Portsmouth CITY COUNCIL

WORKING TOGETHER, LEARNING TOGETHER

SCAT-PP

Social Care & Training - Portsmouth Partnership

Contact

Julie Gauntlett

Training Coordinator

Portsmouth City Council

Tel: 02392 841190

Email: ASCLearning@portsmouthcc.gov.uk

Bookings will only be made upon receipt of a completed nomination form

Cancellation of training places

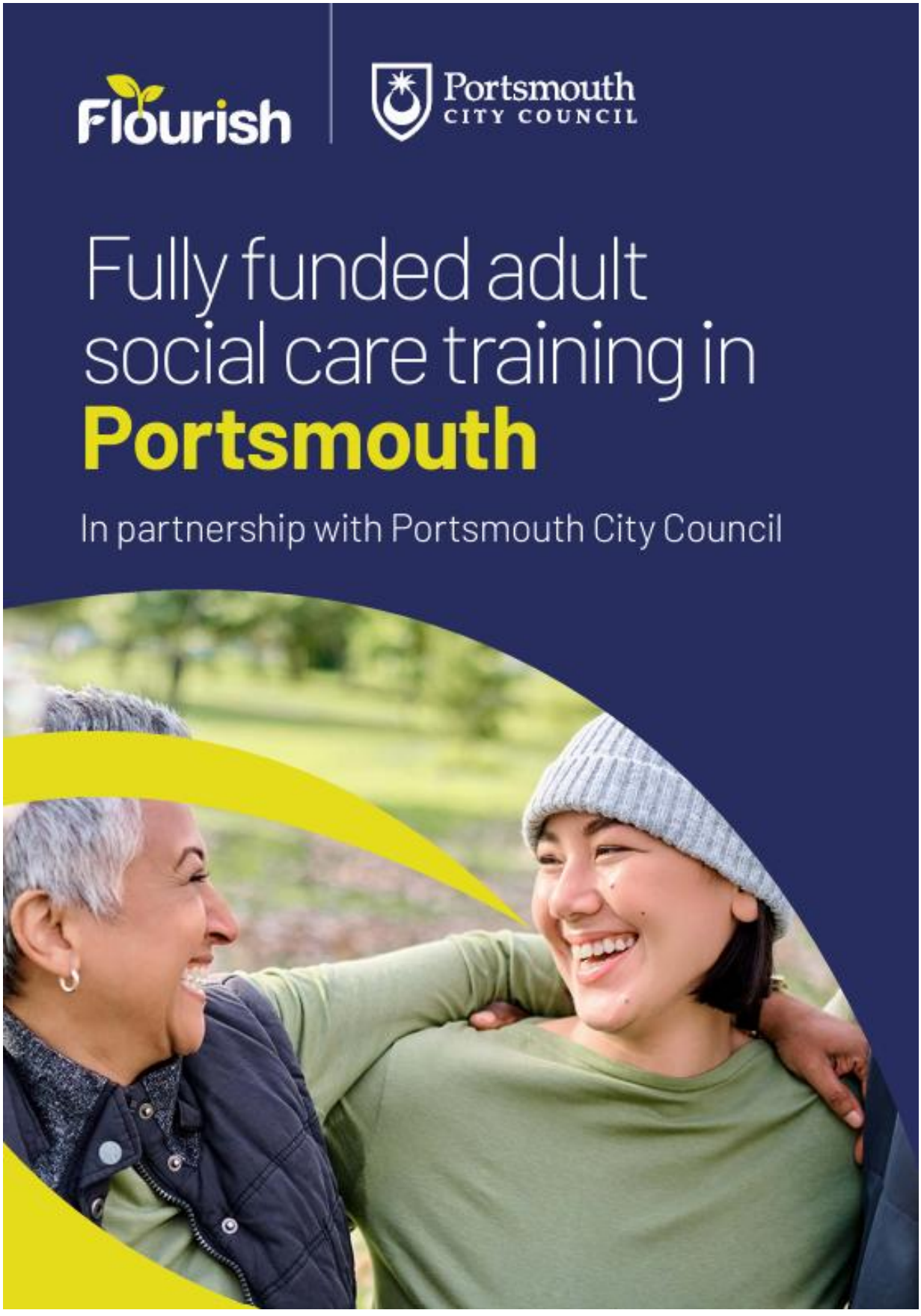
To allow individuals on waiting lists the best opportunity to attend, we ask that any cancellation of a confirmed course place is made by email with at least three working days' notice.

