

RHONDDA CYNON TAF

Council Training Compendium

November 2020



RHONDDA CYNON TAF

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Introduction

This compendium has been put together to support staff and managers with their learning, to develop and achieve their best at work. It lists 'in house' training provided by the Council which can be utilised for staff.

The Managing People and their Performance guidance available on the RCT Source can also be used to enhance learning and development, by encouraging discussions to identify training needs and monitor how effective the learning has been. For example, section 4: 'Creating Action Plans and Objective Setting', provides specific information about development goal setting. Learning should also be aligned to organisational need to ensure that it is relevant to service delivery and will result in improved outcomes for residents.

Please note that the Council training listed in this compendium is not exhaustive. If you are a Council training provider and you would like to be included in future editions, please contact HR on 01443 570039. There are also many other training courses available from external providers such as colleges, universities, community centres and specialist training providers which are not listed in this booklet.

How to use the Training Compendium

Training has been organised according to theme so that courses can be found with ease. Training provider contact details have also been included so that they can be contacted directly for further information such as eligibility, cost, how to book onto a course and whether they can tailor courses to suit your needs.

If you are a member of staff and interested in attending any training, please check with your manager before making your booking as there may be a charge. You must also ensure that you can be released from your usual duties.

If you would like any training to be provided in Welsh please contact the provider for details.

The training and prices listed are subject to change, please check details with the relevant training provider.

Rhondda Cynon Taf Council Training Provider List

Human Resources	People Development Team: Leadership ✉ PDT@rctcbc.gov.uk
	Alison Bartlett: Microsoft Office ☎ 01443 570040
	Equality and Diversity Team ☎ 01443 444529
	The team provides various programmes on leadership and management; bespoke team development days designed to get the best out of your team; psychometric and personality assessments and Microsoft Office IT training. For further information and tailored support contact the team.
RCT Source Human Resources	General line for all enquiries, including login username and password queries ☎ 01443 570040
	There are a range of free online courses available on the RCT Source which are listed throughout this brochure. An introduction to e-learning is also available on the RCT Source.
RCT Catering Services	Karen Spencer ☎ 01443 281470 ✉ karen.j.spencer@rctcbc.gov.uk Accredited catering, food hygiene, first aid and health & safety courses.
Flying Start Training & Development Team	Jackie Waters ☎ 01443 744366 ☎ 01443 744268 ✉ earlyyearstraining@rctcbc.gov.uk The primary focus of the training delivered is the up-skilling of the Flying Start Childcare workforce. The majority of courses delivered are tailored to the delivery of childcare to children aged 2-3 years old.
Glyncornel Centre	☎ 01443 420940 ✉ glyncornelcentre@rctcbc.gov.uk Situated in a beautiful local nature reserve, Glyncornel Centre offers a range of accredited learning opportunities and facilities that include a computer suite, small conference facilities, training and meeting rooms. The centre is licensed by the Adventure Activities Licensing Service and can also deliver a range of accredited outdoor adventure activities, as well as, team building packages.
Adult Education	Val Clarke: Adult Education ☎ 01443 570075 Accredited and non accredited courses that can be tailored to meet your needs. Subjects include employability/work skills courses, essential skills (literacy and numeracy), IT, languages and humanities.
Cwm Taf Social Care Workforce Development Service (SCWDs)	Sarah Williams: Adult Services – Direct Services ☎ 01443 281447
	Ceri Watts: Learning Disability, Independent Living Service ☎ 01443 281444
	Jayne Bush: Children Services and Children Safeguarding ☎ 01443 281444
	Kath McMullen: QCF Qualifications, Induction programmes and Safeguarding Adults ☎ 01443 281444
	Social Work degree contacts: Lindsey Haggar: ☎ 01443 281444 Gareth Powell: ☎ 01443 281444
	Cath Brown: Moving and Handling and First Aid courses ☎ 01443 281444
	The team aims to improve the quality and management of social services provision through a planned approach to learning and development and to increase the take-up of learning, development and qualifications across the social care sector in Cwm Taf. Business Support contact: ☎ 01443 281444 ✉ SCTraining@rctcbc.gov.uk

Information Management ICT	<p>Information Management Team ☎ 01443 562289</p> <p>Training to understand the risks, benefits and opportunities of working with information and what the Council expects of you as an information user.</p>
Hen Felin Training	<p>Joanna Read and Janice Price ☎ 01443 436495 • 01443 704411 / 704412 📍 Trafalgar Terrace, Ystrad CF41 7RG</p> <p>Funded Apprenticeships in Education, Care and Manufacturing Sectors. All courses are accredited through Pearson and City and Guilds</p>
Parks	<p>Mike Powell: Parks Manager ✉ michael.a.powell@rctcbc.gov.uk</p> <p>Variety of accredited groundcare courses.</p>
Facilities Cleaning	<p>Jackie Jones ☎ 01443 827705 ✉ Jackie.M.Jones@rctcbc.gov.uk</p> <p>BICSc accredited and non accredited cleaning courses that can be tailored to meet your needs.</p>
Rhondda Cynon Taf & Merthyr Tydfil Educational Psychology Service	<p>Administration Team ☎ 01443 744333</p> <p>A range of courses primarily aimed at school based staff, from governors and senior management to teachers and teaching assistants, most courses can be adapted for use with Council staff generally.</p>
Lido Ponty	<p>Brent Bennett, Jonathan Smith, Francesca Towell: Lido Ponty ☎ 0300 004 0000</p> <p>For NPLQ (National Pool Lifeguard Qualification)</p>
Youth Engagement and Participation Service	<p>Karen Thomas ☎ 01443 281436</p> <p>Training aimed at people who work with young people and parents/carers</p>

Leadership, Management and Development

A range of face to face and on-line management training, to suit the needs of various management tiers and experience.

✉ pdt@rctcbc.gov.uk ✉ Alison.m.bartlett@rctcbc.gov.uk ✉ equality@rctcbc.gov.uk

Available Courses:

Level / Who training is aimed at	Duration	Cost	Provider contact info
ILM Level 3 Award in Leadership and Management			
Practicing team leaders, supervisors or first line managers.	5½ days	£300 per delegate	Rebecca Gillgrass HR People Development Team ✉ PDT@rctcbc.gov.uk
ILM Level 3 Award in Effective Coaching			
People in their first management roles and individuals seeking to develop skills to coach people as part of their normal working role.	3½ days	£300 per delegate	Rebecca Gillgrass HR People Development Team ✉ PDT@rctcbc.gov.uk
ILM Level 5 Certificate in Effective Coaching and Mentoring			
Understand how coaching and mentoring can improve performance and support individuals to develop themselves and their careers.	4 days	£360 per delegate	Rebecca Gillgrass HR People Development Team ✉ PDT@rctcbc.gov.uk
PRINCE2 Foundation Course			
For those interested in learning more about project management.	3 days	£640 per delegate	Rebecca Gillgrass HR People Development Team ✉ PDT@rctcbc.gov.uk
Mercury (middle management programme)			
Aimed at Middle Managers (GR8 - GR12), but is not restrictive to these grades.	15 days over a 10 month period	£800 (including psychometric testing and ILM registration) or £540 if not undertaking ILM qualification.	HR People Development Team ✉ PDT@rctcbc.gov.uk
Aspire (management development programme)			
Aimed at Grade 13-15 managers who aspire to a future role as a Head of Service within the Council.	10 days	Price available on application	HR People Development Team ✉ PDT@rctcbc.gov.uk
Transform			
Aimed at staff who are looking to progress to Chief Officer level	12 days over a 12 month period	Price available on application	HR People Development Team ✉ PDT@rctcbc.gov.uk
Introduction to Project Management			
For all staff	Approx 1 hour	Free	RCT Source e-learning
Leading and Managing Change and Transition			
New or developing team leaders	20 mins	Free	RCT Source e-learning
Mentoring			
Anyone with line management responsibility		Free	RCT Source e-learning
Introduction to Managing People and Their Performance			
For all staff		Free	RCT Source e-learning
Roles in Managing People and Their Performance			
Anyone with line management responsibility	Approx 40 mins	Free	RCT Source e-learning
Holding Effective Performance Meetings and 1-2-1s			
Anyone with line management responsibility	Approx 30 mins	Free	RCT Source e-learning

Leadership and Management (continued)

