Ignite
training solutions

CPD ACCREDITED

WORKFORCE DEVELOPMENT · CARE SECTOR

Training Catalogue 2026 – 27

Every statutory, mandatory and specialist course your service needs — delivered by one trauma-informed, CPD-accredited provider.

PART 1
Residential Children's Homes

PART 2
Adult Social Care

108 COURSES & PROGRAMMES

2 SECTORS

8 SPECIALIST TRAINERS

ignitetrainingsolutions.co.uk · 07837 420 441 · 15 Simmons Way, Altham, Lancashire BB5 5WW

Contents

About Ignite Training Solutions 2

PART 1 **Residential Children's Homes** 3

What Ofsted Expects 4

A Safeguarding & Child Protection 4

B Health, Safety & Emergency Response 6

C Health, Wellbeing & Medication 7

D Behaviour, Relationships & Therapeutic Care 9

E Practice, Recording & Professional Standards 10

F Specialist Needs & Complex Risk 12

G Leadership, Management & Recruitment 13

H Induction, Development & Train the Trainer Programmes 14

PART 2 **Adult Social Care Services** 15

What CQC Expects 16

A Induction & the Care Certificate 16

B Safeguarding & Protection 17

C Health, Safety & Emergency Response 18

D Person-Centred Care & Professional Practice 20

E Health, Clinical Care & Medication 21

F Dementia, Mental Health, Learning Disability & Autism 23

G Positive Behaviour Support & Restrictive Practice 24

H Leadership, Governance & Recruitment 25

PART 3 **Working With Ignite** 27

Train the Trainer, Delivery & Consultancy 27

How to use this catalogue

The catalogue is organised by sector. Find your sector, check the Course Index against your training matrix, then turn to each course for full details, duration, refresher cycle and the legislation it supports.

Course categories

STATUTORY & MANDATORY

Required for all staff. Comes from a legal duty or from the regulations and quality standards.

ROLE-SPECIFIC

Required for particular roles — staff who administer medication, carry out searches, recruit, supervise or lead shifts and teams.

SPECIALIST

Matched to the people you support and the specific needs described in your Statement of Purpose, care plans and children's plans.

Course references

CH Residential children's homes
AC Adult social care

Included with every course

- Ignite-branded presentation delivered by an experienced, specialist trainer
- Course manual and learning materials for every delegate
- Knowledge assessment and, where relevant, practical assessment
- CPD certificate for each successful learner
- Attendance records and results for your training file and inspection evidence

WHO WE ARE

About Ignite Training Solutions

Ignite Training Solutions Ltd is a specialist CPD-accredited training provider, established in 2020 and based in Lancashire. We work with residential children's homes, adult social care providers, schools, healthcare settings and community partners across the UK.

Great training should be engaging, practical and genuinely useful — never simply a compliance exercise. Every programme is tailored to your organisation and draws on real-world experience across policing, education, health and social care. Our approach is always trauma-informed, restorative and person-centred.

108 COURSES & PROGRAMMES

2 SECTORS SERVED

8 SPECIALIST TRAINERS

CPD ACCREDITED PROVIDER

Bespoke to your service

Every course is tailored to your service, embedding your own policies and procedures. No off-the-shelf content.

Trauma-informed at the core

Grounded in trauma-informed, restorative and therapeutic practice across every course we deliver.

Ofsted & CQC aligned

Mapped to the relevant regulations, giving you clear evidence of quality and compliance at inspection.

CPD accredited

Accredited through CPD Assessed, part of the Healthcare Trainer network. Certificates are recognised nationally.

Specialist training team

Eight trainers with backgrounds spanning policing, counselling, education, health and social care.

Fully insured & vetted

Professional Indemnity, Business and Public Liability insurance held. Every trainer holds a live DBS certificate.

MEET THE DIRECTOR

LN

Leo Noctor — Company Director & Lead Trainer

Leo is a highly experienced training professional whose background spans 18 years in policing, education and children's charities. He brings real-world, scenario-based training to every course, making learning practical and memorable. Leo holds a PGCE, a Level 5 Diploma in Management and a Level 5 Diploma in Learning & Development.

