

# LEARNING AND DEVELOPMENT OPPORTUNITIES FOR **YOU**



**Second Edition**  
**September 2010**

**RCN Northern Ireland**  
**Professional Development Department**



**Royal College**  
**of Nursing**  
Northern Ireland



# Employment Relations - Hot Issues



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## About us



The Royal College of Nursing (RCN) is the largest professional organisation for nurses in the United Kingdom. RCN Northern Ireland offers a range of programmes, including customised programmes and workshops, to meet your individual requirements.

Improving care for patients and clients is at the heart of what we do. Above all, we strive to support nurses, health care assistants and nursing students in providing care with humanity and compassion, safely and effectively, and to support senior nurses to manage with confidence and respect.

We offer programmes and events for nurses, health care assistants and nursing students in hospitals, community settings, primary care and the independent sector. Many of our programmes are also relevant to multidisciplinary teams and audiences. They are mainly delivered at RCN Northern Ireland, 17 Windsor Avenue, Belfast, or if possible on site in your workplace as half-days, full days or longer if needed.

All our programmes are linked to the NHS Knowledge and Skills Framework (KSF). The KSF defines and describes the knowledge and skills that NHS staff will need to apply in their work, and it provides a single UK-wide framework on which to base review and development for all staff.

Learning representatives are practising nurses and health care assistants, and they will be able to provide you with information about what we offer. To find out who your learning rep is, please contact Margaret McCambridge at [margaret.mccambridge@yahoo.co.uk](mailto:margaret.mccambridge@yahoo.co.uk) or at 07714 005 949.

The RCN has a strategic alliance with the Open University, and RCN Northern Ireland is an accredited centre with the Open College Network.

# Programmes for health care assistants

## Fundamentals of care

These are half-day sessions, free to RCN members and £5 to non-members. They are open to HCAs working in all settings. Most sessions run from 10am-12.30pm in 17 Windsor Avenue, Belfast BT9 6EE and the following topics are covered:

- Pressure ulcers
- Food and nutrition
- Privacy and dignity
- Clinical skills session: measuring temperature, pulse and respiration
- Clinical skills session: measuring blood pressure
- Clinical skills session: venepuncture
- Oral hygiene
- Continence
- Care of the vulnerable adult
- Care of the dying patient
- Care of the patient with diabetes
- Infection control
- Record keeping
- Communication

For more information about dates and times, and to register, please contact the corporate support team at [cst@rcn.org.uk](mailto:cst@rcn.org.uk) or 028 90 384 600. If you would like to know more about the content of the sessions, please contact Tom Rush at [tom.rush@rcn.org.uk](mailto:tom.rush@rcn.org.uk) or 028 90 384 600 or Linzi McLlroy at [linzi.mcllroy@rcn.org.uk](mailto:linzi.mcllroy@rcn.org.uk) or 028 90 384 600.

Some sessions are delivered in different parts of Northern Ireland, in response to demand. For an update, please contact Tom Rush as above.

## Understanding health and social care (K101): an accredited programme for health care assistants delivered by the RCN in partnership with the Open University

Understanding health and social care is a 60 credit level 1 Open University (OU) module. It is usually referred to as K101 as this is the administrative code used by the university. K101 is half of the OU's first year studies for the pre-registration nursing qualification and anyone who completes it and subsequently enrolls on the OU nursing programme will be credited with it.

The RCN and the OU are in a strategic alliance and this module is offered by the two organisations as a stand-alone course to health care assistants. The course examines the concept of caring in the contexts of the people involved in caring and those being cared for, the places where caring takes place, the approaches to caring and the ideas that inform our attitudes, knowledge and skills on caring.

Applications are invited in the early summer and, as there are usually more applicants than places, a selection process is in place to choose students.

If you are interested in this course you should check RCN Bulletin, which is sent fortnightly to all RCN members, and the notice boards in your workplace for advertising fliers. You must have the support of your manager to attend this course.

This course is offered free to participants.

If you would like to learn more about K101: understanding health and social care, please contact Tom Rush at [tom.rush@rcn.org.uk](mailto:tom.rush@rcn.org.uk) or 028 90 384 600, or Maybeth McCormack-Perik at [m.e.mccormack-perik@open.ac.uk](mailto:m.e.mccormack-perik@open.ac.uk) or 028 90 245 025.