Level / Who training is aimed at	Duration	Cost	Provider contact info
Creating Action Plans and Objective Setting			
Anyone with line management responsibility	Approx 30 min	Free	RCT Source e-learning
Communicating for Performance			
Anyone with line management responsibility	Approx 30 min	Free	RCT Source e-learning
Supervision Skills			
Anyone with line management responsibility	Approx 15 min	Free	RCT Source e-learning
Formal Performance Review			
Anyone with line management responsibility	Approx 30 min	Free	RCT Source e-learning
Managing Others Effectively - Delegation			
Anyone with line management responsibility	Approx 25 min	Free	RCT Source e-learning
Managing Others Effectively - Performance			
Anyone with line management responsibility	Approx 15 min	Free	RCT Source e-learning
Managing Others Effectively - Supporting Return to Work			
Anyone with line management responsibility	Approx 15 min	Free	RCT Source e-learning
Managing Others Effectively - Summary			
Anyone with line management responsibility	Approx 10 min	Free	RCT Source e-learning
Managing Capability at Work			
Anyone with line management responsibility	Approx 30 min	Free	RCT Source e-learning
Having Difficult Conversations			
For all staff	Approx 50 min	Free	RCT Source e-learning
Induction			
Online and Corporate Induction to welcome and familiarise all new employees to RCT Council		Free	HR People Development Team ✉ PDT@rctcbc.gov.uk
Manager Induction			
Online and Group Induction for new and transitioning managers		Free	HR People Development Team ✉ PDT@rctcbc.gov.uk
Resilience			
Resilience is something everyone should be thinking about. It's our capacity to cope with adversity and recover from setbacks. This course is for staff who want/need to boost their resilience skills.		Price on application	HR People Development Team ✉ PDT@rctcbc.gov.uk

Psychometric and Personality Tests for Personal and Team Development

Test	Cost
Myers-Briggs Type Indicator	
The MBTI© instrument that examines the concept of preference and can be used for both individual and team development.	£68pp
Saville Wave Psychometric Assessment	
Saville Consulting Wave© tool provides an in-depth assessment that can prove useful in numerous areas including recruitment and selection, career development, succession planning and formulation of teams.	£98pp
Saville Aptitude Testing	
Saville Consulting Wave© tool provides an in-depth assessment that can prove useful in numerous areas including recruitment and selection, career development, succession planning and formulation of teams. It is designed for use with managers, directors, professionals, technicians and graduates and measures critical reasoning through short verbal, numerical and diagrammatic tests.	Cost available on request
Emotional Intelligence (EQi)	
EQi is a set of emotional and social skills that influence the way we perceive and express ourselves, develop and maintain social relationships, cope with challenges, and use emotional information in an effective and meaningful way. EQi can be used for both personal development and recruitment and selection.	£98pp
Hogan Assessments	
The Hogan Development Survey (HDS) is an assessment tool that uses 11 personality scales to help leaders recognise shortcomings, maximize strengths, and build successful teams. The HDS measures a person's tendencies when under stress.	
Mental Toughness Questionnaire (MTQ48)	
The Mental Toughness Questionnaire (MTQ48) is a dynamic and revealing diagnostic test that identifies the resilience and mental toughness of individuals.	
Thomas-Kilmann Conflict Test (TKI)	
The Thomas-Kilmann Conflict Test (TKI) delivers insight, empowerment and potential resolution to conflict. This test identifies the styles of conflict that could be presented by individuals. Assists people in reframing and defusing conflict, creating positive productive results.	

For further information contact:

People Development Team

☎ 01443 570042

Policy Interpretation and Application

A variety of online training courses to better understand and implement policy such as sickness absence and capability to manage staff effectively.

In addition to the RCT Source online courses listed below, our HR Employment Services team can advise on a range of issues such as sickness, capability and supervision. Please contact your advisor for further information.

The HR People Development Team can also offer bespoke training designed to help your team to recognise their potential, along with enhancing working relationships and team effectiveness, to motivate them to perform at their best. Issues such as managing performance can also be covered, amongst other topics. Please ring 01443 570039 to discuss further.

Available Courses:

Level / Who training is aimed at	Duration	Cost	Provider contact info
Disability Related Sickness Absence			
Anyone with line management responsibility	Approx 20 mins	Free	RCT Source e-learning (Guide)
Disability Related Sickness Absence			
For all staff	Approx 20 mins	Free	RCT Source e-learning
Long Term Sickness Absence			
Anyone with line management responsibility	Approx 20 mins	Free	RCT Source e-learning (Guide and e-learning module)
Long Term Sickness Absence			
For all staff	Approx 20 mins	Free	RCT Source e-learning
Short Term Sickness Absence and Frequent Absence			
Anyone with line management responsibility	Approx 20 mins	Free	RCT Source e-learning (Guide and e-learning module)
Short Term Sickness Absence and Frequent Absence			
For all staff	Approx 20 mins	Free	RCT Source e-learning
Managing Others Effectively - Supporting Return to Work			
Anyone with line management responsibility	Approx 15 mins	Free	RCT Source e-learning
Managing Mental Health and Wellbeing			
For all staff	Approx 30 mins	Free	RCT Source e-learning
Notification and Certification			
Anyone with line management responsibility	Approx 20 mins		RCT Source e-learning (Guide and e-learning module)
Notification and Certification			
For all staff	Approx 20 mins	Free	RCT Source e-learning
Managing Capability at Work			
For all staff	Approx 30 mins	Free	RCT Source e-learning
Reasonable Adjustments, Workplace Adjustments and Rehabilitation			
Anyone with line management responsibility	Approx 20 mins	Free	RCT Source e-learning
Reasonable Adjustments, Workplace Adjustments and Rehabilitation, Advice for Employees			
For all staff	Approx 20 mins	Free	RCT Source e-learning
Welfare Visits			
Anyone with line management responsibility	Approx 20 mins	Free	RCT Source e-learning
Welfare Visits e-Learning module			
For all staff	Approx 15 mins	Free	RCT Source e-learning

Policy Interpretation and Application (continued)

Level / Who training is aimed at	Duration	Cost	Provider contact info
Returning to Work			
Anyone with line management responsibility	Approx 20 mins	Free	RCT Source e-learning (Guide)
Returning to Work			
For all staff	Approx 20 mins	Free	RCT Source e-learning (Guide)
Discipline			
Anyone with line management responsibility	Approx 15 mins	Free	RCT Source e-learning (Guide)
Dignity at Work			
For all staff	Approx 15 mins	Free	RCT Source e-learning (Guide)
Difficult Conversations			
For all staff	Approx 30 mins	Free	RCT Source e-learning (Guide)
Roles of Occupational Health and Wellbeing and Human Resources			
For all staff	Approx 15 mins	Free	RCT Source e-learning (Guide)
Welsh Language Standards			
For all staff	Approx 20 mins	Free	RCT Source e-learning (Guide)
Safeguarding Children and Adults - Raising Awareness			
For all staff	Approx 30 mins	Free	RCT Source e-learning (Guide)

Council Systems Training

This section outlines support available for staff working with the specific Council systems listed below.

Available Courses:

Level / Who training is aimed at	Duration	Cost	Provider contact info
Vision System Training:			
Absence Management & Recording Procedures. Includes an overview of the Vision System			
For those with responsibility for the managing and recording of absence, i.e. Managers	Morning session, approx 3 hours	Free	Vision Support Team ☎ 01443 680764, 763 & 760 ✉ visionsupport@rctcbc.gov.uk
Civica Purchasing Training:			
Overview of the system and procedures including everyday tasks for users from Structuring Non-Standard orders, Catalogue Ordering, Receipting, Cancellations, Credit notes and eInvoicing Suppliers.			
For those with responsibility for ordering and/or authorising electronic purchase orders.	2 hours	Free	Clare Blackman eProcurement Team ☎ 01443 281181
Civica Financial Debtors Training			
Those who would like an overview of the system and training in raising invoices, Periodic Invoice Management, how to identify the different transactions and raising new debtor accounts	2 hours	Free	Stephen Martin Credit Management Team ☎ 01443 680742 ✉ stephen.c.martin@rctcbc.gov.uk

Council Systems Training (continued)

