

accredited training



2018
to
2019

- Understanding leadership
- Leading and motivating a team effectively
- Understanding good practice in workplace mentoring
- Undertaking mentoring in the workplace
- Reflecting on workplace mentoring skills
- Managing workplace projects
- Developing yourself and others
- Understanding training and coaching in the workplace
- Understanding stress management in the workplace
- Understanding mental health in the workplace

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1 Introduction to Advice Skills Academy accredited training delivery

Advice Skills Academy (ASA) is a European Social Fund (ESF) supported project which is funded to end of September 2019. The project is developing a co-ordinated approach to learning and development of staff in the partner organisations across the Liverpool City Region.

The project is developing programmes of learning opportunities, including face-to-face training, online learning, accredited training, and mentoring, to help meet the needs of staff in the partner organisations.

In addition to responding to the learning and development needs of staff in partner organisations, ASA will be looking to improve management, leadership and progression capacity of staff, and promote equality by providing a learning and development support route for disadvantaged groups who are seeking to access further job opportunities in the sector, and by improving the progression prospects of women within the workforce.

The partner organisations in the Advice Skills Academy project are:

- Citizens Advice Halton
- Citizens Advice Knowsley
- Citizens Advice Liverpool
- Citizens Advice St Helens
- Citizens Advice Sefton
- Citizens Advice Wirral
- Raise
- The Women's Organisation

The ASA project has specific targets to deliver accredited training to project participants, so that they can achieve at least one unit of a Level 3 accredited qualification.

This booklet provides information on the accredited training units that will be available during September 2018 to March 2019.

Accredited training Awarding Body

The units detailed in this booklet are through the Institute of Leadership and Management (ILM), and the Awarding Body for ILM is City & Guilds. All units are individual unit qualifications, at Level 3.

With ILM, learners may complete more than one unit (which have a combined credit value of 4 – 12) to achieve a Level 3 Award. Advice Skills Academy will try and offer opportunities for some learners to do more than one unit, but this will depend on costs, demand for the units, and timescales, so achieving an Award cannot be guaranteed.

Delivery of the units

The subjects listed will be delivered either by our supplier organisation, The Learning Curve, or by Advice Skills Academy staff. The information in this booklet identifies which team will be delivering each unit. Names of tutors will be shared with learners when they are confirmed on the training sessions.

Signing up as a learner for one or more accredited units

Learners will need to complete a registration form, and will need to provide their National Insurance number as part of this registration form.

Attending training sessions

Attending the training sessions is not optional – learners will be expected to make every effort to attend all training sessions, and can re-arrange appointments and meetings to do this. For those people who cannot attend due to sickness absence, care leave absence, or annual leave booked prior to the publication of training dates, please be aware that there may not be a repetition of the training session, so it may not be possible to complete the unit.

Assignments

For all units, learners will be required to complete an assignment. Learners will be expected to spend a reasonable level of hours researching, planning, and completing their assignment, and this will be in addition to the face-to-face training sessions. The usual number of hours needed for the completion of the assignment for each unit is detailed in this booklet, as part of each of the unit

descriptions, under the section '**Accredited qualification requirements / details**'.

The assignment that learners undertake may be a written assignment, a presentation, or a professional discussion (where learners will be asked a series of questions about the assignment subject area, to assess their level of knowledge and understanding). Details of assignments will be outlined by tutors at the beginning of the training sessions.

Non-completion of the unit qualification

Where a learner doesn't complete the unit they have registered for, their organisation will need to pay the costs for the unit qualification. For some partner organisations this means that individuals who don't complete a unit may be asked to pay for the costs. Where possible there will be a good level of support and some flexibility with deadlines for completion of assignments, but all learners must take responsibility for completing their unit as close to the deadlines as possible.

2 Understanding leadership

Ideal for new leaders or those looking to move into leadership roles, this unit will help learners understand:

- The difference between leadership and management
- The roles and responsibilities of leaders
- The qualities of leaders
- Different leadership models
- Leadership behaviours
- Your own preferred leadership style and behaviours

This unit will be delivered over one and a half days, by The Learning Curve staff.