Our Training Team

KA — Kim Ashton
Health & Social Care Trainer
First Aid Instructor (FAIB & Ofqual), Advanced PBS Trainer, Medication Trainer, Moving & Handling Instructor

MT — Matthew Taylor
Behaviour Support Specialist
Safeguarding Instructor, MHFA Instructor, First Aid Instructor, PMVA Trainer

CS — Catherine Strickland
SEND Specialist & Educator
PGCE, Specialist ADHD Support Qualifications

KE — Kirsty Edgeson
Trauma & Psychology Specialist
MBACP (Accredited), MSc Counselling, BSc Psychology

PB — Paul Benson
PBS Specialist
Level 3 Education Certificate, First Aid Instructor, RRN/BILD Senior Trainer

KB — Keith Butchard
PBS Specialist
RRN/BILD Senior Trainer – Safe Systems Model, Level 3 Child Protection

DH — David Hall
Safety & Fire Specialist
Level 3 Education Certificate, First Aid Instructor, Fire Safety Trainer

PART 1

Training for Residential Children's Homes

Every statutory, mandatory and specialist course your home needs to meet the Children's Homes (England) Regulations 2015 and Ofsted's expectations.

53 COURSES & PROGRAMMES

32 STATUTORY & MANDATORY

7 ROLE-SPECIFIC

14 SPECIALIST

Course Index

● Statutory & Mandatory ● Role-Specific ○ Specialist

A Safeguarding & Child Protection

CH01	●	Safeguarding Children & Child Protection (Level 3)	4
CH02	●	Contextual Safeguarding	4
CH03	●	Child Criminal & Sexual Exploitation and Missing from Care	5
CH04	●	Prevent Duty & Radicalisation Awareness	5
CH05	●	Online Safety & Digital Safeguarding	5
CH06	●	Peer-on-Peer (Child-on-Child) Abuse	5
CH07	●	Allegations Management, Whistleblowing & the LADO	5
CH08	●	Anti-Bullying & Harassment	5

B Health, Safety & Emergency Response

CH09	●	Emergency First Aid at Work (EFAW) / Paediatric First Aid	6
CH10	●	Basic Life Support & AED	6
CH11	●	Fire Safety & Fire Marshal	6
CH12	●	Health & Safety and Manual Handling (including COSHH)	6
CH13	●	Food Hygiene & Safety (Level 2)	6
CH14	●	Infection Prevention & Control	7
CH15	●	Anti-Ligature, Self-Harm & Suicide Awareness	7
CH16	●	Room Searches & Weapons Awareness	7
CH17	●	Lone Working & Personal Safety	7

C Health, Wellbeing & Medication

CH18	●	Safe Administration of Medication	7
CH19	●	Mental Health Awareness for Young People	8
CH20	○	Epilepsy Awareness & Emergency Medication	8
CH21	○	Diabetes Awareness & Medication	8
CH22	○	Allergy & Anaphylaxis Awareness (including Benedict's Law)	8
CH23	○	Sharps & Needles Awareness	7
CH24	○	Substance Misuse Awareness	8
CH25	●	Mental Capacity Act, Deprivation of Liberty & Consent	8

D Behaviour, Relationships & Therapeutic Care

CH26	●	Physical Intervention & De-escalation (PMVA – Safe Systems)	9
CH27	●	De-escalation & Breakaway Skills	9
CH28	●	Positive Behaviour Support	9
CH29	●	Trauma-Informed Practice & Attachment	9
CH30	●	Trauma-Informed Care, the PACE Model & Therapeutic Parenting	9
CH31	○	Safe Handling & Protective Contact	10
CH32	○	Conflict Management	10
CH33	○	Solution-Focused Practice	10

E Practice, Recording & Professional Standards

CH34	●	Recording & Report Writing (Therapeutic Language)	10
CH35	●	Risk Management, Supervision & Recording	10
CH36	●	Keyworker Training & Keywork Sessions	11
CH37	●	Professional Boundaries	11
CH38	●	Equality, Diversity & Human Rights	11
CH39	●	Data Protection, GDPR & Confidentiality	11
CH40	●	Children's Homes Regulations & the Quality Standards	11
CH41	○	Managing Family Time & Contact	11
CH42	○	Corporate Parenting	12