Level / Who training is aimed at	Duration	Cost	Provider contact info
VAT Training			
<p>We offer training to anyone who has financial responsibility, budget holders, schools, Leisure centres, purchasing card holders etc.</p> <p>We discuss the five different VAT categories and how to identify which category should be applied to income / expenditure and the appropriate documentation required to reclaim VAT.</p> <p>There is also a general VAT manual available online.</p>		Free	<p>Fiona Lazarus Senior VAT Officer ☎ 01443 680715 ✉ Fiona.E.Lazarus@rctcbc.gov.uk</p> <p>Lisa Kidner Principal Accountant ☎ 01443 680577 ✉ Lisa.J.Kidner@rctcbc.gov.uk</p>
Housing Benefit Overpayment Training			
<p>Those who would like an overview of the debt management system and training in, where to find overpayment figures and periods, how to identify who the overpayment is for, how it has been repaid, if it is already being recovered by some means and how to identify an instalment plan.</p>	2 hours	Free	<p>Stephen Martin Credit Management Team ☎ 01443 680742 ✉ stephen.c.martin@rctcbc.gov.uk</p>
<p>We also provide training on the raising and ongoing management of fixed penalty notices for both Environmental and Education offences, contact Stephen Martin for further information.</p>			
Barclaycard Spend Management:			
Updating card transactions in the system. Session includes VAT and document retention.			
Cardholders, their assigned Authorisers and any other officers nominated to use the system.	1½ hours	Free	<p>Angharad Morgan ☎ 01443 281184</p>
<p>Barclaycard Spend Management must be used to update and authorise Purchasing Card transactions and the training is targeted at officers involved in the administration of Purchasing Cards</p>			
General Ledger User Guide			
<p>General Ledger is the system that Rhondda Cynon Taf Council uses to manage its finances. This is available on INFORM, to access it select the Support Services section, Financial Services, Policies and scroll down to 'G', where you will find the guide.</p> <p>The guide is designed to provide enough detail to run basic enquiries. More advanced training is available if required, please contact Adam Thomas for further details.</p>			<p>Adam Thomas Accountancy ☎ 01443 680682</p>
E-Recruitment			
<p>The following e-recruitment guides are available on the RCT Source (https://rct.learningpool.com), these can be found in the Guidelines and Toolkits section and can be accessed without a password:</p> <ul style="list-style-type: none"> • Creating a vacancy user guide • Shortlisting user guide • Interview scheduling user guide • Interview user guide • Panel member user guide 			<p>Andrew Downie Human Resources ☎ 01443 570041</p>

Food Safety and Nutrition

The safety, quality and nutritional value of the food we eat is of fundamental importance to our health and wellbeing.

Food safety and nutrition are therefore key concerns for the environmental health profession. The Council offers a variety of food safety and nutrition courses, please contact providers for further details.

Available Courses:

Level / Who training is aimed at	Duration	Cost	Provider contact info
Level 1 Award in Food Safety Awareness			
Food handlers, who deal with pre-packaged foods etc.	½ day (4 hours)	From £25	Karen Spencer Catering Services ☎ 01443 281470 ✉ karen.j.spencer@rctcbc.gov.uk
Level 2 Award in Food Safety in Catering			
Anyone involved in food and handling/preparation	1 day	From £44	Karen Spencer Catering Services ☎ 01443 281470 ✉ karen.j.spencer@rctcbc.gov.uk
Level 2 Award in Food Safety in Catering			
QA Level 2	1 day	From £44	Glyncornel Centre ☎ 01443 420940 ✉ glyncornelcentre@rctcbc.gov.uk
Level 2 Award in Food Safety in Retail			
QA Level 2	1 day	Available to groups, contact centre for details	Glyncornel Centre ☎ 01443 420940 ✉ glyncornelcentre@rctcbc.gov.uk
Level 2 Award in Food Safety in Manufacturing			
QA Level 2	1 day	Available to groups, contact centre for details	Glyncornel Centre ☎ 01443 420940 ✉ glyncornelcentre@rctcbc.gov.uk
Award in Food Safety in Catering			
QA Level 2	1 day	Contact provider for details	Val Clarke Adult Education ☎ 01443 570075
Level 2 Award in Healthy Foods and Special Diets			
Suitable for anyone who needs a basic understanding of nutritional needs	1 day	Contact provider for details	Karen Spencer Catering Services ☎ 01443 281470 ✉ karen.j.spencer@rctcbc.gov.uk
Level 3 Award in Supervising Food Safety in Catering			
Food handlers with a Supervisory role	3½ days	Contact provider for details	Karen Spencer Catering Services ☎ 01443 281470 ✉ karen.j.spencer@rctcbc.gov.uk
HACCP (Various levels)			
Those responsible for developing and maintaining the HACCP	1 day/ 1 day+	Contact provider for details	Karen Spencer Catering Services ☎ 01443 281470 ✉ karen.j.spencer@rctcbc.gov.uk
Level 3 Award in Food Allergen Management for Caterers			
Anyone involved in identifying/managing allergens within the organisation	1 day	Contact provider for details	Karen Spencer Catering Services ☎ 01443 281470 ✉ karen.j.spencer@rctcbc.gov.uk

First Aid

First Aid courses can help staff to have the confidence to give assistance to those suffering a sudden illness or injury and act in a potentially life-threatening situation.

Various courses are delivered at different levels, please check that you book onto the right one for your service needs, training providers can advise appropriately. Additional information is also available in the Council First Aid at Work Policy.

Available Courses:

Level / Who training is aimed at	Duration	Cost	Provider contact info
Level 2 Award in Basic Life Support for Adults & Children			
QA Level 2	3 hours	Contact centre for details	Glyncornel Centre ☎ 01443 420940 ✉ glyncornelcentre@rctcbc.gov.uk
Emergency First Aid at Work (EFAW)			
Level 2 – Suitable for those who need basic life saving skills in the work place (16+years)	1 day	Contact provider for details	Karen Spencer Catering Services ☎ 01443 281470 ✉ karen.j.spencer@rctcbc.gov.uk
Award in Emergency First Aid at Work			
QA Level 3	1 day	Contact provider for details	Val Clarke Adult Education ☎ 01443 570075
Basic Life Support and Safe use of an Automated External Defibrillator			
Level 2 Provides basic, essential Life Saving skills – (No Minimum age)	1 day (Minimum of 5 hours)	Contact provider for details	Karen Spencer Catering Services ☎ 01443 281470 ✉ karen.j.spencer@rctcbc.gov.uk
Award in Basic Life Support and Safe Use of an Automated External Defibrillator			
QA Level 2	3 hours	Contact centre for details	Glyncornel Centre ☎ 01443 420940 ✉ glyncornelcentre@rctcbc.gov.uk
Award in Cardiopulmonary Resuscitation and Automated External Defibrillator			
QA Level 2	3 hours	Contact centre for details	Glyncornel Centre ☎ 01443 420940 ✉ glyncornelcentre@rctcbc.gov.uk
Award in Activity First Aid			
QA Level 2	3 hours	Contact centre for details	Glyncornel Centre ☎ 01443 420940 ✉ glyncornelcentre@rctcbc.gov.uk
Award in First Aid Essentials			
QA Level 2	3 hours	Contact centre for details	Glyncornel Centre ☎ 01443 420940 ✉ glyncornelcentre@rctcbc.gov.uk
Award in Emergency First Aid at Work (EFAW)			
Level 2	1 day	£49	Glyncornel Centre ☎ 01443 420940 ✉ glyncornelcentre@rctcbc.gov.uk
First Aid at Work (FAW)			
Level 3 – suitable for those responsible for delivering First Aid in the work place (16+years)	3 days	Contact provider for details	Karen Spencer Catering Services ☎ 01443 281470 ✉ karen.j.spencer@rctcbc.gov.uk

First Aid (continued)

