



INDEPENDENT SOCIAL WORK ASSOCIATES

PORTFOLIO OF TRAINING COURSES

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INTRODUCTION

The Agency

ISWA is an independent social work agency which specialises in working with children and families across the United Kingdom.

ISWA is registered with BASW. A recent audit of our service users concluded with a high level of satisfaction as to the professional and administrative practices of the Agency.

Our Training Services

ISWA provides training services across the United Kingdom in respect of many aspects of work with Children and Families. In addition, ISWA is approved as a training agency with the Law society and the Bar Council and therefore can accredit continual professional development training hours.

Our training services range from national multi-disciplinary conferences to small workshops specifically designed for the needs of a team of practitioners. ISWA has provided a portfolio of training to many local authorities. This has included a renewed contract as the main service provider for training to a Children and Families Services Division.

All of our training services are subject to careful and critical user evaluation and such quality control systems not only ensure that our standards are high but also allows us to continually refine and improve what we do. The section on Customer Feedback details the user satisfaction rates of participants and delegates who have attended our training services. All our courses are designated with appropriate CPD hourly award and a certificate of attendance is given to each delegate.

Management, Co-ordination and Administration

All of our training services are managed and co-ordinated by skilled project managers who work in partnership with those who instruct us, to ensure that the interface between service user and service provider is seamless and established on clear and informed

foundations. Our project management staff remain dedicated to the training programme throughout its entirety.

All our training initiatives are underpinned by administrative staff who have extensive experience in facilitating a constructive and consistent back-up to all training initiatives

Our Associates

All our trainers are highly experienced practitioners. ISWA has a large team of qualified, highly experienced and skilled social work consultants who have worked extensively within the Court forum. They have, collectively, extensive experience in the fields of Child Protection, Comprehensive Risk Assessment and Management, Adoption and Foster Care, Mental Health, Drug Misuse and Learning Disability. Such experience, gained within statutory, voluntary and independent settings, has been at senior and middle manager levels and in senior practitioner roles.

The Agency has a diverse workforce and all staff are subject to stringent selection procedures and regular checks which, combined with quality assurance procedures, make certain that our services are safe and of the highest standards.

Our Training Catalogue

The following training catalogue provides details of the range of training services we can offer you. The choice is yours within a portfolio of training services. Some agencies have commissioned the whole package whilst others have selected modules suited to the particular needs of a section of the department. As a consequence of the range of skills within its associates, ISWA has the resources to design training modules according to specific needs.

Our Costs

These will vary according to your selection from the menu of training services. We operate a banding price structure in which the greater the number of modules selected, the less the unit cost of each module.

Our Customer Feedback

The statistics below are representative of user satisfaction with our training services.

Percentage of participant scores that are Good or Excellent in relation to aspects of training delivered:

- How well course met aims - 89%
- How appropriate were the aims - 88%
- Appropriate level - 92%
- Course content - 94%
- Lecturer - 93%

Below is a selection of comments from our customers:-

"The detailed delegate feedback on all of the training modules delivered over the year records that staff were highly satisfied with the overall quality of the training experience delivered by ISWA trainers" - Commissioning Local Authority.

Conference on Assessing Parents with Learning Disabilities (May 2006). Delegate feedback was that the Conference was:

-well planned
-provided an excellent mix of professionals for networking
-addressed a much neglected area by conventional providers
-instructive and thought provoking and very informative

Contact Us

If you would like to discuss your training requirements with us then please contact:-

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We can then arrange for one of our Directors or Project Managers to meet you to discuss how we can help you provide for your staff a range of high quality training services delivered by experienced practitioners.

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Foundation Module 1 (F1)

Overview of legislation, regulation and guidance

Learning Objectives: On completion, participants will:

- Have a basic knowledge and understanding of the Children Act 1989, the Leaving Care Act, the Adoption and Children Act 2002, the Children Bill and other associated legislation relevant to child care practice
- Be familiar with how to access the Local Authority's departmental policies and procedures.