Please note that any non-attendance or cancellation made with less than three working days' notice (Monday to Friday) will remain chargeable.

If you require a course/workshop or a briefing session that isn't mentioned in this flyer, please contact Julie on the details above and we will do our best to accommodate your requirements.

November 2026 V1

FLOURISH - FUNDING FOR ADULT SOCIAL CARE TRAINING



Known for learning, loved for **caring.**

Flourish (formerly Grey Matter Learning) is one of the UK's most loved, award-winning training providers. Portsmouth City Council are part-funding training for adult social care providers in Portsmouth! For just £1.50 per user, per month, plus VAT, providers can access 180+ online courses – including mandatory training and the Care Certificate – alongside free access to Flourish Rewards and Flourish Wellbeing.

Click LEARNING

Fully funded care training on our eLearning platform, Click Learning

- 180+ online courses and certificates
- Onboarding support
- CPD accredited courses

Flourish REWARDS

Built-in discounts platform to help you save on the things that matter most, from groceries to holidays

Click ACADEMY

Or use the Adult Social Care Learning and Development Support Scheme (LDSS) to access...

- Expert-led leadership programmes
- Including Well Led, Lead to Succeed and LCIC

Flourish WELLBEING

Our all-in-one health and wellbeing platform – designed to support you day to day, in a way that's personal to you

Join 100,000+ carers on Click Learning.

Register now at
Flourish.co.uk/portsmouth
or scan the QR code to get started.

PORTSMOUTH SAFEGUARDING ADULTS BOARD

I wanted to share a useful resource with you—the Portsmouth Safeguarding Adults Board website, which offers a range of training courses that are completely free to access. Please note that all bookings need to be made directly through their website rather than through SCAT-PP.

You can explore the upcoming training opportunities at the following link:

https://www.portsmouthsab.uk/training/upcoming-training

The Board provides a wide variety of courses, including:

Basic Safeguarding Awareness
MARM vs S42
Chairing MARM meetings
Information Sharing (Clare's Law and Sarah's Law)
The Importance of Community Partnership Information Sharing
Criminal Exploitation (including cuckooing)
Fire Safety in the Home Awareness for Professionals
Friends Against Scams
Illegal Money Lending

These courses are a fantastic way to build your knowledge and skills around safeguarding and related issues. The website also has sections on Policies & Procedures, Information & Resources and Safeguarding Adults Reviews.

If you have any questions or need further information, please feel free to contact the Board directly on 023 92841786 or via email on psab@portsmouthcc.gov.uk

FREE E-LEARNING

Autism Developing Understanding and Implementing Practical Approaches (v1)

It is important that autism is better recognised and understood, enabling inclusion, independence and well-being for people on the autism spectrum.

This module will provide information and practical suggestions to enable people who are on the autism spectrum, families, friends, colleagues and professionals, to adopt an approach which embraces difference and enables positive change.

This eLearning has been created by Autism Hampshire on behalf of the four local authorities - Southampton, Hampshire, Isle of Wight, and Portsmouth.

Autism Developing Understanding and Implementing Practical Approaches Web (autismhampshire.org.uk)