Level / Who training is aimed at	Duration	Cost	Provider contact info
Level 3 Award in First Aid at Work (Renewal/refresh)			
Level 3 – Must hold & provide evidence of 'in date' FAW certificate to benefit from reduced course	2 days	Contact provider for details	Karen Spencer Catering Services ☎ 01443 281470 ✉ karen.j.spencer@rctcbc.gov.uk
Award in First Aid at Work			
QA Level 3	3 days	£99	Glyncornel Centre ☎ 01443 420940 ✉ glyncornelcentre@rctcbc.gov.uk
Award in First Aid at Work (Renewal/Refresher)			
QA Level 3	2 days	£69	Glyncornel Centre ☎ 01443 420940 ✉ glyncornelcentre@rctcbc.gov.uk
Award in Emergency Paediatric First Aid			
QA Level 3	1 day	Contact centre for details	Glyncornel Centre ☎ 01443 420940 ✉ glyncornelcentre@rctcbc.gov.uk
Emergency Paediatric First Aid			
Level 3 Provides basic, essential Life Saving skills for paediatrics (16+years)	1 day	Contact provider for details	Karen Spencer Catering Services ☎ 01443 281470 ✉ karen.j.spencer@rctcbc.gov.uk
Paediatric First Aid			
Level 3 – suitable for those responsible for delivering Paediatric First Aid in the workplace (16+years)	2 days	Contact provider for details	Karen Spencer Catering Services ☎ 01443 281470 ✉ karen.j.spencer@rctcbc.gov.uk
Award in Paediatric First Aid			
QA Level 3	2 days	Contact centre for details	Glyncornel Centre ☎ 01443 420940 ✉ glyncornelcentre@rctcbc.gov.uk
BCU Lifeguards Aquatic First Aid Award			
Level 1 Min. 14 years age	8 hours	Contact centre for details	Glyncornel Centre ☎ 01443 420940 ✉ glyncornelcentre@rctcbc.gov.uk
To provide a basic level of knowledge and skill to render First Aid in a range of emergency situations within reasonable distance of medical assistance			

Health & Safety

These basic courses can help educate staff about health and safety practices and help employees understand how to work safely and protect themselves, and others, from harm.

In addition to the courses below, the Council Health and Safety Team can offer informal training tailored to service needs and advise on a range of issues such as general health and safety awareness, health and safety management, risk assessment, accident reporting and investigating. Please contact them for further information on 01443 425531.

Available Courses:

Level / Who training is aimed at	Duration	Cost	Provider contact info
Level 1 Award in Health and Safety in Catering			
Everyone who needs a basic knowledge of health and safety in the catering environment (14+years)	½ day (4 hours)	Contact provider for details	Karen Spencer Catering Services ☎ 01443 281470 ✉ karen.j.spencer@rctcbc.gov.uk
Level 1 Award in Principles of Health and Safety in the Workplace			
Everyone who needs a basic knowledge of health and safety in the workplace (14+years)	½ day (4 hours)	Contact provider for details	Karen Spencer Catering Services ☎ 01443 281470 ✉ karen.j.spencer@rctcbc.gov.uk
Award in Health and Safety in the Workplace			
QA Level 2	1 day	Contact provider for details	Val Clarke Adult Education ☎ 01443 570075
Level 2 Award in Health and Safety in the Workplace			
Everyone who needs a standard knowledge of health and safety in the workplace (14+years)	1 day	Contact provider for details	Karen Spencer Catering Services ☎ 01443 281470 ✉ karen.j.spencer@rctcbc.gov.uk
Royal Life Saving Society National Water Safety Management Programme (NWSMP)			
Levels 1-3 Aimed at equipping anyone working in, on, or near water with essential knowledge and skills to make informed decisions about managing safety	Various depending on level/s	Contact centre for details	Glyncornel Centre ☎ 01443 420940 ✉ glyncornelcentre@rctcbc.gov.uk
Introduction to Risk Assessment			
For all staff	Approx 10-15 mins	Free	RCT Source e-learning
Completing an Accident Form			
For all staff	Approx 20 mins	Free	RCT Source e-learning
Alcohol and Substance Misuse in the Workplace			
For all staff	Approx 30 mins	Free	RCT Source e-learning

Groundcare Training

LANTRA and NPTC accredited groundcare training delivered by the Council Parks department.

Available Courses:

Level / Who training is aimed at	Duration	Cost	Provider contact info
LANTRA Awards Safe Use of Pedestrian Mowers – Rotary			
All staff who are required to operate mowers	1 day max 4 delegates	£75	Mike Powell Parks Manager Taf ✉ michael.a.powell@rctcbc.gov.uk
LANTRA Awards Safe Use of Ride On Mowers – Rotary			
All staff who are required to operate mowers	1 day max 4 delegates	£75	Mike Powell Parks Manager Taf ✉ michael.a.powell@rctcbc.gov.uk
LANTRA Awards Safe Use of Pedestrian Mowers – Cylinder			
All staff who are required to operate mowers	1 day max 4 delegates	£75	Mike Powell Parks Manager Taf ✉ michael.a.powell@rctcbc.gov.uk
LANTRA Awards Safe Use of Ride On Mowers – Cylinder			
All staff who are required to operate mowers	1 day max 4 delegates	£75	Mike Powell Parks Manager Taf ✉ michael.a.powell@rctcbc.gov.uk
NPTC – Safe Use of Pesticides PA1			
All staff who are required to use Pesticides	1 day training ½ day assessment max 6 delegates	£50 £150	Mike Powell Parks Manager Taf ✉ michael.a.powell@rctcbc.gov.uk
NPTC – Safe Use of Pesticides PA6A			
All staff who are required to use Pesticides	1 day training ½ day assessment max 6 delegates	£50 £150	Mike Powell Parks Manager Taf ✉ michael.a.powell@rctcbc.gov.uk
Pending Courses: Please contact provider for more information.			
NPTC – Safe Use of Brushcutter/Strimmers			
All staff who are required to operate strimmers	1 day training ½ day assessment max 6 delegates	£60 £50	Mike Powell Parks Manager Taf ✉ michael.a.powell@rctcbc.gov.uk
NPTC – Safe Use of Hedgecutter			
All staff who are required to operator hedgecutters	1 day training ½ day assessment max 6 delegates	£60 £50	Mike Powell Parks Manager Taf ✉ michael.a.powell@rctcbc.gov.uk

Cleaning Skills

This training is suitable for Cleaners and Caretakers or anyone undertaking similar duties. Learners can complete an accredited British Institute of Cleaning Science (BICSc) qualification or complete skills training on a non accredited basis.

The overall accredited course cost will depend on the amount of skills learned, to obtain a BICSc qualification a minimum of 5 skills need to be covered. Non accredited training is offered for £20 a day.

Available Courses:

Level / Who training is aimed at	Duration	Cost	Provider contact info
BICSc Hygiene and Cleaning Skills			
Cleaners and Caretakers	2 to 2.5 days, depending on what skills are required	From £35 per day	Jackie Jones Facilities Cleaning Manager – Corporate and Frontline Services, Facilities Cleaning ☎ 01443 827705 ✉ Jackie.M.Jones@rctcbc.gov.uk
BICSc Floor and Machinery Maintenance			
Cleaners and Caretakers	2 to 2.5 days, depending on what skills are required	From £35 per day	Jackie Jones Facilities Cleaning Manager – Corporate and Frontline Services, Facilities Cleaning ☎ 01443 827705 ✉ Jackie.M.Jones@rctcbc.gov.uk

Skills to be covered can be chosen from the list below:

- **Chemical Competence**
- **Safe Assemble of Equipment**
- **Storage of Equipment**
- **Preparation and Care of Micro fibre System**
- **Cleaning Operative Health and Safety Awareness**
- **Dust Control Mop Sweeping**
- **Damp Mopping**
- **Suction Cleaning**
- **Manual Brush Sweeping**
- **Emptying and Cleaning General Waste Bins**
- **Dusting and Damp Wiping of Surfaces**
- **Kitchen Work Surfaces**
- **Kitchen Sinks**
- **Auto Scrubber Drying (Battery or Mains)**
- **Glass Cleaning**
- **Hand Hygiene Basin**
- **Cleaning Toilet Facilities (Including Accessible Toilets)**
- **Cleaning Washroom Facilities**
- **Spray Cleaning Hard Floors**
- **Buffing Hard floors**
- **Machine Scrubbing and Drying (With a wet suction machine)**
- **Cylindrical Brush Floor Machine**
- **Washing of Surfaces**
- **Polish Application**
- **Stain Removal**
- **Cleaning Telephone**
- **Bodily Fluids**
- **Cleaning Computers**
- **Cleaning Lifts**
- **Strip, Dry and re-apply emulsion polish**
- **Graffiti Removal**
- **High Level Dusting and Cleaning**

Essential Skills Support in RCT (English and/or Maths)

Friendly and supportive courses provided for anyone looking to improve their English or maths.

Contact Colin Preece on 01443 570075 for further details.

Frequently Asked Questions:

How long are the classes?

The classes are for 2-3 hrs and are held weekly. You may join at any time.

Who are the classes for?