## Programmes for nurses working in health and social care trusts

These programmes are funded by the DHSSPS and are offered free to participants. To obtain a place, you must be employed in the health and social care service and go through your line manager to have your name put forward in accordance with the needs of the employer.

The RCN is able to offer the following programmes depending upon DHSSPS funding:

### **Senior nurse managers' toolkit programme**

A toolkit of practical skills that will enable senior nurses to lead the delivery of care in their practice area by meeting the challenges of leading a team, creating a shared vision, developing a culture of excellence in the workplace, and improving performance.

Duration: four days spread over a period of three months

### **Preparing for a ward manager post: developing skills for the complex world of today's health care settings**

Effective leadership has been identified as one of the essential building blocks in successful health care redesign (King's College, London 2008). This programme aims to help potential ward managers develop the skills needed to manage wards efficiently and effectively whilst helping all members of their team to reach their full potential. The programme will also help trusts to succession plan for the future.

Duration: the programme will be delivered over a period of six months with one day out per month

### **Why do things go wrong? Using root cause analysis to stop it happening again**

This programme will give senior nurses the tools and the knowledge and skills required to conduct an investigation in a systematic and effective way. It will also help participants to look proactively at their practices to ensure they can keep patients and staff safe.

Duration: one day

### **Managing performance: managing the performance of individuals, teams and organisations**

The aim of the programme is to introduce nurses to the concept of performance management and to enable them to understand their responsibilities with regard to performance management within health and social care trusts.

Duration: one day

### **Managing your budget: basic finance for nurses**

This programme will help nurses understand the principles of reconciling budgets, ensuring efficient and effective use of resources.

Duration: one day

### **Facilitating a service improvement project: changing practice to improve the patient and client experience**

This programme is for any team wishing to change practice, implement new ways of working, develop a new service or redesign an existing service. Supported by expert RCN facilitation, each team will be led by a nurse who has gained practice development experience through activities such as facilitating change or attending the one week practice development school.

Duration: this programme will run over one year with approximately four days formal attendance at learning and development activities external to the project site, and the equivalent of four days work-based learning facilitation on site.

### **Conflict resolution: managing conflict in the health and social care sector**

Conflict is an inevitable part of everyday life.

This programme enables participants to gain an understanding of why conflict occurs, conflict styles, ways of managing conflict, why people appear to change when under stressful situations and how previous conflict situations can influence present behaviour. The course has been accredited with the Northern Ireland Open College Network at educational level 2, which is comparable to NVQ level 2, intermediate GNVQ and GCSE grades A\* - C. Duration: two days

### **Mediation skills (foundational): promoting effective communication between individuals and groups in health and social care**

This programme enables health care professionals to develop an understanding of conflict and differentiate between conflict styles in personal and professional settings. Participants will gain an insight into the basic skills of mediation that will provide them with an effective response to everyday challenges and disputes. This course has been accredited with the Northern Ireland Open College Network at educational level 2, which is comparable to NVQ level 2, intermediate GNVQ and GCSE grades A\* - C.

Duration: three day programme spread over two weeks

### **Working mediation: mediating for new ways of working in health and social care**

This programme is for nurses who have completed the three day foundation mediation programme, or

an equivalent course. It further develops the skills of mediation necessary to construct a mediation process. As mediators, participants will be able to deal with a conflict situation at a low level between staff, or at a high level including formal mediation processes. This course has been accredited with the Northern Ireland Open College Network at educational level three. This is comparable to NVQ level three, A level, AS level and AVCE.

Duration: six days spread over two months

### **Facilitation skills: using practice development techniques to improve the patient and client experience**

This programme is aimed at helping nurses to develop their facilitation skills so they can facilitate the implementation of person-centred care and changes in practice, which will result in an improved patient experience.

Duration: two days

### **Improving care for older people with confusion**

This programme will help nurses to develop awareness and understanding of the difficulties experienced by older people in coping with confusion, from whatever cause or diagnosis. It will also help with learning strategies to help lessen the impact of the confusion on the patients and their families, and the staff caring for them.

