

Co-production and Service Delivery					
Course name	Stream 1	Stream 2	Stream 3	Stream 4	Stream 5
Advanced Assessment and Person Centred Support Planning		Yes	Yes	Yes	
Assessment and Person Centred Support Planning		Yes	Yes		
Client Engagement: getting the thinking right			Yes	Yes	
Client Engagement: making it a reality		Yes	Yes	Yes	
Client Interviewing and Quality Assurance		Yes	Yes	Yes	
Communication and Report Writing	Yes	Yes	Yes		
Complaints: how to handle them	Yes	Yes	Yes	Yes	
Customer Care	Yes	Yes	Yes		
Equality and Diversity	Yes	Yes			
Equality and Diversity for Managers				Yes	Yes
Individual and Personal Budgets – What is means to be a micro employer		Yes	Yes		
Issues for Service Users	Yes	Yes	Yes		
Lone Working: the facts for support workers	Yes	Yes			
Move on Options	Yes	Yes			
Needs Assessment and Outcomes Based Service Delivery		Yes	Yes		
Peer Assessment	Yes				
Personal Safety and Professional Boundaries	Yes	Yes			
Personalisation in Practice		Yes	Yes	Yes	
Personalised Floating Support	Yes	Yes			
Personalised Floating Support for Managers			Yes	Yes	
Service Users as Volunteers		Yes	Yes	Yes	Yes
Taking Personalisation forward			Yes	Yes	Yes

Legislation and Regulation					
Course name	Stream 1	Stream 2	Stream 3	Stream 4	Stream 5
Equality Act 2010		Yes	Yes	Yes	
Equality Impact Assessments		Yes	Yes	Yes	
Fire Safety		Yes	Yes	Yes	
Food Hygiene		Yes	Yes	Yes	

Sitra Training: Sitra's Courses

Health and Safety	Yes				
Health and Safety for Managers			Yes	Yes	
Healthy and Safety 2 day	Yes	Yes			
Safeguarding Adults	Yes	Yes	Yes	Yes	Yes
Safeguarding Children (Child Protection)	Yes	Yes	Yes	Yes	Yes
Safeguarding Children and Vulnerable Adults	Yes	Yes	Yes	Yes	Yes

Housing Management

Course name	Stream 1	Stream 2	Stream 3	Stream 4	Stream 5
Assured Shorthold Tenancies		Yes	Yes	Yes	
DIY Possessions					
Homelessness – an introduction	Yes	Yes	Yes	Yes	Yes
Housing Law	Yes	Yes	Yes		
Housing Support – the basics	Yes	Yes	Yes	Yes	Yes
Introduction to Law in Supported Housing		Yes	Yes	Yes	Yes
Leasehold Management					
Rent Arrears	Yes	Yes			
Rents and Service Charges	Yes	Yes	Yes	Yes	Yes
Supported Housing Law – an update		Yes	Yes	Yes	Yes
Tenancies and Licenses	Yes	Yes	Yes		

Quality and Standards

Course name	Stream 1	Stream 2	Stream 3	Stream 4	Stream 5
Care Quality Commission	Yes	Yes	Yes		
Introduction to the new Social Care Standards	Yes	Yes	Yes	Yes	
Outcome Based Accountability				Yes	Yes
Outcomes Data Workshop for Authorities					Yes
Outcomes Data Workshop for Providers				Yes	
Peer Assessment against the QAF			Yes	Yes	Yes
QAF – 1 day overview		Yes	Yes	Yes	Yes
QAF – how to write a case study			Yes	Yes	

Sitra Training: Sitra's Courses

QAF - Monitoring and Evaluation of Services			Yes	Yes	Yes
QAF 2 days		Yes	Yes	Yes	Yes
QAF Interviewing staff			Yes	Yes	Yes
QAF Outcomes for frontline staff	Yes	Yes			
Quality and Standards	Yes	Yes			
TSA Standards	Yes	Yes	Yes	Yes	

Welfare Benefits and Debt Management

Course name	Stream 1	Stream 2	Stream 3	Stream 4	Stream 5
Benefits and Tax Credits – an update on the changes and refresher	Yes	Yes			
Benefits for Young People	Yes	Yes			
Calculating Housing Benefit	Yes	Yes	Yes		
Debt Management		Yes	Yes	Yes	
Disability Living Allowance	Yes	Yes	Yes		
Employment and Support Allowance (ESA)	Yes	Yes	Yes		
Housing Benefits	Yes	Yes			
Welfare Benefits	Yes	Yes			
Welfare Benefits and tax credits – update on changes and refresher	Yes	Yes			
Welfare Benefits for Older People	Yes	Yes			
Welfare Benefits for Young People	Yes	Yes			

Leadership, Management and Enterprise

Course name	Stream 1	Stream 2	Stream 3	Stream 4	Stream 5
Absence Management			Yes	Yes	
Action Learning				Yes	
Advanced Manager Skills			Yes	Yes	
Advanced Presentation Skills – using a NLP approach			Yes	Yes	
Benchmarking				Yes	
Business Planning			Yes	Yes	
Business Planning Workshop: Customer Contracts and Legal Obligations			Yes	Yes	
Business Planning Workshop: Pricing Models, Policy, Loyalty and Membership			Yes	Yes	