Anyone looking to improve their English or maths.

What can you expect?

The classes are small and informal. You will be supported by an experienced tutor to:

- work at your own pace
- develop your skills
- gain Agored Cymru qualification(s)
- improve confidence

What opportunities are available?

Classes are run throughout RCT – please ring Colin Preece for details.

There is no charge for individual staff to attend the classes or to achieve qualification(s). However, if you are a manager and you would like to explore training options for your team please contact Wendy to discuss options.

Contact Details

Colin Preece

✉ colin.preece@rctcbc.gov.uk ☎ 01443 570075

📍 RCT Adult Education, Gartholwg Lifelong Learning Centre, St Illtyd's Road Chruich Village CF38 1RQ

Computer Skills

A variety of computer skills courses for the beginner to more advanced level. Courses include Microsoft Word, Outlook, PowerPoint and Excel.

Providers can also be contacted for further information and to discuss tailoring courses to meet the needs of your team.

Available Courses:

Level / Who training is aimed at	Duration	Cost	Provider contact info
Word Processing: Create and Manage Documents			
Level 1	1 day, 5 hours	Contact provider for details	Val Clarke Adult Education ☎ 01443 570075
Microsoft Outlook (Introduction)			
Introduction	½ day	Free	Alison Bartlett HR ☎ 01443 570040
Microsoft Outlook (Intermediate)			
Intermediate	½ day	Free	Alison Bartlett HR ☎ 01443 570040
Microsoft Outlook (Advanced)			
Advanced	½ day	Free	Alison Bartlett HR ☎ 01443 570040
Microsoft Word (Introduction)			
Introduction	1 day	£95.00	Alison Bartlett HR ☎ 01443 570040
Microsoft Word (Intermediate)			
Intermediate	1 day	£95.00	Alison Bartlett HR ☎ 01443 570040
Microsoft Word (Advanced)			
Advanced	1 day	£95.00	Alison Bartlett HR ☎ 01443 570040
Microsoft Excel (Introduction)			
Introduction	1 day	£95.00	Alison Bartlett HR ☎ 01443 570040
Microsoft Excel (Intermediate)			
Intermediate	1 day	£95.00	Alison Bartlett HR ☎ 01443 570040
Microsoft Excel (Advanced)			
Advanced	1 day	£95.00	Alison Bartlett HR ☎ 01443 570040
Microsoft PowerPoint			
For all staff	1 day	£95.00	Alison Bartlett HR ☎ 01443 570040
Basic Computers Skills			
For all staff	1 day	£95.00	Alison Bartlett HR ☎ 01443 570040
Powerpoint (Intermediate)			
For all staff	1 day	£95.00	Alison Bartlett HR ☎ 01443 570040

Computer Skills (continued)

Level / Who training is aimed at	Duration	Cost	Provider contact info
Computers (beginners)			
Entry Level and Level 1		Contact provider for details	Val Clarke Adult Education ☎ 01443 570075
Internet and email (beginners)			
Entry Level and Level 1		Contact provider for details	Val Clarke Adult Education ☎ 01443 570075
ECDL			
For all staff		Contact provider for details	Val Clarke Adult Education ☎ 01443 570075
ECDL Advanced			
		Contact provider for details	Val Clarke Adult Education ☎ 01443 570075
File Management			
For all staff	Approx 10 mins	Free	RCT Source e-learning

Managing Information and Technology

These courses can help you to understand the risks, benefits and opportunities of working with information and highlights what the Council expects of you as an information user in relation to the way you handle information.

Failure to safeguard personal information properly can result in a breach of the Data Protection Act and the Council being fined up to £500k for serious breaches of the Act. In addition employees who fail to comply with the Council's Information Security policies could face disciplinary action and prosecution in the event of the Act being breached.

Available Courses:

Level / Who training is aimed at	Duration	Cost	Provider contact info
Face-to-face Data Protection Training			
For all staff. Bespoke training dependent on the type/ sensitivity of personal information which is processed.	2 hrs	Free	Information Management Team ☎ 01443 562289
Data protection Awareness			
Compulsory for all IT users	1 hour	Free	RCT Source e-learning
Introduction to Information Management			
Compulsory for all IT users	30 mins	Free	RCT Source e-learning
Protecting Information - ICT Security			
Compulsory for all IT users	30 mins	Free	RCT Source e-learning

Welsh

Welsh Language Services Unit can provide training on the policy and legislation with regards to delivering public services through the medium of Welsh, as well as delivering bespoke Welsh language training for staff at all levels.

An 'in house' tutor can deliver formal or informal training for beginners, in addition to staff who wish to improve existing Welsh skills.

Available Courses:

Level / Who training is aimed at	Duration	Cost	Provider contact info
Welsh Language Level 1			
For all Staff	2 hours	Free	Online training ✉ welshlanguageofficer@rctcbc.gov.uk
Welsh Language Level 2			
For beginners	1 hour per week (30 week course)	Free	Faye Thomas ☎ 07944438937 ✉ faye.thomas@rctcbc.gov.uk
Welsh Language Level 3			
	1 hour per week (30 week course)	Free	Faye Thomas ☎ 07944438937 ✉ faye.thomas@rctcbc.gov.uk
Bespoke Welsh Language Training For all staff			
	Flexible	Free	Faye Thomas ☎ 07944438937 ✉ faye.thomas@rctcbc.gov.uk
Welsh Language Standards			
For all staff	20 mins	Free	RCT Source e-learning ✉ welshlanguageofficer@rctcbc.gov.uk
Welsh Language Standards (face-to-face/teams meeting)			
For all staff	40 mins	Free	✉ welshlanguageofficer@rctcbc.gov.uk

Developing Yourself

This section includes a variety of courses including:

- Team Work, Team Development and Customer Services
- CVs and Job Interviews
- Stress Management, Resilience, Assertiveness and Dealing with Change
- Vocational Courses
- Other Work Skills
- Introduction to e-learning

The HR People Development Team can also offer bespoke training designed to help your team to recognise their potential, along with enhancing working relationships and team effectiveness, to motivate them to perform at their best. Leadership courses are also available (see Leadership and Management section), including ILM accredited training and coaching and mentoring. Issues such as managing performance can also be covered, amongst other topics, please ring 01443 570039 to discuss further.

Available Courses:

Level / Who training is aimed at	Duration	Cost	Provider contact info
Team Work, Team Development and Customer Services			
Team Working			
Level 1	2 days	Contact provider for details	Val Clarke Adult Education ☎ 01443 570075
Bespoke Team Development			
Teams	1 day	Starts at £125 for the whole team if venue, teas and coffee are provided by person commissioning day.	Rebecca Gillgrass HR People Development Team ✉ PDT@rctcbc.gov.uk
Team Building			
	½ day & full day options	Available to groups, contact centre for details	Glyncornel Centre ☎ 01443 420940 ✉ glyncornelcentre@rctcbc.gov.uk
Work through our challenges based around the Glyncornel Centre and develop your problem solving, teamwork and communication skills. Tailor-made for your group, options include the addition of other onsite activities, orienteering, bushcraft, archery or rock climbing.			
Outdoor Adventure Activities (various)			
All staff	Tailored made package	Available to groups, contact centre for details	Glyncornel Centre ☎ 01443 420940 ✉ glyncornelcentre@rctcbc.gov.uk
Sugar Craft: An Introduction			
Anyone with no experience but an interest in Sugar Craft	1 to 1.5 hours per week for 10 weeks	Contact provider for details	Karen Spencer Catering Services ☎ 01443 281470 ✉ karen.j.spencer@rctcbc.gov.uk
Learn the basics techniques of Sugar craft, including covering a cake with a variety of icing, piping techniques, use of cutters, producing basic flowers, colouring technique			
Customer Service Skills			
Level 1	2 days	Contact provider for details	Val Clarke Adult Education ☎ 01443 570075
Dealing with Difficult Customers			
For all staff	1 day	£20 per delegate	Jo James HR People Development Team ☎ 01443 570039
Customer Care (Module A)			
All staff	30 mins	Free	RCT Source e-learning
Customer Care (Module B)			
All staff	30 mins	Free	RCT Source e-learning

Developing Yourself (continued)