Duration: one day

### **An introduction to practice development principles**

This programme is aimed at helping nurses acquire a basic understanding of practice development principles and how they can be applied to everyday practice. It will be useful for any nurse who would like to learn more about practice development or who is engaged in a service improvement/ implementing change initiative. It may also be of interest to ward managers and senior nurses who would like to learn more about workplace culture and person-centred practice.

Duration: two days

For more information, please contact Rita Devlin at [rita.devlin@rcn.org.uk](mailto:rita.devlin@rcn.org.uk) or 028 90 384 600, or the Corporate Support Team at [cst@rcn.org.uk](mailto:cst@rcn.org.uk) or 028 90 384 600

## Do you work in the independent sector?

### **Leadership programme for senior nurses working in the independent sector**

This programme aims to improve care for clients by facilitating senior nurses, through a practice development approach, to become transformational leaders. Participants will be given the skills to implement person-centred care by changing the culture of the organisation.

Duration: two days

Cost per participant: £150 for RCN members, £200 for non-members. A special package rate may be available to organisations that nominate 10 people or more. To discuss possibilities, please contact Rita Devlin at [rita.devlin@rcn.org.uk](mailto:rita.devlin@rcn.org.uk) or 028 90 384 600.

### **Dignity workshops**

The RCN's dignity campaign aims to highlight dignity as the essence of nursing care and should be at the heart of everything we do as a profession. An excellent interactive training/development programme has been developed for delivery by ward and home managers. The RCN will support the delivery of facilitated workshops and provide the learning materials, which include an award-winning DVD. The dignity campaign complements the DHSSPS patient and client experience standards. For more information, please contact Tom Rush at [tom.rush@rcn.org.uk](mailto:tom.rush@rcn.org.uk) or 028 90 384 600.

### **Health care assistants**

The fundamentals of care sessions for health care assistants (see page 3) are open to those working in all sectors. For more information, please contact Tom Rush at [tom.rush@rcn.org.uk](mailto:tom.rush@rcn.org.uk) or 028 90 384 600.

### **Clinical skills sessions**

We can provide venepuncture, basic life support, and other clinical skills training for nurses or health care assistants. Please contact Linzi McIlroy at [linzi.mcilroy@rcn.org.uk](mailto:linzi.mcilroy@rcn.org.uk) or 028 90 384 600.

### **10% discount to RCN members on Open University programmes**

Please see pages 10-11 for information on Open University programmes for nurses and health care assistants. In addition, the understanding health and social care course (K101) is outlined on page 3. For more information please contact Tom Rush at [tom.rush@rcn.org.uk](mailto:tom.rush@rcn.org.uk) or 028 90 384 600.

As well as the above, we run conferences, masterclasses and sessions on topics such as spirometry, diabetes, chronic obstructive airways disease, cardiovascular conditions and more, all open to all nurses and health care assistants. If you would like to find out more, check the RCN Bulletin, which is sent to all RCN members fortnightly, or contact the Corporate Support Team at [cst@rcn.org.uk](mailto:cst@rcn.org.uk) or 028 90 384 600.

## Programmes for nurses working in primary care

Sessions for nurses working in primary care will be delivered on a regular basis throughout the year, covering areas such as respiratory medicine, chronic obstructive pulmonary disease (COPD), cardiovascular conditions, men's health, women's health, breast and cervical screening and diabetes.

There is also the opportunity to gain your basic life support update and management of anaphylaxis update, which will be particularly relevant to those giving vaccinations. These sessions may be delivered at your place of work. The maximum number for basic life support training is 10 participants.

For further information, please contact Linzi McIlroy at [linzi.mcilroy@rcn.org.uk](mailto:linzi.mcilroy@rcn.org.uk) or 028 90 384 600, or the Corporate Support Team at [cst@rcn.org.uk](mailto:cst@rcn.org.uk) or 028 90 384 600.

## Bespoke programmes to meet your needs

We are happy to work with organisations to develop tailored programmes to meet specific needs. For example, we can offer experienced facilitators to enable team building, strategy development, change management, leadership, service improvement, performance management and a range of clinical skills.