F Specialist Needs & Complex Risk

CH43	○	FASD, ADHD & Autism Awareness (including Learning Disabilities)	12
CH44	○	Harmful Sexualised Behaviour (HSB)	12
CH45	○	Sexual Harassment & Harmful Sexualised Behaviour	12
CH46	○	The Appropriate Adult Role in Police Custody	12

G Leadership, Management & Recruitment

CH47	●	Leadership & Management in Residential Childcare	13
CH48	●	Safer Recruitment	13
CH49	●	Advanced Safeguarding for Managers & Designated Leads	13
CH50	●	Ofsted Inspection Readiness: Regulations 44 & 45	13

H Induction, Development & Train the Trainer Programmes

CH51	●	Residential Support Staff Induction Programme	14
CH52	●	4-Month Probationary Training Programme & Personal Development Plan	14
CH53	●	Core Compliance & Safeguarding Programme	14

What Ofsted Expects

Ofsted does not publish a single list of courses. The Children's Homes (England) Regulations 2015, the Guide to the Children's Homes Regulations including the Quality Standards, and wider health, safety and safeguarding law set out what staff must be able to do. Inspectors then test whether staff have the knowledge, skills and training to meet each child's needs.

Regulation	What it requires	What it means for training
Regs 6–14	The nine Quality Standards, including health and well-being, positive relationships, protection of children, leadership and management, and care planning.	Training in safeguarding, health, behaviour support, relationships and planning.
Reg 13	Leaders must make sure staff have the experience, qualifications and skills to meet children's needs.	Managers plan, deliver and monitor a training programme for the whole team.
Regs 19, 20 & 35	Behaviour management, restraint and deprivation of liberty, and behaviour management records.	Staff trained before using restraint, and in de-escalation and recording.
Reg 23	Medicines must be stored and administered safely by staff with appropriate training.	Medication training and competency assessment for anyone administering medicines.
Reg 25	Adequate precautions against the risk of fire.	Fire safety for all staff, with fire marshal training for key staff.
Reg 32	Fitness of workers, including the qualifications required for staff working with children.	Safer recruitment, induction and the Level 3 Diploma for Residential Childcare.
Reg 33	Staff must receive practice-related training and regular supervision.	A documented, up-to-date training record for every member of staff.
Reg 34	Policies for the protection of children, including missing children and allegations.	Safeguarding, exploitation, missing from care and allegations training.

A

PART 1
RESIDENTIAL CHILDREN'S HOMES

8
COURSES

Safeguarding & Child Protection

Safeguarding sits at the heart of every Ofsted inspection. These courses give every member of staff the knowledge and confidence to recognise risk, respond to concerns and work within local safeguarding arrangements.

CH 01 Safeguarding Children & Child Protection (Level 3)

STATUTORY & MANDATORY · DURATION 6 hours

REFRESHER Annually

WHO IT IS FOR All staff

Every adult in the home must know how to recognise abuse and neglect, respond to a disclosure and make a referral without delay.

- Categories and signs of abuse and neglect
- Responding to disclosures using the TED approach, and never promising confidentiality
- Local safeguarding partnership procedures and referral pathways
- Information sharing and professional curiosity
- Recording safeguarding concerns to a defensible standard

LEGISLATION & REGULATION

Children Act 1989 & 2004; Working Together to Safeguard Children; Children's Homes (England) Regulations 2015 – Reg 12 (protection of children standard) and Reg 34 (policies for the protection of children)

CH 02 Contextual Safeguarding

STATUTORY & MANDATORY · DURATION 5 hours

REFRESHER Every 2 years

WHO IT IS FOR All staff

Many of the risks young people in care face happen outside the home, in peer groups, schools, neighbourhoods and online.

- Dr Carlene Firmin's contextual safeguarding framework
- The four extra-familial contexts: peers, schools, neighbourhoods and online
- Mapping risk and safety around a young person
- Working with police, social care and community partners

LEGISLATION & REGULATION

Working Together to Safeguard Children; Reg 12 and Reg 34

CH 03 Child Criminal & Sexual Exploitation and Missing from Care

STATUTORY & MANDATORY **DURATION** 6 hours

REFRESHER Annually

WHO IT IS FOR All staff

Children in care are disproportionately targeted for exploitation, and going missing is one of the strongest indicators of risk.

