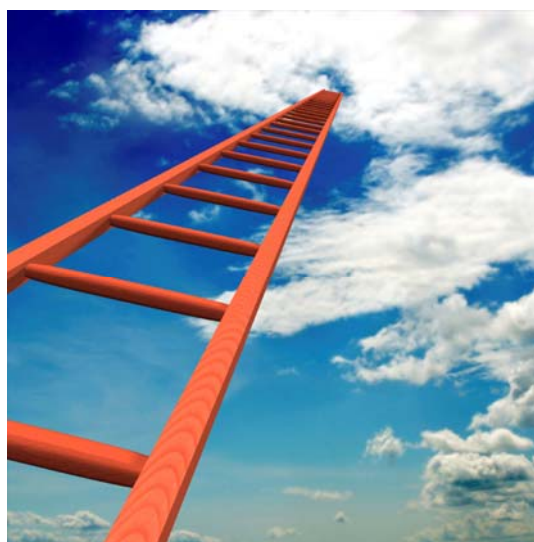


Appendix 1

Training Programme Course Details

August 2009 – January 2010



Care South Training and Assessment Centre
39 Commercial Road
Poole
BH14 0HU
Telephone : 01202 712450 Fax : 01202 712431

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Training Policy Statement:

It is the intention of the Training Department to provide a service to all staff groups within the company, the purpose being to develop the individual and to enhance the quality of care offered to our clients

The training department will endeavour to:

- Provide all participants with appropriate pre-course information
- Provide all participants with a variety of learning methods
- Use delivery methods at a level appropriate to the needs of the participants
- Assure the quality of all training materials
- Ensure the knowledge of the trainer in the areas of training delivery is technically accurate and up to date
- Initiate evaluation processes to maintain high standards
- Produce a Certificate of Attendance for all participants, upon successful completion, within 15 working days of attending an in house course.

Advice and Assistance - The training department is able to offer advice and support on any aspect of vocational training, professional and personal development. We also have the current local adult education and college course information.

All training enquires should be made to the Training Centre on: 01202 712450

Training Venues:

Dorset:

Care South
Head Office
39 Commercial Road
Poole
Dorset
BH14 0HU

Tel: 01202 712450

Somerset:

Care South Training Centre
4a The Linen Yard
South Street
Crewkerne
Somerset
TA18 8AB

Tel: 01460 270500

Devon:

Care South Home Care Services
East Devon Business Centre
Heathpark Way
Honiton
Devon
EX14 1SF

Tel: 01404 548680

Bath & North East Somerset:

Care South Home Care Services
No. 3 The Office Village
Roman Way
Bath Business Park
Peasedown St John

Bath
Somerset
BA2 8SG

Tel: 01761 422920

Training Reimbursement Costs:

Staff should be aware that if they leave the company shortly after attending a training course/completing a qualification they may be eligible to repay the training cost.

Training Expense Claims:

Participants attending training courses are able to claim any excess travelling costs over and above their home to work mileage by completing an expense form. Once obtained the form should be processed as follows:

Residential Care – copies can be obtained from the Home Manager who will need to authorise the claim before sending to the accounts department at Head Office.

Home Care staff – all mileage, including training, is now calculated by your Area Administrator using the system Microsoft Mappoint. To ensure that you are paid correctly ask the trainer on the day to sign your printed timesheet or a manual timesheet.

Training mileage will be paid at 25p per mile to those employees who hold business use car insurance. For those employees who do not hold the appropriate insurance we would advise that you use public transport.

Other expenses i.e. train/bus fares, parking fees can be claimed for but receipts/tickets must be provided. Taxi fares will not be paid unless authorised by either the Home Manager or Home Care Manager. Parking fines will not be paid under any circumstances.

Wherever possible staff are to be encouraged to share transport.

Nomination Process:

In order to be as flexible as possible the training department will be pleased to receive nominations for courses in the following ways:

- Telephone nominations to the training department
- E-mail nominations to the training department
- Complete a nomination form to reserve places on courses
- Fax nominations to the training department

Early nominations are much appreciated by the training department.

Please remember that nominating a member of staff does not mean confirmation and places are not allocated to individuals until a later date. Confirmation details will be sent to the Home/Home Care Manager two weeks before the course date. These confirmation details should then be passed/posted to the staff member immediately.

If a member of staff reveals they may need additional support when attending a course this information should be submitted to the training department.

Cancellation of courses:

Training Department:

Whenever possible, courses will not be cancelled by the Training Department. Two weeks prior to a course date, any under subscribed course details will be emailed to all Home Managers, Homes and Home Care Offices to maximise numbers.

Courses may be cancelled if: -

- A trainer is unavailable due to unforeseen circumstances
- There are insufficient nominations
- On the day a number of nominated personnel do not arrive for the course; which greatly reduces the number of participants. The course content has been developed to include a variety of learning methods such as group discussion and practical activities. A minimum number of six is required per course for participants to benefit from the learning opportunities available

Nominated Person:

Once a person receives confirmation, a place is allocated for them on that course.

If a person is not able to attend then please ensure the training department is notified as soon as possible. The reallocation of the place will take place as follows:

1. To a person on the course reserve list
2. Another person of the manager's choice.
3. To a person on a future course waiting list
4. Email sent to all services offering the place

On the day:

- All participants are expected to sign an attendance sheet. If a person does not arrive and the training department has not been notified in advance we will inform their Manager as soon as possible.

1. First Aid – External Provider

(Emergency aid for appointed persons in the workplace)

Course Details:

This course will start at 1030 and last between 4-6 hours (confirmation of time will be in nomination letter). The Emergency Aid in the Workplace qualifies you to take charge when someone is injured or falls ill at work. A qualified trainer will deliver the course from 1st Class First Aid. On successful completion of the course participants will receive a Nationally Recognised Certificate, which will be valid for 3 years

Course Aim: This course will enable participants to gain competent levels of knowledge on the techniques of administering basic life support in emergency situations

Course Objectives:

By the end of the session participants will know what to do in the following areas:

- Care for an unconscious casualty
- Adult resuscitation
- Bleeding
- Choking
- Shock
- Breathing difficulties
- Broken bones
- Soft tissue injuries
- Epileptic/Diabetic seizures

2. Fire Training – External Provider

Fire Safety training is a statutory requirement and it is expected that all staff will attend.

Course Details:

Care South has appointed the Independent Fire Safety consultants, Firesure UK Ltd, to provide a range of services to the company. This includes fire training to all staff employed in our Residential Services, Head Office and the Home Care Offices.

Each residential services member of staff should receive training twice a year consisting of Module One and Module Two, both of which are of 90 minutes duration.

Head Office and Home Care Office staff should receive training once a year.

Please note that an element of this training is practical and could be delivered outside the building so ensure that you have suitable clothing available.

If you have members of staff who are unable to access the in house training please contact the Training Department to see if we can arrange for them to attend training at another location.

In order to maintain accurate records for this essential training we require a copy of the Firesure Training attendance sheet. It is important that all attendees sign the form and it is returned to us as soon as the training is completed in order for the names to be placed on our database. We will also send you a number of evaluation forms to be completed after the training has taken place.