Supporting life-long learning to achieve personal and professional goals
North Kent Training Service aims to be the Learning and Development Partner of choice for the voluntary, community and education sectors. We have been delivering high quality training since 2004, and our philosophy is simple:

- Support life-long learning and development through offering courses that enable individuals to achieve their personal and professional goals.
- Work in partnership with voluntary and community organisations to develop bespoke training programmes aimed at developing their staff and volunteers.
- Extend learning and support through our Continuous Professional Development Programme.
- Support the charitable aims of Medway Voluntary Action, further empowering local organisations to reach their full potential.
- Ensuring the highest quality training service is delivered - every time we teach - by only working with a team of highly experienced trainers who are experts in their field.
- Always aim to offer organisations the best possible value training at a competitive price.

NKTS Training Service - useful information for your organisation:

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Fee*</th>
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</thead>
<tbody>
<tr>
<td>A</td>
<td>£22</td>
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<tr>
<td>B</td>
<td>£45</td>
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<tr>
<td>C</td>
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<td>D</td>
<td>£17</td>
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</tbody>
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*Voluntary Sector Rates Only

5% discount available if 3 or more sessions are booked 6 weeks before the course start date (Quote NKTS6 when booking). We are committed to offering access to low cost, high quality training - we therefore require a minimum number of delegates to enable us to run our courses.

Venue

Medway Voluntary Action, 5a New Road Avenue, Chatham, Kent, ME4 6BB - offering easy access to the train station and road side parking.

Booking Procedure

Upon selection of courses, bookings and payments can be made via our automated website www.nkts.co.uk or by phone on 01634 818036. We are able to accept payments via PayPal which will enable you to pay using your credit or debit card or we can invoice your organisation. The full course fee can be paid at the time of booking (or no later than two weeks prior to the course start date).

General terms and conditions

Cancellation or failure to attend by the delegate:

- Due to the popularity of courses, all cancellations must be made at least 21 days prior to the start of the course. A full refund will be given under these circumstances.
- If the booking is cancelled within 21 days of the start of the course or if the delegate fails to attend the course, NKTS reserves the right to charge the full course fee.
- NKTS reserves the right to refuse admission to delegates for whom the full course fee has not been paid.

Cancellation of courses by North Kent Training Service:

- NKTS reserves the right to cancel a course at any time without liability. In these circumstances delegates will be offered an alternative course or a full refund.

Accreditation

We offer nationally recognised qualifications for many of our courses. For accredited courses, learners will receive recognition of their achievements assessed against nationally defined standards.

For more information or for booking enquiries:

Phone: 01634 818036  Email: enquiries@nkts.co.uk  Visit: www.nkts.co.uk

North Kent Training Service, 5a New Road Avenue, Chatham, ME4 6BB
### PROGRAMME COURSE TIMETABLE - 2019

<table>
<thead>
<tr>
<th>Course</th>
<th>Current 2019 Dates</th>
<th>Venue</th>
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</thead>
<tbody>
<tr>
<td>Connect 5 Mental Well-being Training</td>
<td>20th February, 11th September</td>
<td>MVA</td>
</tr>
<tr>
<td>Equality and Diversity</td>
<td>16th July</td>
<td>MVA</td>
</tr>
<tr>
<td>Equality &amp; Diversity and Workplace Banter</td>
<td>15th October</td>
<td>MVA</td>
</tr>
<tr>
<td>First Aid Awareness</td>
<td>5th July</td>
<td>MVA</td>
</tr>
<tr>
<td>Learning Disability &amp; Managing Challenging Behaviour</td>
<td>7th June</td>
<td>MVA</td>
</tr>
<tr>
<td>Level 2 Emergency First Aid</td>
<td>3rd April, 9th October</td>
<td>MVA</td>
</tr>
<tr>
<td>Lone Working</td>
<td>6th December</td>
<td>MVA</td>
</tr>
<tr>
<td>Mental Capacity Act (MCA)</td>
<td>13th December</td>
<td>MVA</td>
</tr>
<tr>
<td>Minute Taking</td>
<td>10th Sept</td>
<td>MVA</td>
</tr>
<tr>
<td>Preventing and Managing Challenging Behaviours in the Workplace</td>
<td>20th May, 5th November</td>
<td>MVA</td>
</tr>
<tr>
<td>Safeguarding Children</td>
<td>10th May</td>
<td>MVA</td>
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<tr>
<td>Safeguarding of Vulnerable Adults (SOVA)</td>
<td>6th September</td>
<td>MVA</td>
</tr>
<tr>
<td>Safeguarding Adults in Health and Social Care (RQF)</td>
<td>21st May</td>
<td>MVA</td>
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<tr>
<td>Smartphone Photography: Improving Your Skills</td>
<td>17th July</td>
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<tr>
<td>Stress Management—First Aid for Stress</td>
<td>29th May</td>
<td>MVA</td>
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<tr>
<td>Supervision and Appraisal Skills</td>
<td>15th November</td>
<td>MVA</td>
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<tr>
<td>Understanding Autism Part 1</td>
<td>18th June</td>
<td>MVA</td>
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<tr>
<td>Understanding Autism Part 2</td>
<td>18th June</td>
<td>MVA</td>
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</table>

Can’t find a date to suit your needs? Please contact us and we will try to help or maybe an

For more information or to book your place:

Phone: **01634 818036**  Email: **enquiries@nkts.co.uk**  Visit: **www.nkts.co.uk**

North Kent Training Service, 5a New Road Avenue, Chatham, ME4 6BB

LAST UPDATED: January 2019
Minute Taking Skills

This interactive and practical course is for anyone who is expected to take minutes at formal or informal meetings. It will look at why minutes are important, the difference between minutes and action points and provide the necessary skills to take accurate and relevant notes and translate them into professional minutes.

What you can expect to learn...

♦ Understand the reason for taking minutes
♦ Discuss the different styles and formats of minutes
♦ Identify the role of the minute taker within the meeting
♦ Tips and strategies in getting accurate minutes

Course Information:
Half Day (3.5 hours) Price Band B

“This was a great learning experience, the tutor was so knowledgeable.”