Level / Who training is aimed at	Duration	Cost	Provider contact info
CVs and Job Interviews			
Completing a CV			
Level 1	2 days	Contact provider for details	Val Clarke Adult Education ☎ 01443 570075
Searching for Jobs			
All staff	Approx 10 mins	Free	RCT Source e-learning
Applying for Jobs			
All staff	Approx 10 mins	Free	RCT Source e-learning
Preparing to be Interviewed			
All staff	Approx 30 mins	Free	RCT Source e-learning
Understanding and Managing the Interview Process			
Entry 3	1 day 5 hours	Contact provider for details	Val Clarke Adult Education ☎ 01443 570075
Creating the Right Image for a Job Interview			
Entry 3	1 day 5 hours	Contact provider for details	Val Clarke Adult Education ☎ 01443 570075
Successful Interviews			
For all staff	Approx 30 mins	Free	RCT Source e-learning
Interview Skills Training - bespoke			
For all staff	½ day	£10 per person	Rebecca Gillgrass HR People Development Team ✉ PDT@rctcbc.gov.uk
Interview Presentation Skills - bespoke			
For all staff	½ day	£10 per person	Rebecca Gillgrass HR People Development Team ✉ PDT@rctcbc.gov.uk
Stress Management, Resilience, Assertiveness and Dealing with Change			
Stress Management			
For all staff	Approx 30 mins	Free	RCT Source e-learning
Stress Relief			
For all staff		Contact provider for details	Val Clarke Adult Education ☎ 01443 570075
Managing my Stress			
For all staff	2½ to 4 hours	Free but £50 charge if fail to cancel or cancel under 48 hours	Occupational Health Unit ☎ 01443 494003
Mindfulness			
For all staff	2 hours per week for 8 weeks	£100	Educational Psychology Service ☎ 01443 744333
Worry in a Hurry (understand your anxiety and how to deal with it)			
For all staff	2½ to 4 hours	Free but £50 charge if fail to cancel or cancel under 48 hours	Occupational Health Unit ☎ 01443 494003

Developing Yourself (continued)

Level / Who training is aimed at	Duration	Cost	Provider contact info
Stress Management, Resilience, Assertiveness and Dealing with Change			
Resilience Skills			
Entry 3	1 day 5 hours	Contact provider for details	Val Clarke Adult Education ☎ 01443 570075
Personal Resilience			
For all staff	Approx 15 mins	Free	RCT Source e-learning
Improving my Resilience and Self Esteem			
For all staff	2½ to 4 hours	Free but £50 charge if fail to cancel or cancel under 48 hours	Occupational Health Unit ☎ 01443 494003
Dealing with Conflict			
For all staff	Approx 15 mins	Free	RCT Source e-learning
Confidence Building			
Level 1	1 day 5 hours	Contact provider for details	Val Clarke Adult Education ☎ 01443 570075
Positive and Confident			
For all staff	2½ to 4 hours	Free but £50 charge if fail to cancel or cancel under 48 hours	Occupational Health Unit ☎ 01443 494003
Assertiveness Skills			
Level 1	1 day 5 hours	Contact provider for details	Val Clarke Adult Education ☎ 01443 570075
Assertiveness			
For all staff	Approx 30 mins	Free	RCT Source e-learning
Mindfulness toolkit			
For all staff		Contact provider for details	Val Clarke Adult Education ☎ 01443 570075
Holistic Techniques			
For all staff		Contact provider for details	Val Clarke Adult Education ☎ 01443 570075
Sleepless in RCT (how to improve sleep)			
For all staff	2½ to 4 hours	Free but £50 charge if fail to cancel or cancel under 48 hours	Occupational Health Unit ☎ 01443 494003
Dealing with Service Change			
For all staff	Approx 30 mins	Free	RCT Source e-learning
Leading and Managing Change and Transition			
Anyone with line management responsibility		Free	RCT Source e-learning
Vocational Courses			
Supporting Teaching and Learning & Essential Skills			
Level 2 Diploma Must work 16 hours or above in a school	16 months	Welsh Government Funded – Apprenticeship Framework Qualification	Hen Felin Training ☎ 01443 436495 01443 704411 / 704412
Specialist Support in Teaching and Learning & Essential Skills			
Level 3 Diploma Must work 16 hours or above in a school	16 - 18 months	Welsh Government Funded – Apprenticeship Framework Qualification	Hen Felin Training ☎ 01443 436495 01443 704411 / 704412

Developing Yourself (continued)

Level / Who training is aimed at	Duration	Cost	Provider contact info
Vocational Courses			
BTEC in Education & Training			
Level 4. Must have SSTL Level 3 and Essential Skills Level 2 in Communication and Application of Number or equivalent	12 months	Not funded by Welsh Government. Funded by School or individuals	Hen Felin Training ☎ 01443 436495 01443 704411 01443 704412
NPLQ (National Pool Lifeguard Qualification)			
			Brent Bennett, Jonathan Smith, Francesca Towell Lido Ponty ☎ 0300 004 0000
Other Work Skills			
Sign Language			
Various levels		Contact provider for details	Val Clarke Adult Education ☎ 01443 570075
Minute Taking			
For all staff	Approx 15 mins	Free	RCT Source e-learning
Time Management			
For all staff	Approx 20 mins	Free	RCT Source e-learning
Introduction to Presentation Skills			
For all staff	Approx 20 mins	mins	RCT Source e-learning
Introduction to e-Learning			
Learning to Learn			
For all staff	Approx 30 mins	Free	RCT Source e-learning
Introduction to e-Learning			
For all staff	Approx 20 mins	Free	RCT Source e-learning
E-Learning for employees			
For all staff	Approx 20 mins	Free	RCT Source e-learning
E-Learning for Managers			
For all staff	Approx 15 mins	Free	RCT Source e-learning

Equality and Diversity

The following courses will give you further information about this important issue. Courses include an introduction to the topic, business benefits of diversity, disability awareness, unconscious bias and hate crime information.

To find out more, it may also be useful to look at the Policy Interpretation and Application section. The Council Equality and Diversity Team can also be contacted for further information on 01443 444529.

Available Courses:

Level / Who training is aimed at	Duration	Cost	Provider contact info
Dignity and Respect (Internal)			
For all staff	3 hours	Free	Equality and Diversity Team ☎ 01443 444529 Request should be made by team manager/head of service.
Hate Crime Awareness			
For all staff	1½ hours	Free	Equality and Diversity Team ☎ 01443 444529 Request should be made by team manager/head of service.
Unconscious Bias			
For all staff	1 hour	Free	Equality and Diversity Team ☎ 01443 444529 Request should be made by team manager/head of service.
Business Benefits of Diversity			
For all staff	1 hour	Free	Equality and Diversity Team ☎ 01443 444529 Request should be made by team manager/head of service.
Introduction to Equality and basic rules			
For all staff	1 hour	Free	Equality and Diversity Team ☎ 01443 444529 Request should be made by team manager/head of service.
Diversity & Equality			
Aimed at those working with children aged 2-3	3 hours	Free	Flying Start Training Centre ☎ 01443 744366 ☎01443 744268
Disability Awareness			
Aimed at those working with children aged 2-3	3 hours	£20	Flying Start Training Centre ☎ 01443 744366 ☎01443 744268
Unconscious Bias in Recruitment			
For all staff	15 mins	Free	RCT Source e-learning
Hate Crime			
For all staff	20 mins	Free	RCT Source e-learning
Sexual Orientation			
For all staff	Approx 45 mins	Free	RCT Source e-learning
The Diversity Challenge			
For all staff	Approx 1 hour	Free	RCT Source e-learning
Disability Confident			
For all staff	Approx 70 mins	Free	RCT Source e-learning
The Inclusive Workplace			
For all staff	Approx 2½ hours	Free	RCT Source e-learning
Challenging Behaviours (Equalities)			
For all staff	Approx 1 hour	Free	RCT Source e-learning

Safeguarding

Every child, young person and adult at risk has the right to live their lives in safe communities and be protected from harm, neglect, exploitation and abuse.

Keeping people safe is a high priority for the Council and we all have a part to play. All employees, councillors and volunteers have the duty to report concerns about abuse and neglect.

The basic course below will ensure that Council staff understand what is meant by the term 'safeguarding' and the part they play in ensuring that suspected or known abuse gets reported to the right people.

Please ensure that you complete the appropriate level of Safeguarding training in line with your role and responsibilities, your manager can advise further. More detailed Safeguarding courses are available, see the Social Care section for more details. The Council Corporate Safeguarding Policy can also provide further information.