Contents

FLOURISH - FUNDING FOR ADULT SOCIAL CARE TRAINING 2

PORTSMOUTH SAFEGUARDING ADULTS BOARD 4

FREE E-LEARNING 5

Autism Developing Understanding and Implementing Practical Approaches (v1) 5

CARE ACT DETAILED 7

CARE ACT ESSENTIALS 8

CARER AWARENESS TRAINING - PORTSMOUTH CARERS SERVICE 9

DEMENTIA AWARENESS 10

FIRST AID - EMERGENCY FIRST AID AT WORK - LEVEL 3 RQF (1 DAY) 11

FIRST AID AT WORK (3 DAYS) 13

HANDLING OF PEOPLE - INDUCTION (THEORY AND PRACTICE) 15

HANDLING OF PEOPLE REFRESHER (THEORY AND PRACTICE) 16

MCA LEVEL 3: RESTRICTIONS, RESTRAINT AND DEPRIVATION OF LIBERTY UNDER THE MCA 17

MEDICATION - EMERGENCY MEDICATION TRAINING 18

MEDICATION - PRACTICAL COMPETENCIES IN MEDICINES ADMINISTRATION (FOUNDATION COURSE) 19

PREVENT TRAINING 20

The following courses are delivered by the Independence & Wellbeing Team 22

COMMUNITY CONNECTOR OVERVIEW 23

INTRODUCTION TO CULTURAL AWARENESS 24

INDEPENDENCE AND WELLBEING TEAM OVERVIEW INFORMATION SESSION 25

MAKING EVERY CONTACT COUNT HEALTHY CONVERSATION SKILLS (MECC) 26

CARE ACT DETAILED

25 Mar 2027 - Civic Offices - 9:30am - 4:30pm - £44 per person

Who should attend?

Adult Social Care Social Workers, Mangers & OTs

Training objectives

This course is aimed at Social Workers, OT's and Managers and will focus on key sections of the Care Act 2014

Learning outcomes

By the end of this course participants will be able to:

- Work with examples on key sections of the Care Act, 2014, including eligibility, assessment, carers, advocacy, safeguarding (as related to Safeguarding Adult Reviews) and personal budgets
- Demonstrate how strength-based practice underpins the implementation of the Care Act
- Enhance practice in developing good quality outcomes based on identified needs and linked to the Care Plan
- Reflect on legal application of key areas of the Care Act, using case law, ombudsman reports and Safeguarding Adult Reviews
- Reflect on the Care Act and self-neglect using case studies
- Apply experience and knowledge of the Care Act to current practice to identify areas for best practice and how this can be achieved

CARE ACT ESSENTIALS

10 Feb 2027 - Civic Offices - 9:30am - 4:30pm - £44 per person

Who should attend?
Adult Social Care Social Workers, Mangers & OTs

Training objectives
This course will take a more detailed look at the Care Act 2014.

Learning outcomes
By the end of this course participants will be able to:

- Recall the key principles of the Care Act and the duties and powers including promoting wellbeing, assessment and care planning, personal budgets, Safeguarding Adults Boards (SAB), Safeguarding Adults Reviews (SAR), and Ordinary Residence.
- Demonstrate knowledge of sections 5 (promoting diversity) and 10 (carers' assessments).
- Demonstrate tools that involve the person as fully as possible
- Demonstrate how to apply the advocacy duty
- Continue to utilise the strengths-based approach, including Making Safeguarding Personal (MSP) with the use of the ROPES and MASSOS Models.
- Identify the main section and guidance, of the Care Act, on people in prison and those who have been released from their sentence.
- Demonstrate they have met their Duty of Care.
- Demonstrate what good looks like.

CARER AWARENESS TRAINING - PORTSMOUTH CARERS SERVICE

17 Mar 2027 - Carers Centre - 11:00am - 12:00pm - £0 per person

Who should attend?
Frontline staff, Community workers, Student Social Workers, Health, social care and voluntary sector professionals, anyone working with adults, families, or communities in Portsmouth

Training objectives
There are over 15,000 unpaid carers living in Portsmouth, and it is likely you will meet carers as part of your day-to-day work. Many carers do not identify themselves as carers and may be struggling in silence. Recognising carers early and connecting them to the right information and support can prevent carer stress, crisis, and breakdown.

This short, informative session will help you feel confident in identifying carers and knowing how best to support and signpost them.

Learning outcomes
By the end of this course participants will be able to:

- Understanding who carers are – including *hidden carers* who may not see themselves as carers
- Practical ways to start conversations and offer the right information at the right time
- Why it matters and how to help carers plan for the unexpected
- What support is available locally and how carers can access it quickly
- Tools and information to support your role
- Find out what support is available and how the centre works in practice

DEMENTIA AWARENESS

17 Nov 2026 - Virtual - 9:30am - 1:00pm - £44 per person

Who should attend?
Anyone caring for or working with individuals suffering with Dementia.

Training objectives
This course enables participants to understand what dementia is, to challenge myths and to develop the skills to communicate effectively with people with dementia and/or carers.