- CCE, county lines and cuckooing; CSE models and grooming stages
- The National Referral Mechanism
- Missing, absent and away-without-authorisation definitions
- The Philomena Protocol and return home interviews
- Disclosure, reporting and prevention

LEGISLATION & REGULATION

Crime and Policing legislation on CCE and cuckooing; statutory guidance on children who run away or go missing; Reg 12 and Reg 34 (missing child procedures)

CH 04 Prevent Duty & Radicalisation Awareness

STATUTORY & MANDATORY **DURATION** 3 hours

REFRESHER Every 2 years

WHO IT IS FOR All staff

Staff need to recognise the signs that a young person may be vulnerable to radicalisation, online or in the community, and know how to refer.

- What radicalisation and extremism look like today
- Online grooming and extremist content
- Vulnerability factors for children in care
- The Channel process and making a Prevent referral
- Protective, relationship-based responses

LEGISLATION & REGULATION

Counter-Terrorism and Security Act 2015 (Prevent duty); Working Together to Safeguard Children; Reg 12

CH 06 Peer-on-Peer (Child-on-Child) Abuse

STATUTORY & MANDATORY **DURATION** 3 hours

REFRESHER Every 2 years

WHO IT IS FOR All staff

Living together in a group setting brings specific risks of abuse between children, which Ofsted expects homes to understand and manage.

- Forms of child-on-child abuse, including bullying, sexual harassment and violence
- Why children in residential care are more affected
- Responding to disclosures and referral pathways
- The dual safeguarding duty to both the child harmed and the child who caused harm

LEGISLATION & REGULATION

Children Act 1989 & 2004; Reg 11, Reg 12, Reg 34 and Reg 40

CH 05 Online Safety & Digital Safeguarding

STATUTORY & MANDATORY **DURATION** 3 hours

REFRESHER Annually

WHO IT IS FOR All staff

Young people's lives are lived online. Staff must understand the risks and support safe, age-appropriate use of devices.

- Online grooming, sextortion and youth-produced sexual imagery
- Social media, gaming and messaging risks
- Parental controls, device agreements and proportionate monitoring
- Responding to online incidents and preserving evidence

LEGISLATION & REGULATION

Online Safety Act 2023; Working Together to Safeguard Children; Reg 12

CH 08 Anti-Bullying & Harassment

STATUTORY & MANDATORY **DURATION** 3 hours

REFRESHER Every 2 years

WHO IT IS FOR All staff

Children have the right to live free from bullying. Staff must be able to spot it, stop it and repair relationships.

- Forms of bullying, including prejudice-based and online bullying
- Impact on children who have experienced trauma
- Restorative approaches and the home's anti-bullying policy
- Recording and monitoring patterns

LEGISLATION & REGULATION

Equality Act 2010; Reg 11 and Reg 12

CH 07 Allegations Management, Whistleblowing & the LADO

STATUTORY & MANDATORY **DURATION** 3 hours

REFRESHER Every 2 years

WHO IT IS FOR All staff (managers attend extended version)

A safe culture depends on staff knowing how to raise concerns about colleagues and how allegations are handled.

- What counts as an allegation against staff
- The role of the Local Authority Designated Officer (LADO)
- Whistleblowing rights and procedures
- Supporting children and staff through an investigation

LEGISLATION & REGULATION

Working Together to Safeguard Children; Public Interest Disclosure Act 1998; Reg 34 and Reg 40

B

PART 1
RESIDENTIAL CHILDREN'S HOMES

9
COURSES

Health, Safety & Emergency Response

The legal essentials that keep children, staff and visitors safe, and that inspectors, local authorities and insurers expect to see evidenced on every training matrix.

CH10 Basic Life Support & AED

STATUTORY & MANDATORY

DURATION 3 hours (optional modules extend to 4 hours 15 mins)

REFRESHER Annually

WHO IT IS FOR All staff; ideal as the annual refresher between first aid certificates

Early CPR and defibrillation are the difference between life and death in a cardiac arrest.