Available Courses:

Level / Who training is aimed at	Duration	Cost	Provider contact info
Safeguarding Children and Adults - Raising Awareness			
Level 1	30 mins	Free	RCT Source e-learning

Reporting a Concern

If you have any concerns regarding the safety of a child, young person, or adult at risk, OR the behaviour of your colleagues towards a child, young person or adult at risk, you should contact the Cwm Taf Multi Agency Safeguarding Hub (MASH) immediately, details below:

Concerns about Children: ☎ 01443 742928 ✉ childrens.mash@rctcbc.gcsx.gov.uk

Concerns about Adults: ☎ 01443 742940 ✉ adultsatrisk@rctcbc.gcsx.gov.uk

After 5pm, Monday to Friday, weekends and Public Holidays, please contact:

Social Services Emergency Duty Team: ☎ 01443 743665

✉ SocialWorkEmergencyDutyTeam@rctcbc.gcsx.gov.uk

If you consider a child, young person or adult at risk to be in immediate danger, you should contact the Emergency Services immediately i.e. Police, Ambulance, Fire and Rescue

Violence against Women, Domestic Abuse and Sexual Violence

Information to all staff in relation to their responsibility in respect of the Violence Against Women, Domestic Abuse/Sexual Violence (Wales) Bill 2015.

Domestic Abuse is an issue which can affect anyone. 1 in 4 women and 1 in 6 men will experience domestic abuse at some stage in their lives. Children can also be affected by witnessing domestic abuse.

Whether individuals just want to explore what their options are or want to leave the situation, there are people to help and the information contained in the e-Learning module will enable you to find out more. The module focuses on domestic abuse/sexual violence, forced Marriage, honour based violence, female genital mutilation, slavery, stalking and harassment.

Available Courses:

Level / Who training is aimed at	Duration	Cost	Provider contact info
Violence Against Women, Domestic Abuse and Sexual Violence			
For all staff	Approx 45 mins	Free	RCT Source e-learning

The Oasis Centre (Safety Unit) can be contacted for advice and further information

☎ 01443 494190

Social Care Training

Cwm Taf Social Care Workforce Development Service (SCWDs)

This section provides an overview of the learning and development opportunities available across the Social Care Sector in Cwm Taf. The service covers the social care providers from the statutory, voluntary and private sector who deliver social care services across RCT and Merthyr and is based on an annual training needs analysis undertaken with service areas and developed into learning and development calendars:

1. Adult Services

Direct care services such as domiciliary care, older people residential homes, day services, etc.

2. Adult Services -

Social work teams

3. Children Services

including social work teams, residential homes, fostering and adoption services, etc

4. Safeguarding Children and Adults

The aim of the Cwm Taf SCWDs is to continue to improve the quality and management of social services provision through a planned approach to learning and development and to increase the take-up of learning and development across the care sector.

Each of the calendars have specific target audiences which is outlined in the full training directories but in general there are two types of eligibility, which as follows:

Eligibility to access learning and development events (excluding safeguarding calendars)

- Priority will be given to those working in the social care sector across RCT and Merthyr that have been commissioned by either local authority
- Once this demand has been exhausted then demand from other related services will be considered including: health; education; probation; police; early years settings; with distribution being as equitable as possible to all services
- Lastly, any spare capacity will be given to any other service requesting access - examples of which could be leisure, housing association, communities first, wider community groups, etc

Eligibility to access safeguarding adults and children learning and development

- Priority will be given to those working in the social care sector across RCT and Merthyr that have been commissioned by either local authority and statutory partners i.e. health; education; probation; police; early years settings; with distribution being as equitable as possible to all services. Any spare capacity will be given to any other service requesting access - examples of which could be leisure, housing association, communities first, wider community groups, etc.

NB - if there is a question of where a service/agency fits in terms of priority then a decision will be reached by the relevant training officer and/or workforce development manager prior to confirming

Those who work in the social care sector may already be familiar with these training programmes however regardless of who is requesting a place, Team Manager approval must be sought before applying to attend any of the courses.

The service also offers a range of qualifications and a summary of the most common ones are listed below but if you have any queries then please contact the service on 01443 281444.

- Award in Social Care Induction (Wales)
- QCF Level 2 and 3 in Health and Social Care - Adults
- QCF Level 3 in Health and Social Care - Children and Young People
- QCF Level 5 in Leadership for Health and Social Care and Children and Young People's Services
- Level 5 Advanced Practice Health and Social Care
- Various accredited CPD e.g. Dementia, single QCF units or clusters of QCF units
- Introduction to Health and Social Care - Module K101 with the Open University
- The Social Services Practitioner Award
- The Degree in Social Work
- Newly Qualified Social Worker programme
- Consolidation programme for social workers
- Approved Mental Health Practitioner Award
- Best Interest Assessor Award

The following summarises the range of topics currently offered through this service, for more details please call 01443 281444.

Adult Services - Direct Services

- Alcohol Awareness - Working with Over 50s
- Arthritis
- Assisted Eating
- Continence
- Creating Freedom in the Care Home (MCA-HRA-SSWBA)
- Feelings Based Dementia Care
- Deprivation of Liberty Safeguards for care homes for adults
- Diabetes Awareness
- Epilepsy Awareness
- Falls Prevention
- Fire Awareness
- Level 2 Award in Food Safety in Catering
- Level 3 Award in Supervising Food Safety in Catering
- Care of Medicines
- Huntington's Disease
- Lymphoedema Training
- Looking after someone with Multiple Sclerosis
- Implementing the Mental Capacity Act Human Rights Act and Social Services and Well-Being Act
- Mental Health Awareness
- Pressure Ulcer Prevention Training
- Palliative Care and End of Life Care
- Respiratory Conditions (including COPD)
- Sensory training:
 - Understanding sight loss
 - Understanding hearing loss
 - Understanding deafblindness
- Stoma Care
- Stroke
- Supervision and Appraisal
- Substance Misuse
- Towards an understanding of Parkinson's Disease
- Understanding brain injury
- Dementia care in the domiciliary setting
- Developing a rights based approach towards the care of older people - requirements of the Human Rights Act 1998

Learning Disability

- Medication awareness
- Manual Handling CD&F update
- ASD Awareness
- ASD Level 1
- ASD Level 2
- Fire Awareness
- Personal Relationships and Sexuality
- Emergency First Aid
- Epilepsy and Rescue
- Recording skills
- Nutritional needs
- Assisted Eating and Drinking
- Inclusive Communication
- Health Needs

Management Development: Management in Practice

The Management in Practice Programme is intended to support those working in Social Care services. They experience a learning programme that supports them in practice. The programme consists of a series of one day training events that can be attended as stand alone modules, clustered into a number of modules, used as underpinning knowledge for the QCF Diploma and can be accredited as single modules for CPD if people want to be assessed. This can all be used for PRTL for those who are required to register with Social Care Wales.

- Champion Equality, Diversity and Inclusion
- Leading and Managing a team
- How Managers use and develop systems that promote communication
- Understand partnership working
- Understand the skills required to supervise people
- Lead and Manage outcome based practice
- Supporting the safeguarding and protection of adults at risk
- Person Centred Practice
- Develop positive health and safety and risk management policies for ourselves and others to promote well-being
- Promote a positive culture for learning and development for yourself and others
- Supporting the safeguarding of children and young people
- Lead and manage outcome based practice for children and young people to promote well-being and resilience

Health and Safety

This team offers specialist training focusing on moving and positioning people safely, respectfully and with dignity. The Moving and Handling training is delivered in accordance with the All Wales Passport Scheme. Bespoke training is available, tailored to individual support needs and equipment. Some training is also available to other Council Services - please contact the team for details.

- Emergency First Aid
- First Aid at Work - 3 days
- Requalification First Aid at Work - 2 days
- Moving and handling A&B - legislation and inanimate load handling
- Moving and Handling CD&F - service specific - people handling training
- Introduction to Manual Handling
- Basic Skills Update
- Risk Assessment for Managers and Supervisors
- AED - Automated External Defibrillator

Adult Services - Social Work Teams

Some courses are applicable to both children's and adults services - please contact the workforce development team for clarity 01443 281444.

- Newly Qualified Social Worker Programme
- Assertiveness, Stress Management and Robust Practice
- Assessing for Aids and Adaptations
- Theory Into Practice
- Co-occurring Substance Misuse and Mental Health
- Supervision and appraisal of complex cases - a two day course
- Continuing Health Care
- Reflective Practice
- Hoarding

Children Services

Some courses are applicable to both children's and adults services - please contact the workforce development team for clarity 01443 281444.