Learning outcomes
By the end of this course participants will be able to:

- Understand the impact of dementia on individuals
- Understand the principles of person-centred dementia care
- Care for a person with dementia in a way that meets their individual needs that supports independence
- Communicate effectively and compassionately with individuals who have dementia
- Identify services that provide support, advice and information to people with dementia, their family and carers and how to refer people to these services

FIRST AID - EMERGENCY FIRST AID AT WORK - LEVEL 3 RQF (1 DAY)

24 Feb 2027 - Civic Offices - 9:30am - 4:30pm - £70 per person

16 Mar 2027 - Civic Offices - 9:30am - 4:30pm - £70 per person

15 Apr 2027 - Civic Offices - 9:30am - 4:30pm - £70 per person

25 May 2027 - Civic Offices - 9:30am - 4:30pm - £70 per person

This course will provide a three-year qualification in Emergency First Aid at Work (EFAW) for staff who are either coming to the end of their existing EFAW qualification or for staff who do not have a EFAW qualification and require it for their job role.

Learning outcomes
By the end of this course participants will be able to:

- State the role of the first aider including reference to: the importance of preventing cross infection; the need for recording incidents and actions; use of available equipment
- Assess the situation and circumstances to act safely, promptly and effectively in an emergency
- Administer first aid to a casualty who is unconscious (including seizure)
- Administer cardiopulmonary resuscitation and demonstrate the safe use of an AED
- Administer first aid to a casualty who is choking
- Administer first aid to a casualty who is wounded and bleeding
- Administer first aid to a casualty who has a catastrophic bleed (optional module)
- Administer first aid to a casualty who is suffering from shock
- Provide appropriate first aid for minor injuries (including small cuts, grazes and bruises, minor burns and scalds, small splinters)

Practical Assessments
Practical skills are an essential element of First Aid training. You will need to lie, kneel and get on and from the floor. Please contact us before the start of the course if you have any medical conditions or injuries which stop you or make it difficult for you to take part in these assessments. We will be able to discuss your requirements and offer advice.

Theory Assessments
Depending on the course you are attending there maybe theory assessments for you to take part in.

If you have any issues around reading and writing, please contact us before the start of the course so that we can arrange additional support. Any information that you share with us will be treated as strictly confidential.

Dress Code
Please ensure that you are dressed appropriately for a practical First Aid course. The following items of clothing might compromise your safety/dignity and so are best avoided:

Low cut tops or blouses
Short skirts
Short shorts
Open toe shoes

If you arrive dressed in any of the above the trainer may ask you to leave and return on a different day (a charge may be incurred).

Identification
Due to a change in requirements it is now essential that participants on any First Aid course take with them on the first day one of the following:

Picture Driving Licence
Passport
A signed credit card/debit card is acceptable if you are a non-driver and do not hold a passport
Work ID

FIRST AID AT WORK (3 DAYS)

02, 03 & 04 Feb 2027 - Civic Offices - 9:30am - 4:30pm - £210 per person

08, 09 & 10 Jun 2027 - Civic Offices - 9:30am - 4:30pm - £210 per person

05, 06 & 07 Oct 2027 - Civic Offices - 9:30am - 4:30pm - £210 per person

The First Aid at Work (FAW) course will allow delegates to act as a qualified first aider in the workplace. This course will give delegates the Level 3 First at Work qualification, accredited by Qualsafe awards.

There is no need to attend Emergency First Aid at Work (EFAW) before attending this course. If you already hold the EFAW qualification, please contact the administrator of the course before booking.

If you are already FAW qualified and need to requalify please look for the First Aid at Work Requalification course. This is a two-day course open to people who are approaching the end of their three-year FAW qualification.

Learning outcomes
By the end of this course participants will be able to:

- State the role of the first aider including reference to: the importance of preventing cross
- Infection; the need for recording incidents and actions; use of available equipment
- Assess the situation and circumstances to act safely, promptly and effectively in an emergency
- Administer first aid to a casualty who is unconscious (including seizure)
- Administer cardiopulmonary resuscitation and demonstrate the safe use of an AED
- Administer first aid to a casualty who is choking
- Administer first aid to a casualty who is wounded and bleeding
- Administer first aid to a casualty who has a catastrophic bleed
- Administer first aid to a casualty who is suffering from shock
- Provide appropriate first aid for minor injuries (including small cuts, grazes and bruises, minor burns and scalds, small splinters)
- Administer first aid to a casualty with: injuries to bones, muscles and joints, including suspected spinal injuries; chest injuries; burns and scalds; eye injuries; sudden poisoning; anaphylactic shock
- Recognise the presence of major illness and provide appropriate first aid (including heart attack, stroke, epilepsy, asthma, diabetes)

Additional Information

Practical Assessments
Practical skills are an essential element of First Aid training. You will need to lie, kneel and get on and off the floor. Please contact us before the start of the course if you have any medical conditions or injuries which stop you or make it difficult for you to take part in these assessments. We will be able to discuss your requirements and offer advice.

Theory Assessments
Depending on the course you are attending there maybe theory assessments for you to take part in.

If you have any issues around reading and writing, please contact us before the start of the course so that we can arrange additional support. Any information that you share with us will be treated as strictly confidential.

Dress Code
Please ensure that you are dressed appropriately for a practical First Aid course. The following items of clothing might compromise your safety/dignity and so are best avoided:

Low cut tops or blouses
Short skirts
Short shorts
Open toe shoes

If you arrive dressed in any of the above the trainer may ask you to leave and return on a different day (a charge may be incurred).

Identification
Due to a change in requirements it is now essential that participants on any First Aid course take with them on the first day one of the following:

Picture Driving Licence
Passport
Work ID
A signed credit card/debit card is acceptable if you are a non-driver and do not hold a passport

HANDLING OF PEOPLE - INDUCTION (THEORY AND PRACTICE)

09 Nov 2026 - Civic Offices - 9:30am - 4:30pm - £44 per person

05 Jan 2027 - Civic Offices - 9:30am - 4:30pm - £44 per person

18 Feb 2027 - Civic Offices - 9:30 am - 4:30pm - £44 per person

Course Description
The aim of this course is to ensure participants can move and handle individuals safely and effectively.

Who Should Attend?
You can attend this course if you are new staff working for PCC or the private sector. Your role should directly or indirectly involve the handling of people. Ideally the posture awareness workbook should be read prior to the course

Training objectives

- To introduce the legislation, we work under and what your responsibilities are.
- To balance safety, wellbeing and proportionate care principles and understand risk assessments.
- To understand risks and hazards and how we minimise them in accordance with legislation.
- To provide practical demonstrations to encompass basic principles of moving and handling, safe use of equipment and to provide optional solutions to reduce risks when manual handling people.

Learning outcomes
By the end of this course participants will be able to:

- Define how the current legislation relates to our practice and the responsibilities we have to work in accordance to it.
- Demonstrate how to identify risks and hazards and relate these to safe working practice, when using equipment and manual handling people.
- Demonstrate how anatomy and physiology is linked to safe principles and wellbeing in relation to moving and handling individuals.
- Know where to seek advice from and/or involve others when moving and handling risks are identified.

Additional Information
Please note, considering the practical element of the course, low-heeled shoes that support all the foot and no tight clothing should be worn. Managers should ensure that the staff they nominate are in a state of physical fitness commensurate with being able to undertake the practical elements of this course safely. If in doubt when nominating an individual or needing clarification about the state of physical fitness required undertaking the course safely, please discuss with the Moving and Handling Trainer/Advisor **Karen.Ellins@portsmouthcc.gov.uk** prior to the course.

HANDLING OF PEOPLE REFRESHER (THEORY AND PRACTICE)

18 Mar 2027 - Civic Offices - 9:30am - 12:30pm - £44 per person

Course Description
The aim for this session is to refresh your knowledge and ensure participants can move and handle individuals safely and effectively. This course is aimed at staff who have previously completed the Handling of People Induction Training and should be attended annually.