Content: Legislation
Principles and overview
Orders
Application in practice
Where and how to locate relevant policies and procedures

Duration: 1 day

CPD: 6 Hours

Foundation Module 2 (F2)

Assessment of need

Learning Objectives: On completion, participants will:

- Be familiar with the Assessment Framework materials and how and when to use them
- Have explored issues in working together with families and with other agencies
- Have explored an appropriate and consistent balance between child protection and family supports services

Content: Framework for Assessment – system and processes
Assessing need and risk
Content of assessments
Roles and responsibilities

Duration: 1 day

CPD: 6 Hours

Foundation Module 3 (F3)
Child Protection Level 1

Learning Objectives: On completion, participants will:

- Understand the legal and policy context of child protection work
- Recognise and respond appropriately to signs and symptoms of abuse
- Understand processes of investigation, assessment, conference, planning and review

Content: Context
Definitions
Signs and symptoms
Managing disclosure
Roles and responsibilities in referral, assessment and planning

Duration: 1 day

CPD: 6 Hours

Foundation Module 4 (F4)
Meeting the needs of looked after children

Learning Objectives: On completion, participants will:

- Understand the concept of corporate parenting
- Be familiar with local authority and partner responsibilities towards looked after children
- Understand the importance of planning and review

Content: Legislative responsibilities
Promoting life chances
Working with children who are separated from their families
Making and supporting placements

Duration: 1 day

CPD: 6 Hours

Foundation Module 5 (F5)

Record keeping and recording, information sharing

Learning Objectives: On completion, participants will:

- Understand the responsibilities and constraints relating to maintaining and sharing information
- Have considered the importance of accurate record keeping
- Understand the difference between fact and opinion

Content: Introduction to Data Protection Act
Introduction to Recording with Care
Principles of recording
Good practice in recording

Duration: 1 day

CPD: 6 Hours

Foundation Module 6 (F6)

Promoting involvement and participation

Learning Objectives: On completion, participants will:

- Have considered ways of effectively promoting positive service user and carer involvement in the planning and delivery of services
- Explored individual responsibility for involving children and young people
- Considered the range of ways in which social care agencies can involve children and young people

Content: Underpinning values and principles
Methods
Barriers
Benefits

Duration: 1 day

CPD: 6 Hours

Foundation Module 7 (F7)
Valuing Diversity

Learning Objectives: On completion, participants will:

- Have increased their understanding and awareness of the concept of value and diversity
- Understand differences in values/ beliefs and have begun to explore reasons why these differences exist
- Have increased their awareness of discrimination and oppression

Content: Context
Values and Belief Systems
Understanding discrimination and oppression
Challenging effectively

Duration: 1 day

CPD: 6 Hours

Foundation Module 8 (F8)
Promoting safe working practices

Learning Objectives: On completion, participants will:

- Be able to define what is meant by violence and aggression in the workplace
- Be familiar with any relevant policies and procedures
- Have discussed their own contribution to keeping themselves and each other safe
- Be able to identify the stages of a violent incident and develop strategies for each stage

Content: Identifying risks
Conflict management
Policies and procedures
Safe working practices

Duration: 1 day

CPD: 6 Hours

Referral and Assessment 1 (RA1)
Assessment of need level 1

Learning Objectives: On completion, participants will:

- Have explored a range of assessment tools and resources
- Have explored strategies for gathering, analysing, evaluating and recording information
- Understand and be able to apply thresholds for appropriate interventions
- Be aware of the impact of assessment on children, young people and their families and plan how to involve them in the process
- Have considered the implications for them of evidence based practice
- Have considered the skills required for good interagency and partnership planning and decision making

Content: Assessment frameworks and models
Analysis of information and links to best practice
Recording and sharing information
Working with children and families

Duration: 1 day

CPD: 6 Hours

Referral and Assessment 2 (RA2)
Assessing the needs and strengths of black families

Learning Objectives: On completion, participants will:

- Have compared a strengths approach compared with a pathology approach
- Have explored ways in which discrimination may affect service delivery
- Have considered the issues involved in assessing the needs of black children within the Assessment Framework
- Have considered ways to support a positive identity
- Have considered how the culture of the worker may affect the assessment

Content: Context
Using the Assessment Framework
Discrimination and equalities issues

Duration: 1 day

CPD: 6 Hours

Safeguarding Children (S1)
Child protection level 2

Learning Objectives: On completion, participants will:

- Be able to recognise the dynamics of sexual, physical, emotional abuse and neglect
- Be familiar with current theory and research which aid in:
 - i). The analysis of abusive situations
 - ii). The targeting of appropriate interventions
 - iii). The process of decision making
- Understand the systems and processes underpinning child protection work

Content: Context
Decision making and management processes
Processes for protecting children
Outcomes

Duration: 2 days

CPD: 12 Hours

Safeguarding Children 2 (S2)
Joint interviewing – achieving best evidence

Learning Objectives: On completion, participants will:

- Develop skills and confidence to carry out effective and evidentially sound investigations
- Understand the relevant legislation and guidance
- Understand which investigations require video interviewing
- Have developed and practised skills and techniques for interviewing and giving evidence

