

Leading the Way

ESF Project for Surrey & Kent

CLOSING THE GAP

between your CARE policy & CARE practice



Leading learning and skills



European Union
European Social Fund
Investing in jobs and skills

"Just what my senior care staff needed"

Frederick Oshuntoki

Registered Manager for Supreme Homecare Agency

"Packed with practical guidance and instruction specific to the care sector and delivered by a Lecturer who knows his stuff"

Paul Humphreys

Marketing Director for Ixion Holdings, T2G Skills Broker



LEADERSHIP TRAINING – with recognised NVQ Unit Accreditation

A concentrated training day that offers practical instruction for those who have responsibility for other care staff in the delivery of personalised care services. With a focus on skills required to close the gap between care policy and the actual performance and teamwork of frontline care staff. Plus supporting quality improvement and a higher star rating !

Includes post-training workplace assessment to confirm competence and NVQ Level 2 Unit accreditation for:

- Providing Leadership for your Team
- Allocating & Checking the work of your Team

BONUS OFFER !

Free examples of proven & tested tools and resources for monitoring & supervising care staff !

CALL 01932 355598 to register your FREE PLACE

CLOSING THE GAP – between Your CARE Policy & CARE Practice

Effective Leadership
to implement quality improvement

Why should your care staff attend this training ?

It is difficult to think of anything more important for a registered care provider than the sound implementation of their policy and procedures that are designed to offer a quality service and meet statutory requirements. But ask yourself this question:

“Who is closest to influencing what happens in practice on a day to day basis ?”

Consider your staff who have responsibility for leading and supervising front line care workers.

- How well do they lead their team ? Or does the team lead them ?
- Are they ensuring quality improvement ? Or are you still on a lower CSCI star rating ?
- Are they sufficiently skilled to identify and resolve poor performance amongst care staff ? Or do they wait for you to take action first ?

This training course followed by workplace observation & assessment is an ideal opportunity for Social Care Employers to support a higher level of leadership on quality improvement and supervision of the staff they have responsibility for.

Who can attend this training ?

This training offer and subsequent workplace assessment leading to a NVQ Unit Accreditation Certificate is free to any employees who meet all of these eligibility conditions:

- Their employer must have less than 249 staff
- Must be employed in the social care sector with some kind of responsibility for other staff
- Must live or work in Surrey or Kent and at least 19 years old
- Must be committed to achieving and demonstrating workplace competence to gain a NVQ Unit Accreditation Certificate in Team Leading.

“CLOSING THE GAP” Training Day

6 hours Learning covering:

- Why close the gap between policy & practice ?
- The concept of Leadership
- Using different Leadership styles
- Communicating with & influencing the team
- Setting standards and objectives for quality improvement
- Dealing with team conflict
- Encouraging solutions not problems
- Allocating work amongst staff
- Monitoring performance
- Providing feedback and staff supervision

A fast moving and interesting day of learning that includes a series of class based assignments to confirm understanding and knowledge that has been learnt

Action planning and preparation for demonstrating workplace competence in 2 NVQ Units for:
Unit B5 – Provide Leadership for your team
Unit D5 – Allocate & check work in your Team

(Potential option for completing the full NVQ Level 2 qualification in Team Leading at no cost)

Workplace Assessment

A qualified NVQ Assessor to visit your workplace to undertake observation and support generation of portfolio evidence that will lead to a NVQ Unit Accreditation Certificate in Team Leading Level 2 for staff who have attended the Training Day.

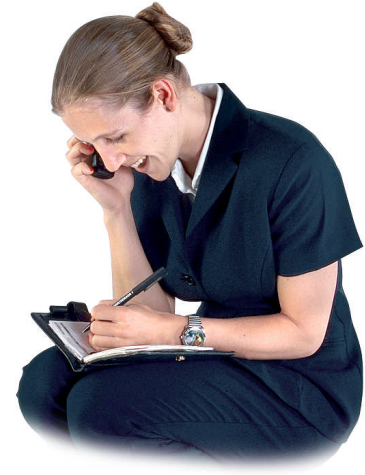
Telephone and email mentoring support provided for workplace assessment preparation at no cost.

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Who will delivery this training ?

Gordon Bentley is a workforce development consultant for the care sector having over 20 years experience in both the private, public and voluntary sector. This has included leadership coaching to individuals, developing teams, implementing quality improvement and facilitating partnership working between those who provide, and those who commission, care services. Having a Masters degree he is also a member of the BASW with a CQSW qualification. He is often invited as a key note speaker on the subject of workforce development and funding opportunities.



This training is being co-financed through the European Social Fund, via a joint collaboration between **Computer Gym UK Ltd** and **KPI Development Ltd**, who have joined forces to make this unique training offer possible at no cost to eligible employers or their staff.



Where will this training be delivered ?

If you have 8 or more staff who meet our eligibility conditions and would benefit from this professional development opportunity, then we will deliver the training on-site at your place of work ! This is subject to the employer being able to provide a suitable training room for a positive learning environment.

Alternatively we can offer a range of dates between July 2009 and June 2010 with flexibility over the location to meet demand from social care employers who are based in either Surrey or Kent. The venue for each training day will be located within walking distance of public transport.

A free buffet lunch is provided to all delegates who attend the training day.

How can I express an interest in my staff attending this training ?

We anticipate a high demand from social care providers for their staff to access this funded training opportunity up until June 2010. So please contact us to express your interest at the earliest opportunity.

This will give you the chance to ask any questions you may have, and for us to provisionally reserve training places for your staff without obligation until you are ready to formally register them with us.

So here are your options to find out when the next **"CLOSING THE GAP"** Training Day is being delivered in your area:

Option 1

CALL Our Training Manager on **01932 355598**

Option 2

EMAIL our Training Manager at: **peterwebb@kpidevelopment.com**

Option 3

FAX our Expression of Interest Form to **01932 341312**

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EMPLOYER EXPRESSION OF INTEREST

FAX BACK FORM

Please contact me to discuss your “CLOSING THE GAP” Training for my staff, that I have a potential interest in.

My Name is:(Block Capitals Please)

My Job Role is:

My Organisation is:

My Phone No. is:

I understand there is no obligation in expressing this interest, and that the training being offered is at no cost to my organisation or members of staff who meet the eligibility conditions.

Now FAX this Expression of Interest to: **01932 341312**

For the attention of the
Training Manager
KPI Development Ltd
113 George Lane, London, E18 1AB