Who Should Attend?
This is aimed at experienced care staff working for PCC or the private sector wanting a classroom-based refresher course in the moving and handling of people

Training Objectives
- To balance the safety and wellbeing needs of both individuals and apply the principles of proportionate care, where risk assessed as safe to do so.
- To provide practical demonstrations to encompass basic principles of moving and handling, safe use of equipment and provide optional solutions to reduce risks identified as part of their job role.
- The course aims to provide best practice skills and techniques in relation to current policy and procedures whilst maintaining dignity, safety and wellbeing to all parties.
- You will be given the opportunity to cover any issues you have in your practice and be encouraged to participate in practical solutions.

Learning Outcomes
By the end of this course participants will be able to:
- Define how the current legislation relates to our practice and the responsibilities we have to work in accordance to it.
- Demonstrate how to identify risks and hazards and relate these to safe working practice, when using equipment and manual handling people.
- Demonstrate how anatomy and physiology is linked to safe principles and wellbeing in relation to moving and handling individuals.
- Know where to seek advice from and/or involve others when moving and handling risks are identified.

Additional Information
Please note, considering the practical element of the course, low-heeled shoes that support all the foot and no tight clothing should be worn. Managers should ensure that the staff they nominate are in a state of physical fitness commensurate with being able to undertake the practical elements of this course safely. If in doubt when nominating an individual or needing clarification about the state of physical fitness required undertaking the course safely, please discuss with the Moving and Handling Trainer/Advisor **Karen.Ellins@portsmouthcc.gov.uk** prior to the course.

MCA LEVEL 3: RESTRICTIONS, RESTRAINT AND DEPRIVATION OF LIBERTY UNDER THE MCA

18 Mar 2027 - Civic Offices - 9:30am - 4:30pm - £44 per person

Who should attend?
Staff working in a health, social care or a provider setting, who have a good understanding of the mental capacity act and who need to understand what a best interest decision is and how apply the best interest principle.

Course Overview
Be familiar with national progress regarding the Liberty Protection Safeguards and how they may change arrangements

Learning outcomes:
By the end of this course participants will be able to:

- Demonstrate an understanding of the terms ‘Necessary’ and ‘Proportionate’ in relation the MCA (2005) and HRA (1998)
- Be able to explain the meaning of ‘restraint’ within the MCA (2005) and the conditions attached to its use.
- Be able to recognise ‘hidden’ restrictions in care plans that may need a greater degree of scrutiny and/or authorisation.
- Demonstrate an understanding of Article 5 of the ECHR and be able to apply the ‘acid test’.
- Demonstrate an understanding of roles and responsibilities in relation to the Deprivation of Liberty Safeguards (DoLS)
- Demonstrate an understanding of roles and responsibilities in relation to the judicial authorisation of Deprivation of Liberty (Community DoL).

MEDICATION - EMERGENCY MEDICATION TRAINING

16 Feb 2027 - Civic Offices - 9:30am - 1:00pm - £44 per person

Who Should Attend?
Frontline care or support staff that may be required to administer emergency medication.

Training objectives
To provide an interactive session involving group activities and discussion.
A practical face-to-face workshop teaching how to manage and treat a seizure with rescue medicines such as buccal midazolam.

Learners have their competence individually assessed by an experienced pharmacist or nurse. Theory is studied using video, case studies, discussion and a comprehensive workbook provided on the day.

Learning outcomes
By the end of this course participants will be able to:

- Understand types of seizure (video clips).
- Individual care plans and seizure record diaries.
- Demonstrate how to provide first aid during a seizure.
- Demonstrate how to prepare the correct dosage of Epistatus.
- Demonstrate when to give midazolam.
- Demonstrate how to administer midazolam (Buccolam and Epistatus) to an individual.
- Explain what vitals to check after giving midazolam and what side effects to look for.
- Demonstrate how to place an individual in the recovery position (if required).
- Demonstrate how to monitor for side effects after administering midazolam.
- Demonstrate how to record the administration of midazolam.