The assignment for this unit will focus on:

- Knowledge and understanding of different leadership styles or behaviours to be found in the workplace, including an understanding of your own preferred leadership behaviours, and the impact that these behaviours and styles are likely to have on the behaviour of team members.
- Gaining feedback from others, to help you identify your own leadership style and behaviours
- Action planning for the enhancement of your leadership behaviour, with reference to a leadership model

Accredited qualification requirements / details:

Training days	1.5 days training
Research, planning and completion of assignment	12 hours
ILM unit number	8600-308
Credit value	2
ILM unit details – use qualification finder	https://www.i-l-m.com/learning-and-development/qualification-finder

3 Leading and motivating a team effectively

Ideal for new leaders or those looking to move into leadership roles, this unit will help learners understand:

- The importance of an organisation's vision, mission and strategy
- How to develop team objectives, to help work towards the overall vision and strategy of the organisation
- The role that effective communication plays in team working
- The importance of motivation, and some motivational theories
- How to give feedback on performance
- How to provide support to team members
- The importance of continuous development for the team and individual members

This unit will be delivered over one and a half days, by The Learning Curve staff.

The assignment for this unit will focus on:

- Describing an organisation, and a team within it, and the vision, mission and strategy of the organisation
- Describing the role that a common sense of purpose plays in teams
- Describing the importance of communication in establishing a common sense of purpose
- Assessing your own communication skills
- Describing the importance of a leader being able to motivate a team, as well as some ways that they may do this

Accredited qualification requirements / details:

Training days	1.5 days training
Research, planning and completion of assignment	9 hours
ILM unit number	8600-341
Credit value	2
ILM unit details – use qualification finder	https://www.i-l-m.com/learning-and-development/qualification-finder

4 Understanding good practice in workplace mentoring

Ideal for those who haven't informally or formally mentored before, or for those that want a refresher, this unit will help learners understand:

- The nature and purpose of workplace mentoring
- The difference between informal and formal mentoring
- The roles and responsibilities in a mentoring relationship
- The knowledge, skills and behaviour of a workplace mentor
- The range of approaches to establishing and maintaining quality mentoring records

This unit will be delivered over 2 days, by Advice Skills Academy staff.

The assignment for this unit will focus on:

- Considering your knowledge and understanding of the context and environment for effective mentoring within the workplace
- Describing the role, remit and responsibilities of a workplace mentor
- Outlining the tools and techniques that can be used to support effective workplace mentoring
- Identify why it is important to keep mentoring records
- Describe any potential barriers to workplace mentoring

Accredited qualification requirements / details:

Training days	2 days training
Research, planning and completion of assignment	18 hours
ILM unit number	8557-304
Credit value	3
ILM unit details – use qualification finder	https://www.i-l-m.com/learning-and-development/qualification-finder

5 Undertaking mentoring in the workplace

Ideal for those who haven't formally mentored before, or for those that want a refresher, this unit will help equip learners to:

- Plan and organise formal workplace mentoring sessions
- Undertake at least 6 hours of mentoring in the workplace
- Consider types of mentoring records, and the importance of maintaining records on workplace mentoring
- Record, evaluate, and reflect on the workplace mentoring you have undertaken
- Consider the importance of confidentiality, communication techniques to support engagement, and dealing with emotions, conflict and difficult situations

This unit will be delivered over 1 - 2 days, by Advice Skills Academy staff.

For this unit, as part of their assignment, learners will be expected to conduct mentoring support, and to provide evidence that they have delivered mentoring support. Learners will need to:

- Keep a reflective mentoring diary
- Complete at least 6 hours of mentoring support
- Keep appropriate records of mentoring sessions, including mentoring contracts, mentoring records, reflections, summary of activity, and feedback from mentees

Advice Skills Academy will provide support on templates for mentoring record keeping, as well as setting up mentoring relationships in the workplace.