- Foetal Alcohol Disorder
- Understanding and Recognising Child Sexual Exploitation
- Disguised compliance
- Understanding and responding to behaviour in children
- Introduction to Autistic Spectrum Disorders - Day 1
- Introduction to understanding Children with ASD - Day 2
- Assertiveness, Stress Management and Robust Practice
- Hidden Sentence
- An Introduction to Working with Young People Involved in Sexually Harmful People Behaviours
- Working with people who have co-occurring mental health and substance misuse issues
- Assessment and Intervention Techniques for Children and Young People Engaged in Sexually Harmful Behaviours
- Court Skills for Childcare Social Workers
- Supervision Skills
- Supervision Skills For Complex Case Management
- Attachment and Child Development for Social Workers
- Sexual violence
- Personal Safety, Awareness and disengagement
- Behind the mask for social workers
- Social Work Theory And Practice
- Transgender awareness
- Working with Families where a Parent or Parents have Mental Health Issues
- Transactional Analysis
- Reflective Practice in Social Work

Foster Carers

- Fostering Network
- Fostering Wellbeing Programme - masterclasses
- Heartstart
- Fire Awareness
- Child protection for foster carers
- Introduction to moving and handling
- Foetal Alcohol Disorder
- Adoption preparation for foster carers
- Recognising and responding to children at risk of child sexual exploitation
- Supporting children to stay safe online for foster carers
- Behind the mask Equality and Diversity
- Raising awareness of the effects of domestic abuse on children
- Transgender awareness
- Introduction to motivational interviewing
- Reduction of suicide and self harm
- e-learning for foster carers - modules that cover a range of topics
- Safeguarding Children - Raising awareness to referral - child protection level 2
- Preventing radicalisation
- Female Genital Mutilation
- Forced Marriage
- Human Trafficking
- Managing Allegations of abuse against staff and volunteers who's work brings them into contact with children

Safeguarding Children

- Safeguarding Children – Raising Awareness to Referral
- Reduction of Suicide and Self Harm
- Domestic abuse and its effects on children
- Supporting children to stay safe online
- Managing allegations of abuse against staff and volunteers who's work brings them into contact with children
- Violence Against Women Domestic Abuse Sexual Violence - VAWDASV
- Adult/Child Practice Reviews/Practitioner Forums
- Safeguarding Adults Level 2
- Safeguarding Adults Level 3
- Deprivation of Liberty Safeguards - an update for Care Home Managers and Team Leaders
- Implementing the Mental Capacity Act and other laws that promote freedom
- Developing a rights based approach towards the care of older people - requirements of the Human Rights Act
- Creating Freedom in the Care Home
- L2 Safeguarding refresher for supervisory staff
- Level 2 safeguarding refresher for direct care staff
- 'Safeguarding Children – From Recognition to Response'
- Child Protection Process & Practice
- Child Protection Conference and Core Groups
- Understanding your Role and Responsibilities at Child Protection Conferences and Core Groups
- Recognising and responding to children at risk of child sexual exploitation
- Direct Work with Children Involved in Child Sexual Exploitation
- FGM Female Genital Mutilation
- Forced Marriage
- Human Trafficking
- Foetal Alcohol Disorder
- Substance Misuse Raising Awareness
- Preventing radicalisation
- Introduction to Motivational Interviewing
- IFSS Family Focussed Intervention (working with complex families)
- Undertaking Non Criminal Investigations

Early Years and Family Support Services

The Early Years and Family Support Service (EYFSS) provides learning and development opportunities for childcare and early years professionals through the Flying Start Training and Development Team.

The Training and Development Team commissions a number of voluntary, private and Local Authority trainers to deliver appropriate continuing professional development training through its annual prospectus. The primary focus of the training delivered is the up-skilling of the Flying Start Childcare workforce. The Training and Development Team ensures that all of the childcare staff providing the childcare element of the wider Flying Start Programme are suitably qualified and trained to provide high quality childcare to the children of RCT.

The majority of courses delivered are tailored to the delivery of childcare to children aged 2-3 years old. Due to the nature of the childcare sector, Flying Start requirements frequently change in light of new legislation and best practice recommendations, therefore, the training prospectus is regularly updated with new courses to ensure training is relevant and fully up to date.

Eligibility

The course are open to all childcare practitioners. Those working or volunteering in a Flying Start childcare setting and working with Flying Start children are eligible to attend the below training courses free of charge, as they are fully funded through the Flying Start grant. Those working or volunteering at a non Flying Start childcare setting and those interested in working or volunteering in childcare, are required to pay a course fee which is indicated next to the course details. Priority is given to Flying Start childcare professionals.

Please contact training provider for cost information.

Available Courses:

Course Title	Duration	Provider contact info
Level 3 Safeguarding Children: From recognition to response	1 Day or 2 Evenings	Jackie Waters Flying Start Training and Development Team ☎ 01443 744366 ☎ 01443 744268 ✉ earlyyearstraining@rctcbc.gov.uk www.rctcbc.gov.uk/fstraining
Fire Warden	3 Hours	
Level 2 Emergency First Aid At Work	1 Day or 2 Evenings	
Level 2 Food Safety	1 Day or 2 Evenings	
All Wales Manual Handling Passport Training (Modules A-F)	1 Day or 2 Evenings	
Additional Learning Needs Co-Ordinator (ALNCo)	3 Hours	
Health & Safety	1 Day or 2 Evenings	
Level 3 Award Emergency Paediatric First Aid	1 Day or 2 Evenings	
Risk Assessment	3 Hours	
Supervision and Appraisal	3 Hours	
Disability Awareness	3 Hours	
Community Nutrition	3 Hours (Weekly for 7 Weeks)	
ELSA	5 Days	
Busy Feet	3.5 Hours	
Designed to Smile	3 Hours	
Prevent	1.5 hours	
Child Development	3 Hours	
Data Protection Awareness	3 Hours	
Equality & Diversity	2 Hours	
Promoting Positive Behaviour	3 Hours	
Signs and Symbols	3 Hours	
Elklan	1 Day	

Educational Psychology Service

The Educational Psychology Service offer a range of courses, primarily aimed at school based staff, from governors and senior management to teachers and teaching assistants, however many of these can be adapted for use with other Council staff generally.

Available Courses:

- Understanding Attachment and Attunement in children
- Understanding Challenging Behaviour in Children and Young People
- Understanding Neurodevelopmental Conditions (ADHD, ASD)
- Understanding Special Educational Needs (SEN)
- Developing Person Centred Practice (PCP)
- Preparing for Additional Learning Needs (ALN) Reform
- Critical Incident Preparation and Planning for Schools
- Understanding Bereavement
- Understanding Suicide and Self-harm (in conjunction with health and partners in the Eye to Eye counselling service)
- Emotional Literacy Support Assistant (ELSA) training
- ELSA Supervision (ongoing supervision for ELSAs)
- ELSA for Teachers
- ELSA for Early Years
- Mindfulness (2 hours per week over 8 weeks, £100 per delegate)

Course Duration and Costs

With the exception of ELSA (Emotional Literacy Support Assistant) training, all other training can be bespoke with times arranged to suit. Course costs can be arranged directly with the Educational Psychology Service and would depend on the number of delegates, venue price and resources. Queries can be directed to the Educational Psychology Administration team on 01443 744333.

The ELSA (Emotional Literacy Support Assistant) training is 6 days spread over a term. It costs £350 per delegate and ELSA supervision is provided, which is 2 hours every half term. To book go to www.cscjes-cronfa.co.uk using your CSWC (Central South Wales Consortium) Hwb username and password. For help with booking on, contact businessdesk@cscjes.org.uk or **01443 827500**.

Youth Engagement and Participation Service

Training aimed at people who work with young people and parents/carers.

Available Courses:

Level / Who training is aimed at	Duration	Cost	Provider contact info
LGBT+ Awareness Training			
People who work with young people, parents/carers	Full day	Contact provider for details	Karen Thomas Youth Engagement and Participation Service ☎ 01443 281436
Child Exploitation and Online Protection Training			
People who work with young people, parents/carers	Half day	Contact provider for details	Karen Thomas Youth Engagement and Participation Service ☎ 01443 281436