If you would like to discuss possibilities, please contact Carolyn Mason at [carolyn.mason@rcn.org.uk](mailto:carolyn.mason@rcn.org.uk) or 028 90 384 600.

## Masterclasses

RCN Northern Ireland runs masterclasses for senior nurses, workforce leads, educationalists, directors of nursing, policy makers, commissioners, senior governance and human resources personnel and all those in positions of leadership in health and social care.

Masterclasses are normally held in 17 Windsor Avenue Belfast, beginning at 12.30 with a light lunch followed by presentation(s) and discussion from 1pm to 2pm. Topics include corporate manslaughter, preparing for a review, and making a difference to public health.

For information on forthcoming masterclasses, please check RCN Bulletin, which is published fortnightly, or contact the Corporate Support Team at [cst@rcn.org.uk](mailto:cst@rcn.org.uk) or 028 90 384 600.

## Learning and development for RCN Representatives

RCN representatives are supported to undertake their role through a UK competence based programme of learning and development and mentorship delivered to assured standards. Representatives progress from a generic foundation Module through to the Module 2 specific development Module (steward, safety representative or learning representative). A number of continuing professional development opportunities are offered to those who have completed Modules 1 and 2.

More detailed information is available in A guide to the learning and development pathway for RCN representatives, which is available on our website.

For more information, please contact Cathy Pugh, Learning and Development Facilitator, at [cathy.pugh@rcn.org.uk](mailto:cathy.pugh@rcn.org.uk) or 028 90 384 600.

## Forums and networks

As an RCN member, this is your chance to meet up with others in a similar area of practice.

Forums are groups of RCN members uk-wide working in a similar nursing specialty or with similar interests. RCN forums:

- provide networking opportunities
- help you as a member to improve your practice, knowledge and skills
- provide an expert resource
- support RCN Council
- shape, drive and develop nursing practice
- generate nurse leaders in their field
- influence health and social care policy.

RCN Northern Ireland networks are currently active in the following areas:

- Association of Nursing Students
- Mental health
- Child and adolescent mental health
- Nurse practitioners
- Children and young people
- Community children's nursing
- OPeNN (Older People's Nursing Network)
- Education
- Palliative care
- Forensic healthcare
- Sexual health
- HCA network
- Treatment room and practice nurses
- History of nursing
- WING committee (work injured nurses)
- Learning disability
- Tissue viability nursing
- Public Health
- E-Health
- Nurse Entrepreneurs.

If you would like further information, please contact the Corporate Support Team at [cst@rcn.org.uk](mailto:cst@rcn.org.uk) or 028 90 384 600

## RCN Northern Ireland library and information zone

The RCN offers a wide range of library and information services to members in Northern Ireland. The library and information zone provides a bright, air-conditioned work and social area.

The library has five computer desks with privacy and space, photocopier and print facilities, a quiet study corner and a social area with daily newspapers and coffee and tea facilities and a water cooler.

You will have access to the internet including the RCN website and over 700 full text nursing journals. We also hold 5000 books covering core texts for nursing students, nurses and health care assistants who are RCN members.

### One-to-one help

Our two library staff offer a one-to-one service. They will be happy to help you with your queries and show you how to use online databases and resources.

### Literature search service

As an RCN member, you can request literature searches free of charge from library staff. Please telephone 028 90 384 612/3. This service is not available to our RCN student members but staff will happily show you how to do a literature search.

### **Borrowing books**

All RCN members may borrow up to six books at any one time. Books can be renewed by phone up to three times before you need to return them to the library, as long as no-one else has requested them.

You can search the RCN library service catalogue to find books. If the book is not in stock, library staff can request a copy for you from another RCN library at no charge. If a book that you need is not available from RCN libraries, library staff may still be able to obtain it from the British Library at a cost of £4.00 per item.

### **Document delivery services**

Obtaining photocopied articles from other RCN libraries is charged at £2.00 per journal article. If you would like journal articles to be sent to you, download and sign a copy of our copyright form. It is very important to ensure you sign the copyright declaration form by hand as this is required by law. You may return the form to the library and information zone by post or fax.