Content: Context and decision making
Establishing Inter Agency Working
Role Play and Video Interactive Exercise
Analysis of findings to achieve best evidence

Duration: 3 days

CPD: 18 Hours

Safeguarding Children 3 (S3)

Understanding and assessing risk associated with mental health

Learning Objectives: On completion, participants will:

- Have an overview of the issues with regard to parental mental ill health and the impact on parenting
- Explore thresholds for intervention and develop skills in the gathering of information and assessments of risk levels
- Explore own beliefs and attitudes to mental health and the views and stereotypes of society
- Explore strategies for intervention and effective interagency working

Content: Context
Risk assessment
Mental Health Issues
Effective interagency working

Duration: 1 day

CPD: 6 Hours

Safeguarding Children 4 (S4)

Understanding and assessing risk associated with domestic violence

Learning Objectives: On completion, participants will:

- Have an overview of the issues with regard to domestic violence and the impact on parenting
- Explore thresholds for intervention and develop skills in the gathering of information and assessments of risk levels
- Explore own beliefs and attitudes to domestic violence and the views and stereotypes of society
- Explore strategies for intervention and effective interagency working

Content: Context
Assessment of need
Interagency working and effective intervention

Duration: 1 day

CPD: 6 Hours

Safeguarding Children 5 (S5)

Understanding and assessing risk associated with substance misuse

Learning Objectives: On completion, participants will:

- Have an overview of the issues with regard to substance misuse and the impact on parenting
- Explore thresholds for intervention and develop skills in the gathering of information and assessments of risk levels
- Explore own beliefs and attitudes to substance misuse and the views and stereotypes of society
- Explore strategies for intervention and effective interagency working

Content: Context
Risk assessment and intervention
Self awareness and societal attitudes

Duration: 1 day

CPD: 6 Hours

Safeguarding Children 6 (S6)

Working with neglect

Learning Objectives: On completion, participants will:

- Understand the impact of living in neglectful families
- Explore issues of resilience and vulnerability
- Consider what is meant by 'good enough parenting'
- Consider effective interventions to secure the safety and welfare of the child
- Explore how neglectful parents/ carers might be supported to care for their children

Content: What is neglect?
Resilience in children
Thresholds
Risk assessment and effective intervention

Duration: 1 day

CPD: 6 Hours

Direct Work 1 (DW1)
Child Development

Learning Objectives: On completion, participants will:

- Understand the key stages of child development from birth to adolescence
- Explore the concept of identity
- Consider the impact of attachment issues, separation and loss on child's development
- Understand the importance of the development of healthy self esteem
- Devise creative strategies for addressing developmental delay
- Understand the issues involved in caring for children who have experienced developmental delay

Content: Child development key stages
Identity
Attachment theory
Understanding self esteem
Practice issues

Duration: 1 day

CPD: 6 Hours

Direct Work 2 (DW2)
Understanding troubled children

Learning Objectives: On completion, participants will:

- Understand the impact of loss, separation and bereavement on children
- Explore the grief process and how children can be supported to work through it
- Consider a range of tools and resources to help children express feelings
- Explore their own experiences and how these might impact upon their work

Content: Separation and loss
Grief
Effective engagement with children
Self awareness

Duration: 1 day

CPD: 6 Hours

Direct Work 3 (DW3)
Life History

Learning Objectives: On completion, participants will:

- Consider the purpose and function of life history work
- Understand the importance of preparation and planning
- See life history work as a process rather than an event
- Have considered a range of practical tools and techniques for working with children in this area
- Consider the impact of life history work on everyone involved

Content: Context
Practice examples
Preparing for direct work
Emotional impacts

Duration: 1 day

CPD: 6 Hours

Direct Work 4 (DW4)
Therapeutic interventions to meet specific needs

Learning Objectives: On completion, participants will:

- Develop understanding of issues facing survivors of trauma and abuse
- Consider the range of interventions for working with these children
- Develop skills in practical work with children
- Explore personal attitudes and feelings and the impact on work in this area

Content: Working with traumatised children
Assessment of need
Effective interventions
Personal resilience

Duration: 2 days

CPD: 12 Hours

Direct Work 5 (DW5)**Managing challenging behaviour level 1**

Learning Objectives: On completion, participants will:

- Understand the causes of challenging behaviour
- Understand the stages of emotional arousal
- Have considered how their behaviour can help or hinder positive outcomes
- Have explored a range of effective low arousal techniques for dealing with behaviours which challenge