- Current Resuscitation Council UK 2025 guidelines
- Adult CPR and safe AED use
- Recovery position and choking
- Optional anaphylaxis and paediatric modules for children's services

LEGISLATION & REGULATION
Health and Safety (First-Aid) Regulations 1981; Resuscitation Council UK Guidelines 2025; Reg 10

CH12 Health & Safety and Manual Handling (including COSHH)

STATUTORY & MANDATORY **DURATION** 6 hours

REFRESHER Every 3 years

WHO IT IS FOR All staff

Employers have a legal duty to train staff to work safely and to assess and control risk in the home.

- Risk assessment in a residential setting
- Safe manual handling techniques
- COSHH: hazardous substances and their safe storage
- Accident and incident reporting, including RIDDOR

LEGISLATION & REGULATION
Health and Safety at Work etc. Act 1974; Management of Health and Safety at Work Regulations 1999; Manual Handling Operations Regulations 1992; COSHH Regulations 2002

CH09 Emergency First Aid at Work (EFAW) / Paediatric First Aid

STATUTORY & MANDATORY **DURATION** 1 day (6 hours)

REFRESHER Certificate every 3 years; annual refresher recommended

WHO IT IS FOR All staff

Every shift needs staff who can respond to injury and illness immediately, until the emergency services arrive.

- Primary survey, CPR and AED use
- Choking, bleeding, burns, shock and fractures
- Seizures, asthma, diabetic emergencies and anaphylaxis
- Head injuries and the recovery position
- Recording and reporting first aid incidents

LEGISLATION & REGULATION
Health and Safety (First-Aid) Regulations 1981; Reg 10 (health and well-being standard); Reg 40 (notification of serious events)

CH11 Fire Safety & Fire Marshal

STATUTORY & MANDATORY

DURATION 3–6 hours (awareness or full fire marshal)

REFRESHER Annually

WHO IT IS FOR All staff; fire marshals and shift leaders complete the full course

Children's homes are sleeping-risk premises. Every member of staff must know how to prevent fire, raise the alarm and evacuate children safely, day and night.

- The fire triangle, fire classes and extinguisher types
- Fire risk assessment and the Responsible Person
- Fire doors, detection and night-time evacuation
- Personal Emergency Evacuation Plans (PEEPs) for children
- Fire marshal duties, drills and record keeping

LEGISLATION & REGULATION
Regulatory Reform (Fire Safety) Order 2005; Reg 25 (fire precautions)

CH13 Food Hygiene & Safety (Level 2)

STATUTORY & MANDATORY **DURATION** 6 hours

REFRESHER Every 3 years

WHO IT IS FOR All staff who prepare or serve food

Mealtimes are central to family-style living, and food handlers must be trained in food hygiene by law.

- Food safety hazards and cross-contamination
- Temperature control, storage and cleaning
- Allergen management and labelling
- Personal hygiene and food safety records

LEGISLATION & REGULATION
Food Safety Act 1990; food hygiene regulations (retained Regulation (EC) 852/2004); Reg 10

CH14 Infection Prevention & Control

STATUTORY & MANDATORY **DURATION** 3 hours

REFRESHER Every 2 years

WHO IT IS FOR All staff

Group living increases the spread of infection. Good hygiene practice protects children and staff alike.

- How infections spread and the chain of infection
- Hand hygiene and personal protective equipment
- Cleaning, laundry and waste management
- Managing outbreaks and when to seek health advice

LEGISLATION & REGULATION
Health and Safety at Work etc. Act 1974; COSHH Regulations 2002; UKHSA guidance; Reg 10

CH16 Room Searches & Weapons Awareness

ROLE-SPECIFIC **DURATION** 3 hours

REFRESHER Every 2 years

WHO IT IS FOR Staff who carry out searches; shift leaders

Searches must be lawful, proportionate and respectful of a child's privacy, while keeping everyone safe from weapons and harmful items.

