.00 – 4.30 pm	210.00	
TTTSC02	Training the Trainers – CPD certified Equivalent to level 4	Four day course 9.30 – 4.30pm	400.00	
ELSC03	Employment Law – CPD certified Equivalent to level 4	Two full days 9.30 – 4.30pm	200.00	
ITPF04	An introduction to Finance <i>This course had temporarily been withdrawn and will be reintroduced when national policy has been confirmed</i>	Three full days over three weeks 9.30 – 4.30pm	300.00	
MHS01	Mental Health Services – an overview	09.30 – 4.30 pm	100.00	
MHA02	Mental Health Awareness	Two half days	140.00	
IC05	Introduction to Commissioning	09.30 – 4.30	100.00	
CHS06	Commissioning Health Services	Two days, 09.30 – 4.30	200.00	
FG007	Facilitating Groups	One day, 09.30 – 4.30	100.00	
PS08	Presentation Skills	One day, 09.30 – 4.30	100.00	

DS009	Dementia Services – an overview	One day, 09.30 – 4.30	100.00
LTC010	Long-term conditions – an overview	Half day	70.00
WP011	Workforce Planning in the NHS	One day, 9.30 – 4.30	100.00
RW012	Report Writing	One day, 9.30 – 4.30	100.00
Programmes that can be tailored to your organisation			
CCFLSP01	Providing a Patient Centred Service – CPD certification being sought	Three half days	210.00
RPWK02	Reflective Practice for non-registered staff – CPD certified	Half day workshop For 3 hours	70.00
ETSWK03	Effective Telephone Skills – CPD certified	Two hour workshop	55.00
DDPWK04	Dealing with Difficult People – CPD certified	Half day For 3 hours	70.00
TOWYTWK05	Time Out for Your Team Programme. (TOYT)	This may vary depends on requirements	

<http://www.icms.qmul.ac.uk/chs/education/hsstu/index.html>

Enquiries to: Shirley Dryden: 0207 882 2530 s.a.dryden@qmul.ac.uk

Janet Godfrey: 0207 882 2528 j.godfrey@qmul.ac.uk

Jane Wright: 0207 882 8118 j.wright@qmul.ac.uk