Content: Context
Understanding behavioural responses in young people
Approaching difficult situations
Safe de-escalation

Duration: 2 days

CPD: 12 Hours

Children looked after 1 (CLA 1)
Planning for looked after children

Learning Objectives: On completion, participants will:

- Have explored the concept of twin track planning when planning for effective outcomes for children
- Understand the systems and processes that must be followed
- Have considered the importance of effective communication with carers and interagency colleagues
- Have considered how to engage children and families in the process of planning for a secure future for children
- Understand the issues to be taken into account when matching needs in placement

Content: Legislative framework
Children's needs
Effective interagency cooperation
Working with families to achieve best outcomes

Duration: 1 day

CPD: 6 Hours

Children looked after 2 (CLA 2)
Meeting the needs of black and dual heritage children – Trans-racial placements

Learning Objectives: On completion, participants will:

- Have identified the needs of black and dual heritage children in family placement
- Have considered the risks in trans-racial placement and devised strategies to overcome them
- Understand how children develop identity and self esteem
- Have considered the issues involved in working with and supporting carers

Content: Context
Identity work with children
Effective working with carers
Risk assessment

Duration: 1 day

CPD: 6 Hours

**Children looked after, young people leaving care (CLA3)
Role of personal adviser**

Learning Objectives: On completion, participants will:

- Understand the principles and relevant details of the Children (Leaving Care) Act 2000
- Understand the role of the personal adviser with regard to assessing the needs of young people
- Have an increased awareness of the pathway planning process
- Have considered how to engage young people in the process
- Understand the importance of partnership working and the role of partner agencies in the process

Content: Context and legislation
The Assessment Framework
Working with agency guidelines
Engaging with young people

Duration: 1 day

CPD: 6 Hours

**Children looked after 4 (CLA4)
Meeting NVQ and TOPPS standards for residential care**

Learning Objectives: On completion, participants will:

- Understand the role of the competent manager
- Have an overview of the required standards
- Understand the process of regulation

Content: Self-evaluation by individual and group exercises
Role plays on management styles
Examination of NVQ and TOPPS requirements
Consideration on performance measurement tools

Duration: 1 day

CPD: 6 Hours

Family Placement and Adoption 2 (FP2)

Competency based assessment of carers – meeting minimum standards

Learning Objectives: On completion, participants will:

- Understand the concept of competency based assessment
- Have explored how to evidence their assessments
- Have considered how to support carers through the process

Content: Using the framework
Examples of practice models
Effective assessment and support

Duration: 1 day

CPD: 6 Hours

Family Placement and Adoption 3 (FP3)

Support and supervision of carers

Learning Objectives: On completion, participants will:

- Have considered the importance of effective support for carers and how to encourage carers to access available support
- Have explored how to ensure that carers provide quality care for children
- Understand the importance of involving other family members in this process, especially the children of carers
- Consider how to respond appropriately to concerns about quality of care

Content: Working together for best outcomes
Appropriate models of supervision
Providing effective support

Duration: 1 day

CPD: 6 Hours

Family Placement and Adoption 4 (FP4)
Adoption and Children Act 2002 level 2

Learning Objectives: On completion, participants will:

- Have further explored the implications for practice of the legislation
- Understand the concept of Special Guardianship and examined the profile of children who will come under the scheme
- Be clear about the purpose and aims of the Children and Adoption Act Register and examined in detail how it will operate
- Have considered the features of their adoption support service and how it can be further developed

Content: Legislative context
Application to complex case studies
Explanation of SGO Assessments
Group and individual exercises

Duration: 1 day

CPD: 6 Hours

Family Placement and Adoption 5 (FP5)
Birth record counselling

Learning Objectives: On completion, participants will:

- Understand the importance of the availability of birth record counselling
- Have considered who might wish to access such a service and how it can be effectively advertised and promoted
- Have anticipated some of the more sensitive situations and planned strategies for dealing with them

Content: Legislative context
Agency policies and guidelines
Understanding the impact of this work on adopted people
Understanding the impact on workers

Duration: 0.5 day

CPD: 3 Hours

Family Placement and Adoption 6 (FP6)
Birth parent counselling

Learning Objectives: On completion, participants will:

- Understand the importance of the availability of birth parent counselling
- Have considered who might wish to access such a service and how it can be effectively advertised and promoted
- Have anticipated some of the more sensitive situations and planned strategies for dealing with them

Content: Legislative context
Understanding separation and loss
Understanding the impact of the work