- When a search is justified and how to record it
- Balancing safety with privacy and dignity
- Knife crime and weapons awareness
- Safe handling of found items and working with police

LEGISLATION & REGULATION
Human Rights Act 1998 (Article 8, right to privacy); Reg 12 and Reg 20

C

PART 1
RESIDENTIAL CHILDREN'S HOMES

8 COURSES

Health, Wellbeing & Medication

Meeting children's physical and emotional health needs is a quality standard in its own right. These courses give staff the skills to support health safely and to respond to specific conditions.

CH23 Sharps & Needles Awareness

SPECIALIST **DURATION** 2 hours **REFRESHER** Every 3 years

WHO IT IS FOR All staff, particularly where substance use is a risk

Finding a needle or sharp item is a real risk in some homes. Staff need to handle and dispose of sharps safely.

- Where sharps may be found
- Safe handling and disposal
- Needlestick injury first aid and follow-up
- Recording and safeguarding considerations

LEGISLATION & REGULATION
Health and Safety at Work etc. Act 1974; COSHH Regulations 2002

CH15 Anti-Ligature, Self-Harm & Suicide Awareness

STATUTORY & MANDATORY **DURATION** 6 hours

REFRESHER Annually

WHO IT IS FOR All staff

Self-harm and suicidal thoughts are more common among children in care. Staff must be able to recognise risk, respond immediately and reduce ligature risk in the environment.

- Understanding self-harm and suicidal ideation
- Compassionate, non-judgemental conversations
- Ligature risk assessment and environmental safety
- Immediate ligature response and use of ligature cutters
- Safety planning, recording and aftercare

LEGISLATION & REGULATION
Reg 10 and Reg 12; Health and Safety at Work etc. Act 1974 (risk assessment)

CH17 Lone Working & Personal Safety

STATUTORY & MANDATORY **DURATION** 3 hours

REFRESHER Every 3 years

WHO IT IS FOR All staff, especially those on sleep-ins, waking nights and community transport

Staff working alone, at night or in the community need clear procedures and the skills to keep themselves safe.

- Lone working risk assessment and check-in procedures
- Dynamic risk assessment
- Personal safety in the home and community
- Escalation and emergency procedures

LEGISLATION & REGULATION
Health and Safety at Work etc. Act 1974; Management of Health and Safety at Work Regulations 1999

CH18 Safe Administration of Medication

STATUTORY & MANDATORY

DURATION 3 hours, plus observed competency assessment

REFRESHER Annually, with competency reassessment

WHO IT IS FOR All staff who handle or administer medication

Medication errors are among the most common findings at inspection. Staff must be trained and assessed as competent before they administer medicines.

- The rights of medication administration and checking the label
- Accurate MAR chart recording, stock counts and controlled drugs
- Refusals, late doses, errors and seeking NHS 111 advice
- Homely remedies, self-administration and Gillick competence

LEGISLATION & REGULATION
Reg 23 (medicines); Misuse of Drugs Act 1971 and associated regulations (controlled drugs); Reg 10

CH19 Mental Health Awareness for Young People

STATUTORY & MANDATORY **DURATION** 6 hours

REFRESHER Every 2 years

WHO IT IS FOR All staff

Children in care are significantly more likely to experience mental health difficulties. Staff need to recognise distress and respond well.

- Anxiety, depression, trauma responses and eating difficulties
- The link between trauma and mental health
- Supportive conversations and emotional regulation
- Working with CAMHS and other health professionals

LEGISLATION & REGULATION
Reg 10 (health and well-being standard); Reg 6

CH20 Epilepsy Awareness & Emergency Medication

SPECIALIST **DURATION** 6 hours **REFRESHER** Annually

WHO IT IS FOR Staff caring for a child with epilepsy

Where a child has epilepsy, staff must be able to recognise seizures, respond safely and, where prescribed, give emergency medication.

- Types of seizure and common triggers
- First aid during and after a seizure
- When to call 999
- Emergency rescue medication where prescribed, and seizure records

LEGISLATION & REGULATION
Reg 10 and Reg 23; the child's individual healthcare plan

CH22 Allergy & Anaphylaxis Awareness (including Benedict's Law)

SPECIALIST **DURATION** 3 hours **REFRESHER** Annually

WHO IT IS FOR All staff where a child has a known allergy; recommended for all

Anaphylaxis can kill within minutes. