



SPECIALIST Training Experience



Who are CQM?

CQM Learning Ltd (CQM) are work-based learning specialists. We offer a free service to you, matching people looking for vocational qualifications with quality training providers. Our Specialist Training department designs and delivers essential courses for Care organisations, local authorities and other businesses.

Brokerage

Our experienced team listen to what you need, advise the most suitable courses then match you with the best suited training provider. CQM quality-check all providers, looking at their OFSTED reports, EV reports and talking to a cross section of their customer base. As a result, we are proud to work with the UK's leading work-based learning providers.

We are knowledgeable on Government funding streams, sourcing subsidised places on QCF Apprenticeships for qualifying learners. For those not qualifying, we recommend courses that offer real value for money – our focus is on the quality of training and level of support offered.

We use training providers specialising in particular vocations such as Health and Social Care or Leadership and Management, as they best understand the sector they are delivering to.

Delivery

CQM focus on specialist subjects for the Care industry such as Deprivation of Liberty Safeguards, Mental Capacity Act and Equality and Diversity. We regularly deliver these courses to private care organisations and on behalf of councils around the country. We offer a range of e-learning too.

Marketing

We make sure you are kept up to date with developments that affect staff training such as changes to funding or new legislation.

At CQM we believe we truly are different. Every customer has a unique requirement and we have experience of satisfying those needs. We'd be delighted to meet and talk about the many areas we can help with; taking the headache out of resourcing your training requirements.

Accredited Training Centre

We have Ascentis, edi, and HABC accreditation and receive extremely positive feedback during our EQA visits. We employ vocationally experienced occupational Assessors and Verifiers with a passion for learning and training.

Learner Focus

Initially we identify the needs of each audience, from care home managers to junior doctors or front-line staff. We then create learning packages addressing specific needs. Our post-training analysis monitors effectiveness and develops exit strategies, ensuring ongoing workforce development and giving attention to individual personal training programmes.

Our experience includes delivering the Mental Capacity Act 2005 to 15,000+ learners and recruitment of over 54,000 Diploma/NVQ and Apprenticeship learners. We contact over 4,000 businesses every single week and build strong relationships with employers.

Working in partnership

We have been commissioned by a number of City and County Councils to develop and deliver specialist training. We also work closely with private care providers to deliver tailored experiential training, as well as up skilling their workforce to deliver training internally.

We aim to exceed our clients' expectations by offering great service and delivering on time and on budget - every time!

Why book training with us?

CQM has a wealth of experience developing and delivering training packages to a variety of learners within local authorities, the NHS, National Offender Management Service and the social care sector.

Courses including the Mental Capacity Act (MCA) 2005, Safeguarding Adults, Equality & Diversity and Behaviour that Challenges pitched at varying levels from frontline staff to Junior Doctors have been delivered to over 12,500 learners in the past five years.

Accredited Courses

CQM is experienced in delivering health and safety training, and offer the following HABC accredited courses:

- Emergency First Aid at Work (EFAW)
- First Aid at Work (3 day)
- Food Safety (Levels 1 – 4)
- Hazard Analysis and Critical Control Points (HACCP) (Levels 2 – 3)
- Health and Safety (Levels 1 – 4)
- Infection Control
- Education and Training Level 3

Bespoke Short Courses

We are renowned for the high quality of our short courses and have a range of off the peg solutions for your training needs. In addition we specialise in developing and delivering bespoke courses, tailoring each one to meet individual clients' specific requirements. These can be compulsory training, continuing professional development or new areas of study.

Should you prefer, you can licence the training materials, enabling you to utilise in-house trainers. Our experienced trainers will support you to ensure your in-house delivery is of the highest standards. Full supporting training materials including lesson plans are all part of the package.

Courses are mapped to the CQC Fundamental Standards and in addition, can incorporate your organisational policies and procedures.

Following client approval of course content all presentation materials and leave behinds/work book sets are professionally designed to incorporate your own branding or theme requirements.

Training Delivery

All of our trainers are fully qualified to deliver these courses, with a wealth of experience in both training and working within the relevant sector.

CQM take pride working with only the most qualified, competent trainers. We have robust, fair and thorough recruitment procedures in place to find the most appropriate trainer for each contract.