Accredited qualification requirements / details:

Training days	1 – 2 days training
Research, planning and completion of assignment	23 hours
ILM unit number	8557-305
Credit value	4
ILM unit details – use qualification finder	https://www.i-l-m.com/learning-and-development/qualification-finder

6 Reflecting on workplace mentoring skills

For those that have mentored before, or those who have completed either of the accredited units on understanding or undertaking workplace mentoring, this unit will help learners:

- Undertake self-assessment on their own mentoring skills
- Consider the behaviours of an effective mentor
- Identify communication styles and skills
- Consider feedback models and techniques to enable giving and receiving feedback
- And will provide a range of tools for self-assessment, action planning, and objective-setting

This unit will be delivered over 1 day, by Advice Skills Academy staff.

The assignment for this unit will focus on:

- Developing a reflective summary of mentoring that has been undertaken, considering your skills, knowledge, behaviours and attributes as a mentor
- Considering communication, and listening and questioning strategies when mentoring
- Considering what you might have done differently, or better
- Considering what skills, in relation to the mentoring role, that you might want to improve on, and what steps you might take to do this

Accredited qualification requirements / details:

Training days	1 days training
Research, planning and completion of assignment	24 hours
ILM unit number	8557-307
Credit value	3
ILM unit details – use qualification finder	https://www.i-l-m.com/learning-and-development/qualification-finder

7 Managing workplace projects

Ideal for those that have informally run projects before, or for those that are looking to move into project management, this unit will help learners:

- Develop an understanding of what projects are, and the stages of project management
- Identify basic project design principles
- Understand what project planning tools and techniques can be used in project management
- Develop an understanding of the advantages of using targets and milestones to monitor the progress of projects
- Consider project evaluation and review techniques
- Consider the financial appraisal of projects, and the role of financial monitoring

This unit will be delivered over two days, by Advice Skills Academy staff.

The assignment for this unit will focus on:

- Describing a simple workplace project
- Developing a project plan for the project
- Identifying project milestones and targets
- Describing the evaluation of the project
- Considering the financial and non-financial implications of the project

Accredited qualification requirements / details:

Training days	2 days training
Research, planning and completion of assignment	10 hours
ILM unit number	8600-320
Credit value	2
ILM unit details – use qualification finder	https://www.i-l-m.com/learning-and-development/qualification-finder

8 Developing yourself and others

Ideal for people who supervise staff or volunteers, or those who are looking to move into a supervisory role, this unit will help learners understand:

- How to use a job description to match to a CV
- How to use a SWOT analysis for your personal development
- Different learning styles – your own learning styles, and those of others
- The importance of taking responsibility for your learning and development
- How to identify learning and development needs
- Barriers to learning and how to overcome them
- The cycle of learning and development planning, monitoring, and evaluation

This unit will be delivered over one and a half days, by Learning Curve staff.

The assignment for this unit will focus on:

- Your assessment of your own and another team member's development needs, and learning styles
- Planning how these development needs might be met
- Identifying support mechanisms such as training, coaching, or job rotation could be used for your own or the team members development
- How your development and the development of the team member can be monitored

Accredited qualification requirements / details:

Training days 1.5 days training

Research, planning and completion of assignment 7 hours

ILM unit number 8600-311

Credit value 2

ILM unit details – use qualification finder <https://www.i-l-m.com/learning-and-development/qualification-finder>

9 Understanding training and coaching in the workplace

Ideal for those that are considering moving into training and coaching roles, or those that have some informal experience of training delivery and/or coaching, this unit will help learners:

- Understand how to identify training techniques that can be used in the workplace
- Identify different learning styles, and how to design training to enable engagement with people with different learning styles
- Understand how to evaluate the effectiveness of training
- Identify when a coaching approach is appropriate
- Understand the role of feedback in coaching

This unit will be delivered over two days, by Learning Curve staff.