Duration: 0.5 day

CPD: 3 Hours

Family Placement and Adoption 8 (FP8)
Panel training

Learning Objectives: On completion, participants will:

- Understand the legal responsibilities of panel and the various roles within it
- Have considered the decision making process and some of the inherent problems
- Have explored how personal values, experiences and beliefs impact on assessment
- Have begun to establish a framework and a clear set of standards to inform decision making and improve consistency

Content: Legislative context
Developing core approaches to decision making
Making assessments
Chairing skills

Duration: 1 day

CPD: 6 Hours

Foster Carer Training

Understanding the cultural needs of black and Asian children

Learning Objectives: On completion, participants will:

- Understand some of the complexities of this area for carers who are required to provide support and care for black and Asian children
- Have explored issues for carers in providing appropriate care in trans-racial placement

Content: Context
Cultural differences and sensitivities
Personal care
Diet and health

Duration: 1 day

CPD: 6 Hours

General 1 (G1)

Introduction to Adoption and Children Act 2002

Learning Objectives: On completion, participants will:

- Understand the key principles and themes of the Adoption and Children Act 2002
- Have explored the implications for changes in practice
- Have applied changes to practice through the use of a case study

Content: Legislative context
Practice and case studies

Duration: 1 day

CPD: 6 Hours

General 2 (G2)

Involving young people – Total Respect

Learning Objectives: On completion, participants will:

- Have explored why it is important to involve young people in the planning and delivery of their services
- Have considered the concept of partnership and how it can be promoted effectively
- Made a personal commitment to action to improve the involvement of young people

Content: Affording young people a platform
Reflections on experiences
Role Play and Interactive exercises
Partnership exercises

Duration: 2 days

CPD: 12 Hours

General 3 (G3)

Chairing and reviewing skills

Learning Objectives: On completion, participants will:

- Understand the key issues for effective meetings
- Understand the roles and responsibilities of the chair and will have explored their own chairing style
- Be able to ensure that children and families understand the process and their rights so that they may participate fully
- Have anticipated difficult situations and barriers to effective meetings and devised strategies for managing/ overcoming them

Content: Managing meetings
Styles of chairing
Involving families and children effectively
Coping strategies

Duration; 1 day

CPD: 6 Hours

General 4 (G4)

Recording, report writing and presentation skills

Learning Objectives: On completion, participants will:

- Understand the importance of recording and report writing as an effective form of communication
- Have explored the difference between fact, opinion and hearsay
- Have considered the impact of their own values on their written work
- Have improved confidence when presenting to an audience
- Have had an opportunity to practice and develop skills in this area

Content: Techniques for recording and creating a history
Effective communication
Presentation styles
Developing a presentation

Duration: 1 day

CPD: 6 Hours

General 5 (G5)

Court skills

Learning Objectives: On completion, participants will:

- Understand court structure, protocol and rules
- Have considered what constitutes an effective report to court
- Have developed and practiced skills in giving evidence
- Have experienced cross examination
- Have improved confidence about their involvement in court processes

Content: Working in court
Effective communication skills
Report writing

Duration: 1 day

CPD: 6 Hours

General 6 (G6)

Role of key worker and contribution to the planning process

Learning Objectives: On completion, participants will:

- Have examined the key worker role in detail
- Have explored how children and families can be properly involved in the process
- Have anticipated problems that might arise with other colleagues and identified solutions
- Have considered the importance of the key worker role in effective planning

Content: Context
Legislative framework
Planning for children
Engaging with families

Duration: 1 day

CPD: 6 Hours

General 7 (G7)
Human Rights and Data Protection

Learning Objectives: On completion, participants will:

- To be aware of the statutory framework of the Data Protection Act 1998 and the eight principles of good information handling
- The relationship between the Data Protection Act 1998 to other appropriate legislation and regulations
- The processes of procedures of the Commissioning Organisation in relation to Data Protection and Social Care Services
- To be aware of the statutory framework of Human Rights Act 1998
- To have an awareness of the relationship of the Human Rights Act and services to children, young people and their families

Content: The legislative framework of Data Protection
The legislative framework of Human Rights
Interrelationship of the two Acts
Working effectively within the context of the legislation

Duration: 1 day

CPD: 6 Hours

Assessing Parents with Learning Difficulties

Learning Objectives: On Completion participants will have:

- Developed insight into the challenges faced by parents who are learning disabled
- Expand a range of techniques and tools by which assessment can be undertaken
- Used such techniques in fictional cases

Content: Direct Training
Use of assessment materials
Video interactive role play
Self reflection

Duration: 1 Day

CPD: 6 Hours