These include:

- Enhanced Level DBS checks for all trainers who may come into contact with vulnerable service users (i.e. delivering training within the residential setting)
- Five week induction period for all new employees
- Substantial previous experience training to the health and social care sector
- Experience of working within a care environment (in a paid or unpaid capacity)

Track Record

"CQM are the team that want to develop long term relationships - they have worked with ExtraCare on a number of key organisational change projects; Equality and Diversity, alternative NVQ funding routes and Mental Capacity Act being the most notable. I choose CQM for all that they bring; creative, dynamic, proactive and professional environment; solution seeking; customer focused; always looking for the win-win solutions; the buzz they create with the staff they work with and they make it an enjoyable experience to do business with them and with all their team."

- **Ivan Finney, Training Manager, The ExtraCare Charitable Trust**

"On behalf of the Services Manager and all the team at Rethink Sheffield Services, I would like to thank CQM Learning for a brilliant training day. The training was very well formulated and was delivered to a very high standard. We found it thought-provoking and extremely interesting and are in no doubt that we will utilise what we learned. The day also contained well timed exercises, which made the training particularly enjoyable."

- **Peter Daniel Hudson, Rethink Sheffield Services**

Since 2010 The ExtraCare Charitable Trust (ECCT) has commissioned CQM to develop and deliver a variety of training courses, including:

MCA training to all supervisors and managers in a one day workshop. This included the development of a roll out training package, equipping managers with the knowledge and resources required for them to deliver awareness knowledge training to their frontline staff.

The staff knowledge was assessed through a case study quiz, which was returned to CQM for marking and analysis. Each learner received a feedback sheet detailing the correct answers, as well as the CQC outcomes covered by the training.

“

It was particularly good because at the beginning I had very little knowledge and at the end I felt confident on the subject.

”

Interactive workshops on Equality and Diversity were delivered to directors, managers and supervisors. Full distance learning workbooks with assessments were designed for all frontline staff and again the assessments were returned to CQM for marking, with learners receiving a feedback sheet.

“

Equality and Diversity issues are set to have a major, positive impact on the way our culture as a charity moves forward. CQM's training was thorough, well prepared and carefully delivered. I bought into it, and so did my colleagues.

”

Combining acting skills with our experience of writing scripts for an innovative Behaviour That Challenges workshop, based on real life scenarios was not a challenge for CQM! Working with a stage and TV actor, the trainer responded to a variety of situations incorrectly, allowing the learners to advise on best practice and alternative reactions. The session was led by the learners rather than the trainer, allowing them to take full control of their learning.

“ It was really informative and I will be able to use it in my role. I found using an actor for real life situations useful and being able to replay the scenarios helped embed the theory and best practice. ”

We have also worked collaboratively with other ECCT training providers: a two day event was staged to share best practice, delivery methods and design ideas on a variety of courses. All training was to be standardised and incorporate relevant ECT policies and procedures.

CQM were responsible for the design elements of the project as well the development of the Safeguarding Adults course, with learners reacting positively to the new materials.



In addition, we have developed Effective Rota Management and Professional Boundaries courses.

Since 2010, CQM has delivered a series of half and full day courses on Mental Capacity Act (MCA), Deprivation of Liberty Safeguards (DoLS) and Safeguarding Adults. We are currently delivering the following after being awarded a place on the Dynamic Purchasing System:

- Safeguarding Adults – Basic Awareness and Raising Concerns
- MCA – Basic Awareness
- Complex Decision Making – Taking Cases to the Court of Protection
- An Introduction to DoLS
- DoLS for Care Homes and Hospitals



Richard, really like your presentation style & interjection of humour! Well read on subject.

Thank you - I now have more confidence & knowledge to deal with DoLS in the absence of my colleague.

I found the content useful, particularly when doing the exercise around applying for authorisation.

As someone new to this arena I found this course to be highly informative and instructive, and the presenter to be knowledgeable, clear and approachable.

Makes me think about my work & why certain decisions are made.

Handouts provided were very good and I will be able to refer to them in future.



CQM have delivered a series of half and full day MCA related workshops aimed at experienced staff, each based on a different theme since 2011, with current topics including:

- Assessing Capacity and Best Interests Decision Making
- DoLS for Managing Authorities
- DoLS for Professionals who work with Managing Authorities and may come across Deprivation of Liberty
- MCA – Applying in Practice
- MCA – Awareness
- Safeguarding Adults – Policy and Process
- Working with Unwise Decisions

Learners can also attend a DoLS for Managing Authorities workshop to give them an overall in-depth knowledge and understanding of the Mental Capacity Act and Deprivation of Liberty Safeguards legislation.