### **Contact us**

Telephone: 028 90 384 612/3  
Email: [library.belfast@rcn.org.uk](mailto:library.belfast@rcn.org.uk)  
Address: 17 Windsor Avenue,  
Belfast BT9 6EE.

## **RCN learning zone**

... AT YOUR OWN SPEED, IN YOUR OWN TIME

The learning zone is a web-based resource for RCN members, tailored to help your professional development whether you are a nurse, health care assistant or RCN activist.

The learning zone contains bite-sized chunks of learning on many topics and the main sections are:

- Portfolio and CV
- Personal skills
- Clinical skills
- Activists
- Health and safety.

You can complete each learning opportunity within 30 minutes, or dip in and out when you have time. There are also smaller 'bites' of about 5 minutes that introduce you to future tutorials and short case studies. You will find quizzes, crosswords and word searches for a little light access to topics that might interest you.

To get onto the learning zone go to [www.rcn.org.uk/development/learning/learningzone](http://www.rcn.org.uk/development/learning/learningzone)

The Learning and Development section also provides information on distance learning in partnership with the Open University, RCN publications and RCN learning representatives.

## Accredited courses with the Open University

If you are an RCN member, you are entitled to a 10% discount on K (health and social care) courses and S (science) courses. Financial support may be available.

### Distance learning

The Open University's style of distance learning is called supported open learning, meaning that you study in your own time, with support from a tutor, the student services staff and the OU library. You can also contact other students through the OU online conferencing system, tutorials and informal study groups, and events and clubs organised by the OU Student Union. Most courses use printed paper materials and many courses also use a CD, DVD or video, and have a website and an online computer conference.

### Credit points and levels

With each course, you earn credit points towards a qualification. You can decide which qualification to work towards from the start, or you can pick courses that interest you and think about the qualification to aim for later. Each course has a level that tells you how advanced the course material is, from level 1 (usually the starting point) to level 3 (advanced topics at undergraduate level). All degrees combine study at levels 1, 2 and 3.

An open degree without honours = 300 credit points

An open degree or named degree with honours = 360 credit points.

Postgraduate courses are open to those who already have a degree or equivalent practical experience in a subject.

The usual study times for most of the level 1, 2 and 3 courses are outlined on page 11.

<b>OU Courses</b>	<b>If the course earns you ...</b>	<b>You'll need to study for ...</b>
Openings course	10 points	6 to 8 hours each week for 5 months
Short course	10-15 points	5-7 hours a week for up to 5 months OR intensively for 10-15 hours a week for approximately 10 weeks
30-point course	30 points	8-12 hours a week for 9 months
60-point course	60 points	16-20 hours a week for 9 months

**Examples of courses that might interest you are:**  
**Level 1**

<b>Course title</b>	<b>Points</b>
An introduction to health and social care (K101)	60
Challenging obesity (SDK122)	15
Diabetes care (SK120)	15
Introducing health sciences: a case study approach (SDK125)	30
Introduction to counselling (D171)	15
Learning to change (Y165)	10
Make your experience count (U122)	30
Starting with maths (Y162)	10
Starting with psychology (Y163)	10
Understanding cancers (SK123)	15
Understanding children ((Y178)	15
Understanding health (Y158)	10
Understanding management (Y159)	10
Understanding society (Y157)	10
Understanding the autism spectrum (SK124)	15
Beyond Google: working with information online (TU120)	10
Understanding human nutrition (SK183)	10

**Degree programme**

BSc (Hons) Nursing Practice (B53) (top-up degree)  
BSc (Hons) Health and Social Care (B18) (top-up degree)

**Postgraduate programmes in advancing health care practice**

A wide range of topics are available providing certificate/diploma and masters levels  
Teaching qualifications H812  
CPD courses available is a variety of topics

To be sure that you are registering for an appropriate course, please contact Maybeth McCormack at m.e.mccormack.pesik or 028 90 245 025.

**Disclaimer**

We have done everything possible to make sure the information in this publication is accurate. However there may be changes as our services are continuously developing, for financial or other unforeseen reasons. The RCN cannot accept liability for loss or damage arising from the use of information in this publication.





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