The assignment for this unit will focus on:

- Describing how you would respond to an identified training need in the workplace
- Explaining how knowledge of different learning styles can assist in the planning of training
- Describing how to plan coaching in the workplace, including tools and techniques that could be used
- Explaining the importance of feedback in coaching
- Considering methods of evaluating the effectiveness of coaching

Accredited qualification requirements / details:

Training days	2 days training
Research, planning and completion of assignment	11 hours
ILM unit number	8600-317
Credit value	2
ILM unit details – use qualification finder	https://www.i-l-m.com/learning-and-development/qualification-finder

10 Understanding stress management in the workplace

Ideal for managers or those supervising staff or volunteers, or those considering moving into these roles, this unit will help learners:

- Understand the causes and impact of stress in the workplace
- Identify symptoms of stress in yourself and others
- Consider the impact of stress for individuals as well as organisations
- Understand management responsibilities in relation to work-related stress
- Consider sources of help and support for people who suffering from stress
- Undertake action planning and review techniques in stress management

This unit will be delivered over one and a half days, by Learning Curve staff.

The assignment for this unit will focus on:

- Demonstrating your knowledge of stress in the workplace, how to manage stress and support others to minimise stress
- Identifying an instance where you or a colleague were stressed, the cause of the stress, and the impact on the workplace
- Describing the responsibilities your organisations management has in relation to work-related stress and consider how you might use counselling, advising or mentoring to provide support for individuals

Accredited qualification requirements / details:

Training days 1.5 days training

Research, planning and completion of assignment 5 hours

ILM unit number 8600-313

Credit value 1

ILM unit details – use qualification finder <https://www.i-l-m.com/learning-and-development/qualification-finder>

11 Understanding mental health in the workplace

Ideal for managers or those supervising staff or volunteers, or those considering moving into these roles, this unit will help learners:

- Understand why mental health matters in the workplace
- Identify how common mental health myths can be challenged
- Consider how common mental health conditions might manifest themselves in a member of staff
- Understand how to communicate with a member of staff either during or after a period of mental ill health
- Consider what support can be provided to a member of staff regarding their mental health

This unit will be delivered over one and a half days, by Learning Curve staff.

The assignment for this unit will focus on:

- Describing the characteristics of mental health in the workplace, and how mental health myths can be challenged
- Demonstrating an understanding of a range of mental health issues such as anxiety, bipolar and depression
- Describing how you to appropriately communicate with a member of staff either during or after a period of mental ill health
- Explaining the practices involved in supporting a member of staff regarding their mental health

Accredited qualification requirements / details:

Training days 1.5 days training

Research, planning and completion of assignment 10 hours

ILM unit number 8600-343

Credit value 2

ILM unit details – use qualification finder <https://www.i-l-m.com/learning-and-development/qualification-finder>

12 Further information on ILM and contact details for Advice Skills Academy

Institute of Leadership and Management

For more information on qualifications delivered by the Institute of Leadership and Management, visit their website at

www.i-l-m.com

If you would like more details about the unit qualifications that you are interested in, you can use the ILM 'qualification finder' to search for the unit. You can use the ILM unit number to search for details.

ILM publishes details on the unit specification, the assignment, and the marking sheets for assignments, so that learners can look at the details in advance, if they want to know more.

The ILM qualification finder can be found at:

<https://www.i-l-m.com/learning-and-development/qualification-finder>

Advice Skills Academy

For more information about Advice Skills Academy, including a Learning Directory, competencies for a variety of advice and related roles, templates for Learning & Development Planning, and details of other learning opportunities, visit the Advice Skills Academy website:

www.adviceskillsacademy.org.uk

For general enquiries email: contact@adviceskillsacademy.org.uk

The Advice Skills Academy team are based c/o Citizens Advice Halton:

Unit 3, Victoria Building, Lugsdale Road, Widnes, WA8 6DJ.

Tel: 0151 257 2443