Sitra Training: Sitra's Courses

Schemes					
Business Systems and Quality Assurance			Yes	Yes	
Challenges and Opportunities for Providers			Yes	Yes	
Change Management: changes and when they are necessary			Yes	Yes	
Change Management: Keeping People Informed			Yes	Yes	
Collaboration and Partnerships			Yes	Yes	Yes
Company Structures and Restrictions of Charitable Operation			Yes	Yes	
Data Protection	Yes	Yes	Yes	Yes	
Disciplinary and Grievance			Yes	Yes	
Entrepreneurship			Yes	Yes	Yes
Finance: cashflow management and income collection			Yes	Yes	
Finance: unit based costing, financial modelling and revenue forecasting			Yes	Yes	
Good Financial Management			Yes	Yes	
Managing and Recruiting Volunteers		Yes	Yes	Yes	Yes
Managing Change			Yes	Yes	Yes
Managing Poor Performance			Yes	Yes	Yes
Marketing your Service			Yes	Yes	Yes
Partnership Working			Yes	Yes	Yes
Performance Management			Yes	Yes	Yes
Procurement and Commissioning			Yes	Yes	
Recruitment and Selection			Yes	Yes	Yes
Resource Allocation Systems				Yes	Yes
Setting up a Social Enterprise			Yes	Yes	Yes
Staffing and TUPE			Yes	Yes	
Tendering for Services			Yes	Yes	
Understanding Local Decision Making Structures			Yes	Yes	Yes

ILM Courses

Course name	Stream 1	Stream 2	Stream 3	Stream 4	Stream 5
Moving into Management Part 2			Yes	Yes	
Moving into Management (2 days)		Yes	Yes		

Sitra Training: Sitra's Courses

Performance Management			Yes	Yes	Yes
Staff Supervision and Appraisal (2 days)			Yes	Yes	Yes

Social Care

Course name	Stream 1	Stream 2	Stream 3	Stream 4	Stream 5
Introduction to the new Social Care Standards	Yes	Yes	Yes	Yes	
Mental Health Awareness and Young People		Yes			
Working with elderly clients: Mental health issues		Yes			
Working with People with Complex Needs		Yes	Yes	Yes	

Managing Client Behaviours

Course name	Stream 1	Stream 2	Stream 3	Stream 4	Stream 5
Advanced Alcohol Misuse – Interventions		Yes	Yes		
Advanced Substance Misuse (Drugs and Alcohol)		Yes	Yes		
Alcohol Misuse	Yes	Yes	Yes		
An introduction to Drug Misuse	Yes	Yes	Yes		
Anti Social Behaviour	Yes	Yes	Yes		
Assertiveness	Yes	Yes	Yes		
Bereavement and Loss	Yes	Yes	Yes		
Breakaway Techniques	Yes	Yes	Yes		
Breaking Bad News	Yes	Yes	Yes		
Conflict Management	Yes	Yes	Yes	Yes	
Disability Awareness	Yes	Yes	Yes		
Domestic Violence Awareness and Practical Support		Yes	Yes		
Dual Diagnosis	Yes	Yes	Yes		
HIV Awareness	Yes	Yes	Yes	Yes	Yes
Managing Challenging Behaviour	Yes	Yes	Yes		
Mental Capacity Act	Yes	Yes	Yes		
Mental Health – Advanced		Yes	Yes	Yes	
Mental Health – an introduction	Yes	Yes			
Mental Health Awareness and Young People	Yes	Yes	Yes		

Sitra Training: Sitra's Courses

Substance Misuse and Older People	Yes	Yes	Yes		
Tenancy Sustainment 1 day or 2 day course	Yes	Yes	Yes		
Understanding Eating Disorders	Yes	Yes	Yes		
Understanding Self Harm	Yes	Yes	Yes		
Working with Elderly Clients	Yes	Yes			
Working with Elderly Clients: Mental Health Issues	Yes	Yes			
Working with Ex-Offenders	Yes	Yes			
Working with People with Complex Needs	Yes	Yes			
Working with Young People	Yes	Yes			
Working with Young People and Substance Misuse	Yes	Yes			

Personal and Professional Development

Course name	Stream 1	Stream 2	Stream 3	Stream 4	Stream 5
Chairing Meetings			Yes	Yes	Yes
Coaching for Managers		Yes	Yes	Yes	
Coaching Skills	Yes	Yes	Yes	Yes	
Committee Members: Financial Management			Yes	Yes	
Committee Members: Roles and Responsibilities			Yes	Yes	
Communication Skills	Yes	Yes	Yes		
Counselling and Listening Skills	Yes	Yes	Yes		
Emotional Intelligence			Yes	Yes	Yes
File writing and record keeping	Yes	Yes			
Handling Violent and Aggressive Situations	Yes	Yes			
How to be an effective Committee Member			Yes	Yes	Yes
How to be an effective Treasurer			Yes	Yes	Yes
Improving Communication with Clients	Yes	Yes			
Keyworking Skills	Yes	Yes			
Minuting Meetings	Yes	Yes			
Motivational Interviewing	Yes	Yes	Yes	Yes	Yes
NLP for Support Workers	Yes	Yes			
Presentation Skills	Yes	Yes	Yes	Yes	Yes

Sitra Training: Sitra's Courses

Staff Supervision			Yes	Yes	Yes
Staff Supervision and Appraisal (ILM)			Yes	Yes	Yes
Stress Management – avoiding burnout	Yes	Yes	Yes	Yes	Yes
Team Building			Yes	Yes	Yes
Time and Workload Management	Yes	Yes	Yes	Yes	Yes
Train the Trainer		Yes	Yes	Yes	