Very enjoyable training experience, very light-hearted but serious when it needed to be.

Clarified the legal issues. Case histories show complexities involved.

Participation format helped learning - visual and group related.

As always, Richard delivers excellent content and is very knowledgeable.



For most courses, copies of the presentation are e-mailed to learners after the event, ensuring their focus throughout the session was on the trainer and the activities, rather than printed materials. This approach has proved extremely successful and supports both CQM and Kirklees Councils' environmental policies.



Since 2010, CQM have delivered a variety of MCA, DoLS and Safeguarding Adults courses and are currently delivering the following after being awarded a place on the Dynamic Purchasing System:

- DoLS Basic Awareness
- DoLS for Managing Authorities
- MCA Assessment and Decision Making for Social and Health Care Staff
- MCA Assessment and Complex Decision Making for Social and Health Care Staff
- MCA Assessment and Decision Making for Provider Services
- MCA Basic Awareness
- Level 3 Award in Supervising Food Safety in Catering



Training was delivered in such a way it applied to all disciplines - not one in particular.

Set at right level, concise without being brief.

Although subject is a mine field it has made me understand it a lot better. Great thanks.

Trainer very knowledgeable and was able to make a 'dry' subject matter interesting and varied.

Having opportunities to do short exercises to link in with stages of learning.

Including advanced decisions and Power of Attorney when making best interest decisions. Scenarios/group work helpful as relates theory to practice areas.

Scenarios put the theory into practice, relating it to workplace. Small exercises make you realise you do know what to do - and remind you.



North Yorkshire County Council

Delivered a series of MCA and DOLS sessions for frontline carers and registered managers, followed by “facilitate the facilitator” courses for NYCC trainers to independently roll out training across the county.

We also delivered ‘Personalisation and People on the Autism Spectrum’ and ‘Sensory Differences: Their impact and management’.

Sandwell Metropolitan Borough Council

Since 2012, we’ve delivered:

- Autism Awareness
- Dealing with Behaviour that Challenges
- Diabetes Awareness
- Epilepsy Awareness
- Learning Disabilities & Behaviour that Challenges

Sheffield City Council

Recruitment of and delivery to 825 carers on MCA and DoLS, across four sub-sectors of health and social care. Each sub-sector received a bespoke course to meet their specific requirements.

Stockton-on-Tees Borough Council

We provided a half day awareness course, incorporating local policies, to a diverse range of learners in the North East including Junior Doctors and Continuing Health Care Nurses.

Wakefield Council

We conducted training needs analysis across the district, and developed MCA and DoLS courses which reflected variances in the learners’ requirements and the services they work in. We marketed the courses and recruited learners.



City of York Council

Since 2012, CQM have delivered half and full day courses on Dementia Awareness, and more recently one day interactive workshops on and Conflict Management which focus on recognising the signs of violence and aggression in the workplace as well as developing strategies to enable learners to effectively deescalate situations and respond appropriately.



Lancashire Workforce Development Partnership

Delivery of full day courses on MCA and DoLS for Managers, and MCA and DoLS for Care Home Staff, delivered since 2013.



Lincolnshire County Council

Contract in place since 2014 to deliver full and half day courses county wide in:

- Achieving Best Evidence and Enquiry Skills
- DoLS Application to Practice
- DoLS Awareness
- MCA Application to Practice
- MCA Awareness
- MCA and DoLS for Managers



Worcestershire County Council

2014 awarded place on framework. Responsible for booking of venues in line with the Council's quarterly requirements. Full and half day courses in:

- Autistic Spectrum Conditions
- Responding to Behaviour that Challenges
- Dementia Awareness
- Epilepsy Awareness
- Record Keeping and Data Protection



**Ministry of
JUSTICE**

Ministry of Justice National Offender Management Service

In 2012, CQM were awarded the contract for the delivery of Food Safety training to Prison Service employees for the following qualifications:

- Level 3 Award in Supervising Food Safety in Catering
- Level 3 Award Supervising HACCP in Catering
- Level 4 Award Managing Food Safety in Catering

Training Development

Bespoke design of training materials are based on your exact requirements and embed your policies, procedures, ethos, vision and values throughout.

As well as considering the core training requirements and learning outcomes, CQM are responsive to client needs and adapt courses to make them relevant to specific learner groups. We conduct ongoing analysis of the training via feedback from learners and the purchaser, making refinements and alterations where necessary to improve and maintain high standards.