Further courses are currently under development and will become available soon.
If you have a particular learning and development need you are interested in, please contact us and we will try to help.

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North Kent Training Service, 5a New Road Avenue, Chatham, ME4 6BB
Accredited Level 2 Award in Fire Safety (QCF)

The Level 2 award in Managing Fire Safety is for anyone involved in the management of fire safety in any workplace. Learners will know that fire safety is the responsibility of everyone in the workplace and recognise the consequences of a fire in any premises. The learning outcomes for this course are identical—whether you opt to have this course accredited or not.

What you can expect to learn...

♦ Understand the hazards and risks associated with fire in the workplace
♦ Understand how fire risk is controlled in the workplace
♦ Understand the principles and practice of fire safety management at work
♦ Understand the role of the nominated fire warden

Course Information:
Full Day (7.5 hours) Price Band C
(If you opt to have your course accredited with the Awarding Body there is an additional fee of £23.50 per person required)

“I can now review our fire risk assessment and check our fire drill process”

Accredited Level 2 Award in Health & Safety in the Workplace (QCF)

Health and Safety is important for staff, customers and a necessity for any job holder; it is everyone’s responsibility. The reputation of your organisation and the safety of your customers depend on it. If your business is unsafe, accidents will occur and the morale and productivity of your workforce will decrease. The learning outcomes for this course are identical—whether you opt to have this course accredited or not.

What you can expect to learn...

♦ Accidents and ill health; Slips, trips and falls; First aid
♦ Health and safety law; risk assessment
♦ Hazardous substances; personal protective equipment; manual handling
♦ Workplace health, safety and welfare
♦ Fire prevention; work equipment and electricity
♦ Occupational health and noise
♦ Ergonomics and work station design

Course Information:
Full Day (7.5 hours) Price Band C
(If you opt to have your course accredited with the Awarding Body there is an additional fee of £23.50 per person required)

“I can now review our procedures and put together an action plan with the other staff.”

For more information or to book your place:

Phone: 01634 818036 Email: enquiries@nkts.co.uk Visit: www.nkts.co.uk

North Kent Training Service, 5a New Road Avenue, Chatham, ME4 6BB
Accredited Level 2 Award in Food Safety in Catering (QCF)

Subjects covered include hazards and controls, food safety management and temperature controls, food poisoning control, personal hygiene, cleaning and disinfection, food pests, and the role of the food handler in keeping food safe. The learning outcomes for this course are identical—whether you opt to have this course accredited or not. The HABC Level 2 Award in Food Safety in Catering (QCF) accreditation is recognised internationally and has been developed to protect customers, brand reputation and profits.

What you can expect to learn...

- Hazards and controls
- Food safety
- Management and temperature controls
- Food poisoning control
- Personal hygiene
- Cleaning and disinfection
- Food pests
- The role of the food handler in keeping food safe.

Course Information:
Full Day (7.5 hours)   Price Band C

(If you opt to have your course accredited with the Awarding Body there is an additional fee of £23.50 per person required)

Accredited Level 2 Award in Emergency First Aid at Work

This one day training course is for individuals who act as an Emergency First Aider at work. The emphasis is on preventing situations from becoming worse and maintaining life until help arrives. The learning outcomes for this course are identical—whether you opt to have this course accredited or not. Your certificate will be valid for 3 years.

What you can expect to learn...

The content of this course provides basic lifesaving first aid and workplace health and safety regulations, covering the following:

- Health and safety (First aid) regulations; priorities of first aid; managing an incident
- Treatment of an unconscious casualty & common workplace injuries
- Resuscitation, shock, choking, seizures, bleeding

Course Information:
Full Day (7.5 hours)   Price Band C

(If you opt to have your course accredited with the Awarding Body there is an additional fee of £23.50 per person required)

“This will help me to put a policy in place for good food handling practice”

For more information or to book your place:

Phone: 01634 818036   Email: enquiries@nkts.co.uk   Visit: www.nkts.co.uk

North Kent Training Service, 5a New Road Avenue, Chatham, ME4 6BB
First Aid Awareness

This course will deliver the essential basic first Aid skills to enable to students to deal with emergency situations involving injuries or illness. This course is designed to show students the responsibilities of a first aider, how to assess for danger, how to check for responsiveness in a casualty and the need to seek help at an early stage.

What you can expect to learn...

- To act safely, promptly and effectively in emergencies.
- To have an understanding of basic first aid procedures.
- Gain the knowledge and skills to manage bleeding and choking.
- Be able to carry out resuscitation and understand the management of an unconscious casualty.
- To recognise the symptoms of shock and understand the treatment.

Course Information:
Full Day (3.5 hours)  Price Band A

Basic Food Hygiene

This course emphasises the importance of food safety within the catering, hospitality, and food service industry. The course is designed to provide food handlers with the practical, work-related knowledge they will need, if they are to comply with current food hygiene regulations.

What you can expect to learn...

- How to prepare and serve food that is safe for public consumption
- What can cause food poisoning
- Pest prevention
- Temperature control
- Waste Management
- Personal Hygiene

Course Information:
Full Day (3 hours)  Price Band A

For more information or to book your place:

Phone: 01634 818036  Email: enquiries@nkts.co.uk  Visit: www.nkts.co.uk

North Kent Training Service, 5a New Road Avenue, Chatham, ME4 6BB
Accredited Level 2 Award in Paediatric First Aid

This accredited 2 day qualification provides theoretical and practical training in First Aid techniques that are specific to infants aged 0 to 1, and children aged from 1 year old to the onset of puberty. Focusing on common accidents and illnesses which may affect babies and children this course aims to give the skills and confidence to manage the very common and less common incidents. The learning outcomes for this course are identical—whether you opt to have this course accredited or not.

This is a two day course so learners are required to attend BOTH days.

What you can expect to learn...

❖ The role of the Pediatric First Aider; Assessing an emergency situation
❖ Breathing difficulties, choking, wounds; Bleeding, burns; Scalds, electric shock
❖ Shock, poisoning, bites , stings & conditions affecting eyes, ears and nose
❖ Suspected fractures and dislocation; neck and back injuries

Course Information:
2 Full Day (7.5 hours)   Price Band: On Enquiry
(If you opt to have your course accredited with the Awarding Body there is an additional fee of £23.50 per person required)

“Lots of information given and I now feel that I will know what to do in those situations.”

Safeguarding of Vulnerable Adults (SOVA)

The SOVA (formerly POVA) course raises awareness of the importance of safeguarding vulnerable adults. Learners will be in a better position to implement their adult protection policy and the procedures they should follow. This course is essential for anyone working with vulnerable adults.

What you can expect to learn...

❖ Legislative framework
❖ Categories of abuse
❖ Recognising signs and symptoms of abuse
❖ Recognising a vulnerable adult
❖ Recognise the boundaries of communication
❖ Understand organisational procedures when abuse is suspected or witnessed
❖ Good practice and minimising the risks
❖ The importance of debriefing

Course Information:
Half Day (3 hours)   Price Band A

“This course contained up to date information and I enjoyed the discussions with the trainer and other learners.”

For more information or to book your place:

Phone: 01634 818036   Email: enquiries@nkts.co.uk   Visit: www.nkts.co.uk

North Kent Training Service, 5a New Road Avenue, Chatham, ME4 6BB
Safeguarding Children

The aim of the session is to provide you with an introduction to safeguarding children and young people in England. This course includes identifying the role of safeguarding children and defining the age of a child for safeguarding purposes. The course also looks at what a “child in need” is and to define the term “child abuse”. You will also learn why children and young people must be protected.

What you can expect to learn...

- Legislation
- Categories & indicators of abuse
- Radicalisation
- FGM
- Common sites of accidental injury
- Effects of Domestic Abuse on Children
- Risks with internet & Social Network
- Confidentiality & Disclosures
- Role and responsibility to reporting

Course Information:
Half Day (3 hours)   Price Band:  A

Safeguarding Adults in Health and Social Care (RQF)

The purpose of this qualification is for candidates to understand the key principles of safeguarding adults. The qualification is aimed at those working in the health and social care sector. The qualification has been mapped against standard 10 of the Care certificate.

What you can expect to learn...

- Understand the principles of safeguarding adults at risk in health and social care
- Be able to identify those at risk from harm
- Know how to reduce the likelihood of abuse in health and social care
- Know how to respond to suspicion or reports of abuse

Course Information:
Full Day (6 hours)   Price Band:  On Enquiry

Further courses are currently under development and will become available soon.

If you have a particular learning and development need you are interested in, please contact us and we will try to help.

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North Kent Training Service, 5a New Road Avenue, Chatham, ME4 6BB
Managing Volunteers

This one day course will enable you to increase the benefits of your volunteer programme. You will be able to review your organisation’s existing practice in managing volunteers, identify and consolidate areas of positive practice and identify and consider ways to manage areas of potential risk.

What you can expect to learn…

♦ Understand some of the key differences between managing volunteers and paid staff
♦ Give examples of good practice in managing volunteers
♦ Explain how good volunteer management can increase the benefits of voluntary input
♦ Identify the risks associated with a lack of appropriate management of volunteers, and the tools which can be used to mitigate those risks
♦ Review their own and their organisation’s practices in volunteer management and create action plans to further develop them

Course Information:
Half Day (7 hours)   Price Band C

"I will now review, reward and seek other opportunities for my volunteers and ensure they feel valued. This will help to ensure the success of my volunteers and the organisation."

The Effective Supervisor

Supervisors provide a vital link in delivering your organisation’s strategy, standards and expectations. Your style and personal effectiveness impact on your team’s ability to deliver successfully and positively. This course will help you to develop effective staff management skills and strategies, including goal setting, motivation and managing poor performance.

What you can expect to learn…

♦ The role of team leader
♦ Planning and organising the work of the team
♦ Managing performance
♦ Team development

Course Information:
Half Day (7 hours)   Price Band C

Role of a Trustee

This course is for trustees and staff who want a good understanding of what it means to be a trustee. It covers the basics of charity law, and the roles and responsibilities of trustees in relation to governance, strategy, policy development, financial probity and compliance.

What you can expect to learn…

♦ Understand the responsibilities of a trustee
♦ Understand governing documents and the law surrounding trustees
♦ Understand your charity’s role in the purpose of public interest.

Course Information:
Half Day (3.5 hours)   Price Band B

For more information or to book your place:

Phone: 01634 818036   Email: enquiries@nkts.co.uk   Visit: www.nkts.co.uk
North Kent Training Service, 5a New Road Avenue, Chatham, ME4 6BB
Understanding Autism - Parts 1 & 2

Learners attending Part 2 should ideally have completed Part 1, as Part 2 will develop previous concepts.

This two part course gives an introduction to Autism and enables learners to feel more confident in working with or supporting people on the Autistic Spectrum. Courses will be of particular interest to parents, carers, voluntary sector, education providers and support staff, employers and those responsible for developing policies for a fully inclusive environment.

What you can expect to learn…

Part 1:
- Introduction to the Autistic Spectrum
- Identification of key areas of impairment
- Implications on the person as well as the organisation and staff
- Strategies for dealing with communication difficulties and behaviour difficulties

Part 2:
- Brief overview of the Autistic Spectrum
- Issues and Implications
- Planning for inclusion & effective management strategies

Course Information:
Half Day (3.5 hours) (Per session) Price Band B

Living with ADHD

Course aims to provide current information on living with ADHD, the various types of disorders and their characteristics. It will also explore the history, stigma and the changes in diagnosis throughout the years as well as provide a framework of how to live and work with well with a personality disorder.

What you can expect to learn…

- Learners will be able to define the term ADHD correctly, use accepted terminology and differentiate them from other needs (ADD).
- Learners will show understanding of history, stigma and how the diagnosis process has changed throughout the years.
- Learners will be able to identify the disorder, its key symptoms from childhood into adulthood.
- Learners will be provided with a framework of how to work and live with people living with ADHD (including medication provision).
- Learners will be able to identify key and up-to-date changes in legislation.

Course Information:
Half Day (4 hours) Price Band B

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Phone: 01634 818036  Email: enquiries@nkts.co.uk  Visit: www.nkts.co.uk
North Kent Training Service, 5a New Road Avenue, Chatham, ME4 6BB
Mental Capacity Act (MCA)

Providers of social care need to comply with the provisions of the Mental Capacity Act 2005 (MCA) and the associated codes of practice. The Act and codes set out the principles and guidance for supporting people who use services to make their own decisions. This course will help learners understand the Act and how it applies to the clients they support.

What you can expect to learn...
- Background, principles & assessment of capacity
- Best interests; Restraint
- Designated decision makers including “Lasting power of attorneys” and “Court appointed deputies”
- Public bodies including: Court of Protection, Public Guardian, Advance decisions, IMCA & Children and young people

Course Information:
Half Day (3.5 hours)  Price Band B

“I am now aware and can now understand the difference between lack of capacity & unwise decisions. The two are very different and I now have the tools to support both.”

Deprivation of Liberty Safeguards (DoLs)

Learners MUST have attended the Mental Capacity Act training before attending this course.

Learners will understand the Act and the key terms. They will be able to identify and define the difference between ‘Restriction’ and ‘Deprivation’ of liberty and the required forms that need to be completed.

What you can expect to learn...
- Key responsibilities in Deprivation of Liberty
- Deprivation of liberty safeguards’ key Terms
- Understand the roles and responsibilities of MA’s & SB
- Identify and define difference between ‘Restriction’ and ‘Deprivation’ of liberty
- Required forms for DoLs
- Define roles and responsibilities after ‘authorisation’
- Draw up action plan

Course Information:
Half Day (3.5 hours)  Price Band B

“This course gave a great overview and was explained so that we could understand. A good follow on from MCA and I can see how the two link”

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North Kent Training Service, 5a New Road Avenue, Chatham, ME4 6BB
INCLUSION & AWARENESS TRAINING COURSES

Learning Disability and Managing Challenging Behaviour

The course will enable organisations to have an understand of behaviours associated with Learning Disability. The learners will be able to identify the types of behaviour and causes. This course will also look at behaviour management; this will include diversion, how to complete ABC charts and guidance how to develop a behaviour management plan.

What you can expect to learn...
♦ Types of Challenging Behaviour
♦ Common Causes
♦ Effects Of Challenging Behaviour
♦ Structures/Routines
♦ Managing the behaviours
♦ Recording incident
♦ ABC and preparing a behaviour management plan
♦ Staff support
♦ Debriefing

Course Information:
Half Day (3.5 hours)  Price Band B

“I will use the knowledge of the different Learning Disabilities to help myself and other carers to understand the client’s situation better and therefore, be able to help more and put things in place for them”

Supervision and Appraisal Skills

The aim of this course is to offer team leaders/managers the chance to access and practice the practical skills needed to manage and lead a team of people successfully in a safe environment.

During this Effective Supervision and Appraisal Practice training course, delegates will learn how to manage difficult conversations, identify training needs and celebrate performance reviews.

Managers need to think differently about how these are done. This thought-provoking session turns the traditional view on its head and suggests that, for everyone but new recruits, the most effective method is to encourage people to assess their own performance and to set their own goals.

What you can expect to learn
♦ Understand the aims of supervision and appraisal
♦ Setting work objectives
♦ Active listening
♦ Dealing with difficulties and difficult behaviour
♦ Giving criticism
♦ Good Practice Carrying Out Supervision and Appraisal

Course Information:
Half Day (3.5 hours)  Price Band B

For more information or to book your place:
Phone: 01634 818036  Email: enquiries@nkts.co.uk  Visit: www.nkts.co.uk
North Kent Training Service, 5a New Road Avenue, Chatham, ME4 6BB
**Understanding Psychosis & Personality Disorders**

Providing awareness regarding living with psychosis and personality disorders, the various types of disorders and their characteristics - alongside building a framework of how to live and work with well with a personality disorder.

**What you can expect to learn...**

- Ability to define the term Personality Disorder correctly, use accepted terminology and differentiate them from other needs.
- Understanding of history, stigma and how the diagnosis process has changed.
- Ability to identify the many personality disorders and their key symptoms.
- A framework of how to work and live with people living with a personality disorder.
- Key and up-to-date changes in legislation.

**Course Information:**
Half Day (4 hours)   Price Band B

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**Drugs Awareness**

An overview of the various illegal drugs and other intoxicants that they may come into contact with in today’s society. The syllabus covers controlled drugs (Class A, B & C), solvents and gases, legal highs, alcohol and energy/caffeine drinks.

This course can be adapted to be delivered to potential users of drugs or to parents, carers and teachers who may be dealing with people who are using or at risk of using drugs or other substances.

**What you can expect to learn...**

- To gain the knowledge of the types of drugs and substances available
- To have an understanding of why people use and misuse substances.
- To recognise the various drugs and substances and to be aware of the impact on the body, on behaviour and on health, of each and the risks associated with them.
- To be aware of the signs in others of misuse of such drugs and substances.
- To understand the risks of drugs and substance misuse and be able to make informed decisions regarding such use.
- To understand that free help and advice is available and that this can be confidential if required.

**Course Information:**
Half Day (3.5 hours)   Price Band B
Mental Health First Aid

1 in 4 people will have mental illness at some point in their lives. Recognising and understanding mental illness is key in today’s busy workplace. This course is designed to develop learners personally, as well as developing their skills regarding mental health issues.

This is a two day course so learners are required to attend BOTH days.

What you can expect to learn...

- To preserve life when a person may be a danger to themselves or to others
- Provide help to prevent the mental health issues turning into a more serious state
- Promote the recovery of good mental health
- Provide comfort to a person experiencing a mental health problem
- Raise awareness of mental health issues in the community
- Reduce stigma and discrimination

Course Information:
2 Full Days (7 hours) Price Band B

Living with Dementia

Course explores how individuals and carers can live well with dementia. It looks how to promote well-being for those living with dementia and how to avoid possible conflict reducing any unnecessary use of medication. It will also explore the stages of dementia, including the later stages and their symptoms.

What you can expect to learn...

- Learners will be able to identify how to work and better communicate with people living with dementia
- Learners will be encouraged to promote self-awareness, and realise the importance of maintaining well-being.
- Learners will be able to identify key medications and their uses and be encouraged to think about alternate therapies.
- Learners will be able to identify and discuss the stages of dementia.
- Learners will be able to identify key and up-to-date changes in legislation.

Course Information:
Half Day (4 hours) Price Band B

For more information or to book your place:
Phone: 01634 818036 Email: enquiries@nkts.co.uk Visit: www.nkts.co.uk

North Kent Training Service, 5a New Road Avenue, Chatham, ME4 6BB
Living with PTSD

Course aims to provide current information on identifying the key symptoms for someone who is experiencing PTSD. The course will explore the causes of the disorder, the symptoms that can be associated with it and provide a framework of how to live and work with well with PTSD. It will also explore the history, stigma and the changes in diagnosis throughout the years.

What you can expect to learn...

♦ Learners will be able to define the term Post Traumatic Stress Disorder correctly, use accepted terminology and differentiate them from other needs.
♦ Learners will show understanding of history, stigma and how the diagnosis process has changed throughout the years.
♦ Learners will be able to identify the causes and key symptoms of PTSD.
♦ Learners will be provided with a framework of how to work and live with people living with PTSD (including medication and therapies).
♦ Learners will be able to identify key and up-to-date changes in legislation.

Course Information:
Half Day (4 hours)  Price Band B

Epilepsy Awareness

The aim of this course is to give the participants a good understanding of Epilepsy, seizure types, its causes and treatments, future developments and to enable the student to gain a working knowledge of both seizure recognition and treatment.

What you can expect to learn...

♦ What is Epilepsy?
♦ Basic definitions/characteristics
♦ Care of clients and backup support organisations
♦ Treatments used in Epilepsy
♦ Medication – self/care administered
♦ Using Buccal Midazolam and Rectal Diazepam.

Please note ALL practical certification only lasts 1 YEAR and will need to be renewed as required.

The theoretical aspects, once done, do not need requalification UNLESS any legislation of technicalities need updating.

Course Information:
Half Day (3.5 hours)  Price Band B

“I will now ensure that the client’s folders are up to date with the relevant information needed for their care around their Epilepsy as somethings could be put in place to help.”

For more information or to book your place:
Phone: 01634 818036  Email: enquiries@nkts.co.uk  Visit: www.nkts.co.uk

North Kent Training Service, 5a New Road Avenue, Chatham, ME4 6BB
**Mental Wellbeing & Resilience**

This one-day session has been designed to support anyone experiencing mild/moderate mental health, and to build emotional resiliency in individuals. It aims to provide awareness and skills to support people to achieve a more balanced perspective; and to develop their sense of ‘self’ and personal strategies for building mental resilience.

**What you can expect to learn…**
- Exploring mental ‘wellbeing’
- Recognising the importance of ‘balance’ and identifying how to focus effort (‘wheel of life’)
- Understanding ‘Self’ (Skills, Strengths, Motivators)
- Managing Change and Transition
- Building Coping Strategies & ability to respond positively to pressures
- Creating a Supportive Network
- Developing skills and techniques to encourage long-term change

**Course Information:**
Full Day (7 hours)   Price Band C

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**Connect 5 Mental Well-being Training**

**THIS COURSE IS ON A FIRST COME, FIRST SERVED BASIS FOR MEDWAY VCS SERVICES**

This is your invitation to access free mental wellbeing training that will help to make ‘every contact count’.

MVA have been selected to help deliver Connect 5 training across the voluntary and community sector (VCS) in Medway. Connect 5 is underpinned by the principle of bringing conversations about mental wellbeing into everyday practice and empowering people to change and improve their mental wellbeing.

We are being funded to deliver a programme of free Connect 5 training sessions to the VCS over the coming months, and we are starting this by scheduling two dates for the Session 1 course.

**What you can expect to learn…**
- Develop your core understanding of mental health, mental wellbeing and how to signpost to local services and resources that enable people to help themselves.

**Course Information:**
Full Day (3.5 hours)

Price Band - Free for staff or volunteers of VCS organisation in Medway

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For more information or to book your place:
Phone: **01634 818036**   Email: **enquiries@nkts.co.uk**   Visit: **www.nkts.co.uk**

North Kent Training Service, 5a New Road Avenue, Chatham, ME4 6BB
Equality & Diversity

It is a legal requirement, for organisations and individuals alike, to adhere to the Equality Act 2010. This session is designed to help organisations to increase and develop their staff/volunteers depth of knowledge, understanding and appreciation in relation to Equality & Diversity. Appropriate as an introduction and/or refresher on the subject.

What you can expect to learn...

✶ Understand what is meant by ‘equality’ and be able to consider how it can be promoted.
✶ Discuss the benefits of diversity within organisations, and to self and community
✶ Understand the importance of Equality & Diversity for an organisation
✶ Understand the core elements of the Equality Act 2010
✶ Recognise offences such as indirect and direct discrimination, victimisation and harassment
✶ Identify behaviours, language and attitudes that can be applied demonstrate a commitment to equality and diversity
✶ Recognise Organisational Culture’s impact on diversity
✶ Describe what to do when facing unfair treatment (of self or of others)

Course Information:
Full Day (3hours)  Price Band A

Equality & Diversity and Workplace Banter

It is a legal requirement, for organisations and individuals alike, to adhere to the Equality Act 2010. This session is designed to help organisations to increase and develop their staff/volunteers depth of knowledge, understanding and appreciation in relation to Equality & Diversity.

What you can expect to learn...

✶ Understand what is meant by ‘equality’ and be able to consider how it can be promoted.
✶ Discuss the benefits of diversity within organisations, and to self and community
✶ Understand the importance of Equality & Diversity for an organisation
✶ Understand the core elements of the Equality Act 2010
✶ Recognise offences such as indirect and direct discrimination, victimisation and harassment
✶ Identify behaviours, language and attitudes that can be applied demonstrate a commitment to equality and diversity
✶ Distinguish between Banter and Harassment and define some workplace behaviour standards
✶ Describe what to do when facing unfair treatment (of self or of others)

Course Information:
Full Day (3hours)  Price Band A

For more information or to book your place:
Phone: 01634 818036  Email: enquiries@nkts.co.uk  Visit: www.nkts.co.uk
North Kent Training Service, 5a New Road Avenue, Chatham, ME4 6BB
Preventing and Managing Challenging Behaviours in the Workplace

The prevention and management of violence and aggression is designed for those staff who need to introduce strategies which seek to reduce the risk of challenging and aggressive behaviours through proactive measures which seek to avoid, defuse and manage such behaviours. Furthermore is there a risk managed need to physically intervene to defuse challenging behaviour, staff have the knowledge, understanding and skills to non-restrictive or restrictive holds depending upon the circumstances of the incident.

What you can expect to learn...

- Recognise and reduce risk of challenging behaviour
- Understand human behaviour (reactions to stress)
- Develop positive interactions
- Defusing and resolving conflict skills
- Signalling non-aggressive through body language
- Law and legislation
- Post incident (reporting and welfare support) management

Course Information:
Full Day (7 hours) Price Band C

Further courses are currently under development and will become available soon.
If you have a particular learning and development need you are interested in, please contact us and we will try to help.
New Directions in Fundraising

This introductory course is aimed at organisations who have been over reliant on statutory or grant income and who are now seeking new sources of funds. The course will provide an overview of fundraising from individuals, including major donors (wealthy people) and legacies. The course will also provide an introduction to gaining support from businesses - both national and local.

What you can expect to learn…

♦ Where you can apply for funds to replace grants
♦ Who to approach for support
♦ How to approach business for support
♦ Understand the different approaches to take when applying for different kinds of support.

Course Information:
Full Day (7 hours)  Price Band C

“I feel that I now have the tools to change the way my company fundraises and can now start to apply for funds I didn’t know existed!”

Outputs, Outcomes and Impact Assessments

Within the context of statutory and trust fundraising, most funders now require applicants to provide tangible evidence of the difference that funded organisations make. This course will demystify the jargon of outputs, outcomes and impact and introduce participants to a range of outcome and impact measurement tools. Using these tools will make a positive difference to your likelihood of funding success! This course is for organisations that need to find ways to measure and report on their outcomes and impact.

What you can expect to learn…

♦ Unravelling the jargon
♦ Outcomes based planning
♦ Link between outcomes, aims and objectives
♦ Impact assessment
♦ The Rickter Scale & the Outcomes Star
♦ The Strengths and difficulties questionnaire
♦ Quality and continuous improvement

Course Information:
Full Day (7 hours)  Price Band C

“For more information or to book your place:

Phone: 01634 818036   Email: enquiries@nkts.co.uk   Visit: www.nkts.co.uk

North Kent Training Service, 5a New Road Avenue, Chatham, ME4 6BB
How To Raise Money From Legacies And In Memoriam Giving

It is estimated that the UK legacy market is worth over £2 billion a year to charities, and the average legacy gift to charity is well over £5,000,

Yet smaller organisations are missing out simply because they do not know how to approach legacy and in memoriam fundraising – despite the fact that a growing number of people want to support smaller local charities! Legacy fundraising is the most cost effective form of fundraising that there is and it is also one of the easiest to promote – you don’t even have to be a registered charity to solicit legacy gifts!

This course will introduce you to the world of legacy fundraising and how you can promote and benefit from legacies locally.

What you can expect to learn...
- Understand the terminology
- Understand what legacy and memoriam giving is.
- Understand the steps to take.
- Understand how to approach this sort of fundraising.

Course Information:
Half Day (3.5 hours) Price Band B

Budgeting and full cost recovery

This course explains budgeting and full cost recovery. The course is very practical and delegates will create an Excel spreadsheet for a basic budget and go on to create formulas that will enable full cost recovery.

What you can expect to learn...
- Understand the terminology
- What is a budget and a cash flow forecast
- The principles of Full cost recovery
- Using Microsoft Excel to create a budget, cash flow forecast and full cost recovery

Course Information:
Half Day (3.5 hours) Price Band B

“I now feel that I can set up a spreadsheet that is easy to understand and actually works!”

For more information or to book your place:
Phone: 01634 818036 Email: enquiries@nkts.co.uk Visit: www.nkts.co.uk
North Kent Training Service, 5a New Road Avenue, Chatham, ME4 6BB
Writing ‘winning’ Funding Applications

This course looks at the opportunities for raising money from the more than 4,000 grant making trusts and foundations in the UK. As competition for funding becomes greater, organisations need to ensure that they maximise their chances of success by preparing the type of applications that funders want to see. This course will cover the most difficult questions that funders ask and how to research and prepare compelling answers.

What you can expect to learn…

♦ Why funding applications fail & characteristics of successful funding applications
♦ The key principles of fundraising from grant-making trusts
♦ The fundraising planning process
♦ Researching and presenting evidence of need & outcomes
♦ Talking about your monitoring and evaluation
♦ Writing style and structuring a letter of application

Course Information:
Full Day (7 hours)  Price Band C

“Very knowledgeable trainer and course content was easy to follow and was exactly what I needed in order to create a good strategy for writing applications”

Further courses are currently under development and will become available soon.

If you have a particular learning and development need you are interested in, please contact us and we will try to help.

For more information or to book your place:

Phone: 01634 818036  Email: enquiries@nkts.co.uk  Visit: www.nkts.co.uk

North Kent Training Service, 5a New Road Avenue, Chatham, ME4 6BB
Project Management

This course is a ‘hands on’ introduction to some of the simplest and most useful tools for planning and managing projects. Whilst project management skills are useful in their own right, funders are increasingly looking for applicants to demonstrate formal project management practices and plans, so using these tools will help you to plan and manage projects effectively, and help you with funding applications. The course is highly interactive with opportunities to practice using project management tools to plan realistic projects.

What you can expect to learn...

♦ How to set realistic aims and objectives
♦ Identifying key tasks and how to organise these in a logical way
♦ Time estimation skills
♦ Creating a schedule (Gantt chart)
♦ Tools for managing people and communication within a project
♦ Assessing and managing project risks

Course Information:
Half Day (7 hours) Price Band C

Running Successful Fundraising Events

As it becomes increasingly difficult to obtain grants, more and more voluntary organisations are turning to event fundraising to generate additional income. However, many are failing to maximise the fundraising opportunities that these events can create. This course will stimulate thinking about what kinds of events and activities could make your organisation money, and will take a project management approach to organising events to ensure success.

What you can expect to learn...

♦ How to create a useful checklist
♦ Planning tools to keep the cost down and the planning time efficient
♦ How to delegate and to the right people
♦ The legal requirements for such events

Course Information:
Half Day (7 hours) Price Band C

For more information or to book your place:
Phone: 01634 818036 Email: enquiries@nkts.co.uk Visit: www.nkts.co.uk
North Kent Training Service, Sa New Road Avenue, Chatham, ME4 6BB
Effective Bid Writing/ Responding to Tenders

Aimed at improving your ability to respond to tenders and create more effective bids. This one day course will help you develop processes and skills for your organisation to more effectively engage in the commissioning process.

What you can expect to learn...

♦ Understand the purpose of the tender document and service specification
♦ Evaluate the use of tender documents and service specifications in the commissioning process
♦ Examine the elements of a tender or service specification
♦ Understanding the role of targets and KPIs
♦ Know how to manage the tender process and award of contract
♦ Identify and plan a time line and risk log for the tendering process

Course Information:
Half Day (3.5 hours) Price Band B

Outcome Based Commissioning

Aimed at improving your understanding of the foundations, scope and purpose for Outcome Based Commissioning. This two hour seminar should improve your ability to assess the challenges and opportunities it will present to your organisation.

What you can expect to learn...

♦ Understand the purpose of commissioning within the Public and Third Sector
♦ Examine how the commissioning process works
♦ Analyse the benefits of outcomes instead of outputs
♦ Relate outcomes to customers in the commissioning process

Course Information:
Half Day (2 hours) Price Band: D

For more information or to book your place:
Phone: 01634 818036 Email: enquiries@nkts.co.uk Visit: www.nkts.co.uk
North Kent Training Service, 5a New Road Avenue, Chatham, ME4 6BB
Press Photography

(Delivered by Simon Dolby, KM Group)

If a picture paints a thousand words it stands to reason that getting your photos used in the press could be very useful to your cause. This session will cover the basics of news photography, giving you hands on experience of how to take a photo that your local news desk will want to use.

What you can expect to learn...

♦ Digital camera basics
♦ Use of props
♦ Practical session to include reviewing images.

Course Information:
Half Day (3 hours) Price Band D

“We have many events coming up at our school so I hope to improve my pictures for newsletters and local press. I found the tips for Social media photography, newspaper articles for upcoming events and how to approach the local press very useful tool”

Writing Effective Press Releases

(Delivered by Simon Dolby, KM Group)

Raising your press profile can raise funds! Discover how the humble press release can earn your cause supporters, cash and volunteers. This course focuses on press release training at a basic and intermediate level and will help you understand how to use this tool to further the campaigns of your cause. This half day course is perfect for those just starting out in trying to generate press coverage for their cause, but also has plenty of top tips for the more experienced.

What you can expect to learn...

♦ Your campaign objectives
♦ When, who and how to contact the media
♦ Building blocks of a press release
♦ Practical session of press release writing

Course Information:
Half Day (3 hours) Price Band D

"I went on this training and the first press release I sent made it in the paper! I have also been successful with three others I have sent since!"
Smartphone Photography: Improving Your Skills

It has become clear that we are moving to a much more visual culture and it has become imperative for charities to be able to ‘tell their stories’ through visual images. Whilst most people have a camera on their mobile phones, the vast majority of images are of poor quality. This course has therefore been developed to address this so that charity staff can take high quality images without having to spend money on professional, expensive, photographers. This is a half-day course with plenty of opportunity to take and edit your own pictures and see the difference for yourself.

What you can expect to learn…

♦ Camera kit for smartphones - additional clip-on lenses, case protection, remote shutter release, mini-tripods
♦ Choosing the subject and composition - dos and don’ts for good pictures ‘in camera’
♦ Different camera apps for your phone
♦ Picture editing - how to improve your pictures once you have taken them - smartphone picture editing apps.

Course Information:
Half Day Price Band D

For more information or to book your place:

Phone: 01634 818036   Email: enquiries@nkts.co.uk   Visit: www.nkts.co.uk

North Kent Training Service, 5a New Road Avenue, Chatham, ME4 6BB
Assertiveness for Women

This course is for women who want to enhance their performance and relationships with others, in a positive way that makes life easier for everyone. This course looks at what assertiveness is (and isn’t) and a range of communication styles and techniques utilised by assertive people. Attendees will have the opportunity to practice some of these in a safe environment.

What you can expect to learn...

- Explain what assertiveness is and what it means for us
- Appreciate that everyone has rights as an individual and that you can stand by those rights
- Take a positive approach in communicating more effectively
- Improve your self-esteem
- Appreciate which words to use to get the most out of interactions with others
- Follow a set process for approaching situations in an assertive manner

Course Information:
Full Day (7 hours)  Price Band C

Lone Working

Learners who complete the course will be in a position to ensure their practice will keep them safe when lone working. It also gives guidance for everyone when out and about on our own whether at work or not.

What you can expect to learn...

- Understand organisational policy and procedures of lone working
- Understand the importance of risk assessment
- Procedures to follow when attending external visits
- Simple procedures that help promote personal safety
- Practical things that we can do, should an incident occur
- De-escalation and defusing techniques
- Reporting and recording
- The effective use of personal alarms
- Debriefing.

Course Information:
Half Day (3.5 hours)  Price Band B

“Very applicable to real situations, Very informative”

For more information or to book your place:

Phone: 01634 818036  Email: enquiries@nkts.co.uk  Visit: www.nkts.co.uk

North Kent Training Service, 5a New Road Avenue, Chatham, ME4 6BB
Stress Management – 1st Aid for Stress

The course will look at stress from the point of view of a 1st Aid approach to stress. i.e. Recognise the condition by identifying the signs and symptoms, treat the condition using various items from a “1st aid kit” of strategies & techniques and know when to seek further help.

Participants will be given an appreciation of the causes of stress and a clear understanding of the effects of stress on the body and mind. They will learn to identify stress & anxiety and the risks to health that they can cause. They will discuss various ways to tackle many of the problems and to take care of their mental and physical well-being. The course will help them to develop ways to deal with pressure more effectively and to treat the symptoms of stress. This should offer ways of improving working & personal relationships.

This course covers:

- What is stress
- Effect on individual and on health
- Causes of stress & anxiety
- Recognising Signs and Symptoms
- Understanding your stressors and stress levels
- Treatment methods & self help
- Learn to relax
- Coping with stress

What you can expect to learn...

- Acquire a clear understanding of stress
- Understand how your mind, body and health are affected by stress
- Identify the signs and symptoms of stress
- Recognise stress in in self and in others
- Provide strategies to enable you to treat the cause and effects of stress and to improve your resilience to stress
- Equip you with tool to plan effectively limit your stress levels.

Course Information:
Full Day (3.5 hours)   Price Band B

Time Management

An introduction to time management encouraging participants to stop and reflect about how they function, operate and make best use of their day. Participants will understand what hinders them making the best use of their time. It will provide guidance and advice in respect of planning. The course is supported by a number of exercises and videos to provide the best learning opportunities.

What you can expect to learn...

- Describe the barriers that get in the way of effective time management
- Understand the habits that participants have that might affect their ability to manage their time
- Understand some principles and techniques for prioritising
- Learn the tools to make better use of your own and others’ time.

Course Information:
Full Day (3.5 hours)   Price Band B

For more information or to book your place:

Phone: 01634 818036   Email: enquiries@nkts.co.uk   Visit: www.nkts.co.uk

North Kent Training Service, 5a New Road Avenue, Chatham, ME4 6BB
Assertiveness

Assertiveness training provides individuals with the skills and knowledge to enable them to communicate more confidently and effectively, using assertive behaviour techniques. The course provides participants with the opportunity to work on their own personal and work situations, where they want to be more assertive. Delegates leave the training equipped with some effective, practiced strategies for achieving a more successful outcome.

What you can expect to learn...

- What is & isn’t assertiveness,
- Skills needed to be assertive?
- What are the benefits of being an assertive communicator?
- Consider the four Approaches to Communication
- What are Assertive Rights?
- Responding Assertively to Criticism
- Dealing with Destructive Criticism

Course Information:
Full Day (3 hours) Price Band A

Leading and Managing Change

Understanding the impact of change is both complex for ourselves and when supporting a team or service users. The first part of this workshop will provide you with the fundamental skills and techniques to manage change and transition, both in work and for your personal life. In the afternoon, we will explore how your communication style can impact others. This is an inspiring day whereby you will learn strategies to support your change and transition, and will get you moving in a new and positive direction.

What you can expect to learn...

- Techniques on how to manage uncertainty
- Identify the significant stages of transition and explain how you can support yourself, team members and service users
- Identify the different reactions and motivators and how you may respond to them
- Understanding and managing emotional reactions
- Discuss the psychological contract
- Understand your communication style – tips and techniques
- Using the four key principles:
  - Understand your critical needs during a period of change
  - Increasing your visibility and approachability
  - Being more open and transparent – and how this will impact others
  - Understand and accept reactions to change in others
- Create a personal action plan to support you going forward

Course Information:
Full Day (7 hours) Price Band C

For more information or to book your place:
Phone: 01634 818036 Email: enquiries@nkts.co.uk Visit: www.nkts.co.uk
North Kent Training Service, 5a New Road Avenue, Chatham, ME4 6BB
In-House Training

Our team of trainers can tailor courses to meet the specific goals of your organisation. Depending on your needs, we can adapt courses to suit a variety of settings and timings - because at NKTS we understand that training delivery has to work around the demands of your staff and organisation.

What’s more, when learning with us, staff are automatically enrolled into our Continuous Professional Development Programme and will receive a range of additional ongoing support to help them achieve their professional and personal goals - all at no extra cost.

Several local organizations have already commissioned us as their learning and development partner of choice - we’d be happy to provide you with their testimonials on our service.

All of the courses featured in our main training programme are available as an in-house option - and there’s a multitude of additional courses that we can offer you, including:

**Compliance**
- Basic or Accredited Awards in:
- Fire Safety Awareness
- Control of Substances Hazardous to Health (COSHH)
- First Aid at Work
- Health and Safety in the Workplace
- Manual Handling
- Food Safety in Catering

**Inclusion & Awareness**
- Managing Challenging People/ Behaviour
- Understanding Sensory Impairments
- Diabetes Awareness
- Epilepsy Awareness
- Mental Health Awareness
- PTSD Awareness

**Developing your organisation**
- Presentation skills
- Project management
- Public speaking
- Risk assessment
- Roles & Responsibilities of Trustees
- Developing/ reviewing policies & procedures
- Supervision- what is it and how to do it
- Taking on your first staff member
- How to Handle Complaints
- Customer Service
- Time Management
- Quality Assurance
- Equal Opportunities & Diversity

**Personal Development**
- Advocacy
- Drug awareness
- Mentoring
- Soft skills development
- Team building
- Confidentiality
- Communication Skills

**Income Generation**
- More Successful Commissioning
- Running successful fundraising events
- How to encourage fundraising from Individuals
- How to raise money from Legacies and In Memoriam Giving
- PR & Press Photography

“I liked how I was able to interact with my team and think about how we could apply what we were learning during the tasks we were set.”
Learner – I Say Support Living Services

Can’t see what you’re looking for?
Our trainers have a wealth of experience and knowledge across all sectors, so give us a call to discuss your requirements and we’ll try to help.

In-house Training Options from as little as £250. Contact us to find out more

Phone: 01634 818036   Email: enquiries@nkts.co.uk   Visit: www.nkts.co.uk

North Kent Training Service, 5a New Road Avenue, Chatham, ME4 6BB
North Kent Training Service is a Medway Voluntary Action Managed Project.

5a New Road Avenue,
Chatham,
Kent, ME4 6BB

MVA Registered Charity No: 1042475