MEDICATION - PRACTICAL COMPETENCIES IN MEDICINES ADMINISTRATION (FOUNDATION COURSE)

Awaiting new date

Who Should Attend?
All new staff who will be administering medication or assisting with medication

Course Description
This is a one-day practical workshop. Delivered by an experienced pharmacist or nurse, it teaches (and assesses) the skills needed to select, administer, and record medication in all care environments

Course Aims
The aim of the course is to ensure you are competent to deliver medication. You will undertake simulated medicines rounds at three key stages (before, during and at the end of the workshop). Deliberate mistakes are included which you must identify. You will sit these assessments at the start, middle and end of the workshop

Learning outcomes
This is a practical workshop, and you will demonstrate

- How to record medicines taken on time.
- How to record medicines given late or early.
- How to record flexible doses.
- Different options for recording when required medicines.
- How to record when required medicines offered but not taken.
- How to select the correct medication.
- How to check once opened dates and expiry dates.
- How to check cautionary and advisory labels.
- How to give and record medicines in a systematic way.
- How to measure out oral liquids accurately (spoons vs. measuring cups vs syringes.
- How to administer using oral syringes.
- How to apply creams, ointments and barrier creams.
- How to apply transdermal patches.
- How to administer inhalers with spacers.
- How to administer accuhalers.
- How to administer turbohalers and other inhaler types.
- How to apply eye drops, eye gels and eye ointments.

PREVENT TRAINING

17 Nov 2026 - Virtual - 10:00am - 11:00am - £0

Prevent is part of the UK's counter terrorism strategy. This workshop will help participants to identify the issues and preventative measures from the Government strategy aimed at tackling the radicalisation of individuals, both in the UK and elsewhere (stopping people from becoming a terrorist or supporting terrorists or violent extremists).

The Counter-Terrorism and Security Act 2015 places a legal duty on the local authority to have "due regard to the need to prevent people from being drawn into terrorism". This includes ensuring frontline staff have a good understanding of Prevent and how to refer when concerns are raised.

Training objectives
This course is open to frontline workers across the public sector or those that engage with vulnerable individuals.

Learning outcomes
By the end of this course participants will be able to:

- Identify Prevent aims.
- Recognise individuals / groups who may be vulnerable to terrorism.
- Explain why some people are able to influence and manipulate others to commit crimes.
- Recognise when a vulnerable individual may be in need of help.
- Describe what help and support is available to vulnerable individuals.
- Describe who can provide support to professionals concerned about vulnerable individuals.

Additional Information
You can expect:

- An interactive 2-hour workshop facilitated by an experienced Senior Hate Crime Caseworker
- Discussion with Q&A

Prevent Training - e-learning
There are several free e-learning packages available. To access these, please click on the links below.

Prevent Awareness
This offers an introduction to the Prevent duty and explains how it aims to safeguard vulnerable people from being radicalised to supporting terrorism or becoming terrorists themselves.
Site address: http://www.elearning.prevent.homeoffice.gov.uk

Prevent Referrals
This package builds on the Prevent awareness eLearning training. It is designed to make sure that when we share a concern that a vulnerable individual may be being radicalised, that the

referral is robust, informed and with good intention, and that the response to that concern is considered, and proportionate.
Site address: https://www.elearning.prevent.homeoffice.gov.uk/preventreferrals

Channel Awareness
This training package is for anyone who may be asked to contribute to, sit on, or even run a Channel Panel. It is aimed at all levels, from a professional asked to input and attend for the first time, to a member of staff new to their role and organising a panel meeting.
Site address: https://www.elearning.prevent.homeoffice.gov.uk/channelawareness

Face to Face Training
For face-to-face training or bespoke training opportunities, please email:
prevent@portsmouthcc.gov.uk

The following courses are delivered by the Independence & Wellbeing Team
Adult Social Care

Important information about booking your place:

'For people working in Portsmouth PO1- PO6 or working in services for Portsmouth residents there is no charge for these courses. For those working outside Portsmouth there is a charge of £44 per person per course'.

Participants without Microsoft Teams can access the virtual learning session via a link sent to their email address

Spaces on all courses are limited; it is therefore essential that you fully complete our booking form. Your place will only be confirmed once we have received your booking form as we are not able to accommodate people just turning up on the day.

To receive a booking form email
asclearning@portsmouthcc.gov.uk
for all other enquiries Tel: 02392 841762

COMMUNITY CONNECTOR OVERVIEW

24 Nov 2026 - Virtual - 10:00am - 11:00am - £0

26 Jan 2027 - Virtual - 10:00am - 11:00am - £0

25 Mar 2027 - Virtual - 10:00am - 11:00am - £0

Who should attend?
People who work with individuals who may be lonely and isolated and are wanting to connect back to their communities but lack the confidence in the first instant to do so.