Training delivery includes:

- Trainer talk, prompted by PowerPoint presentation
- Audio-visual clips and examples
- Structured discussion
- Question and answer sessions
- Quizzes
- Group work
- Real case studies

As an inclusive part of our service, CQM works with each client to ensure training meets exact requirements and where possible, incorporates local case studies.

All CQM courses are professionally formatted and include:

- Checklists for trainers and lesson plans
- Learner attendance registers
- Learner handbooks
- Certificates of attendance
- Handouts
- PowerPoint presentation
- DVDs

CQM design all courses to meet your specific learning outcome requirements. For example, on completion of the Autism Awareness course we would expect learners to be able to:

- Define what is meant by 'autism'
- Describe the 'triad of impairments'
- List behaviours common to people with autism

CQM appreciate the learning needs of individuals differ according to their specific job roles, service sector, seniority and locality and are adept at developing different levels for each course. A range of teaching strategies are used to address different learning styles, including:

Active learning

CQM do not believe in PowerPoint only training sessions. Learners have to take ownership of and be involved in the learning otherwise they don't benefit from it. Examples include individual and group activities/discussions.

Collaborative/Cooperative learning

Working together in small groups to accomplish a common learning goal be that an understanding of a learning outcome, or to answer a specific question within one part of the course.

Critical thinking

Case studies and scenarios are used to establish what knowledge exists, and then use this to clarify, reflect, connect, infer and judge the situation.

Inquiry-guided learning

Learners arrive at an understanding of concepts by themselves, by researching info, scenarios etc. The responsibility for learning rests with them. Group feedback upon completion assesses understanding and knowledge.

Learner-centred teaching

The learner is at the centre of the learning with the trainer acting as a facilitator for the learning. The power shifts from the trainer to the learners.

Problem-based learning

This challenges the learners to "learn to learn", working in groups to find solutions to practical real world problems. E.g. learners mustn't simply understand a process, they have to know how to apply it in the workplace.

Teaching with case studies

Using case studies, often based on local or national reported cases, presents the learners with real-life problems enabling them to apply the theory and knowledge they have learnt. Learners define problems, analyse possible alternative actions and provide solutions, with rationale for their choices.

Our wide range of resources also means that learner's preferred learning styles are addressed: visual (PowerPoint), auditory (trainer verbal explanations), kinaesthetic (small group work, real life case studies).

Specialist Training Courses

Specialist Courses

Autism Awareness
Behaviour that Challenges
Care Certificate
Conflict Management
Data Protection and Record Keeping
Dementia Awareness
Deprivation of Liberty Safeguards (DoLS)
Diabetes Awareness
Effective Communication and Record Keeping
Epilepsy Awareness
Equality, Diversity & Inclusion
Falls Awareness
Learning Disability Awareness and Behaviour that Challenges
Lone Working
Medication Management: Awareness
Mental Capacity Act (MCA)
Mental Capacity Act (MCA) Specialist Courses
Person Centred Care Planning
Prevention and management of
Principles of Confidentiality in Care
Professional Boundaries
Safeguarding Adults
Safeguarding Children

Health & Safety

HABC Level 2 Award in Control of Substances Hazardous to Health (QCF)
HABC Level 2 Award in Emergency First Aid at Work (QCF)
HABC Level 2 Award in Fire Safety (QCF)
HABC Level 3 Award in First Aid at Work (QCF)
First Aid at Work Requalifier
Level 1 Award in Food Safety
HABC Level 2 Award in Food Safety (QCF)
HABC Level 3 Award in Supervising Food Safety (QCF)
HABC Level 4 Award in Managing Food Safety (QCF)
Level 2 Award in HACCP for Catering
HABC Level 3 Award in Supervising HACCP for Catering (QCF)
HABC Level 2 Award in Health and Safety in the Workplace (QCF)
HABC Level 3 Award in Health and Safety in the Workplace (QCF)
HABC Level 4 Award in Health and Safety in the Workplace (QCF)
Level 2 National Award in Infection Control

Why CQM is the Perfect Partner for You

We're committed to learning and firmly believe that training and e-learning has to have a prominent place in every successful business.

We aim to deliver inspirational training on time, and on budget. We believe in a holistic approach and in continuous professional development.

We are established, experienced and respected

We have outstanding systems and procedures

We are a small (40 employees) modern, up-to date management owned company

We are very flexible and adaptable

We really want to work with you!

For further information, please contact:

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