Course overview:
This course will introduce you to the service and inform you of how it may support the individuals you work with. It will cover:

- How the service supports individuals
- What the service can and can't support with
- Case Studies
- How to refer

Learning outcomes
By the end of this course participants will be able to:

- Demonstrate understanding of what the community connector service can offer.
- Describe how the service works with individuals to achieve their goals.
- Understand the criteria and how to refer an individual.

INTRODUCTION TO CULTURAL AWARENESS

25 Nov 2026 - Civic Offices - 9:30am - 2:30pm - £0

24 Feb 2027 - Civic Offices - 9:30am - 2:30pm - £0

Who should attend?
The course is aimed at anyone, professionals and volunteers who would like to develop their practice in working with minority ethnic and other marginalised groups in Portsmouth.

Course overview:
Introduction to cultural awareness gives you an overview of minority ethnic and other marginalised groups in Portsmouth. It explores what culture is and develops participants' cultural competence. The course also looks at barriers that marginalised groups face when accessing services and how they can be overcome.

Training objectives

- Understand the principles of cultural competence.
- Understand the impact stereotyping has on practice.
- Explore the barriers minority communities face when accessing services.
- Develop best practice to engage with marginalised communities.

Learning outcomes
By the end of this course participants will be able to:

- Increase your knowledge about ethnic minority and other marginalised groups in Portsmouth.
- Develop your cultural competence and improve your practice when working with marginalised communities.
- Become more aware of barriers marginalised groups face when accessing services and how they can be overcome.

INDEPENDENCE AND WELLBEING TEAM OVERVIEW INFORMATION SESSION

Understand, empower, and support people to maintain their quality of life

19 Nov 2026 - Virtual - 2:00pm - 2:45pm - £0

14 Jan 2027 - Virtual - 9:45am - 10:30pm - £0

Participants without Microsoft Teams can access the virtual learning session via a link sent to their email address

Who should attend?
All staff, volunteers and community organisations and members, working with people who are living independently within their community or those who have the capacity to regain the ability to do so.

Course overview:
This session gives a complete overview of the work of the IWT in helping the residents of Portsmouth keep well, stay independent and active in the community. The session covers our team purpose, approach, ways of working and client group(s).

This awareness raising session of the IWT will provide participants with understanding of the far-reaching impact of loneliness and social isolation and the projects, services, information and resources available to them from the IWT and wider community opportunities.

Learning outcomes
By the end of this course participants will be able to:

- Understand the purpose of the IWT, who our client group is and the way in which we work.
- Know what projects and services are delivered by the IWT and who to contact for information.
- Develop awareness of local services/groups linked to the IWT priorities and work focus.

MAKING EVERY CONTACT COUNT HEALTHY CONVERSATION SKILLS (MECC)

02 & 09 Dec 2026 - Civic Offices - 09:15am - 1:00pm - £0

03 & 10 Mar 2027 - Civic Offices - 09:15am - 1:00pm - £0

Who should attend?
People who work with communities to improve their health and wellbeing are ideal candidates for this training. MECC HCS training enhances the skills of those in people facing roles to optimise time spent with individuals by using the four key Healthy Conversation Skills.

Course overview:
Making Every Contact Count - Healthy Conversation Skills (MECC HCS) is an approach that uses the millions of day-to-day interactions that organisations and individuals have with people to support them in making positive changes to their health and wellbeing, by using open discovery questions and active listening skills. MECC HCS is about enhancing the conversations we are already having with individuals. It's not about adding to already busy workloads.

The course is divided into two ½ day sessions set a week apart alongside four e- learning modules to be completed before session two. Both sessions and eLearning must be completed to gain the accredited Royal Society for Public Health certificate.

Learning outcomes
By the end of this course participants will be able to:

- Demonstrate understanding and use of open discovery questions to explore peoples' worlds, to support them to identify barriers to change and find their own solutions.
- Describe the use of the SMARTER planning tool in supporting individuals to set their own goals.
- Demonstrate reflection skills linked to your current practice and show confidence in supporting others towards behaviour change.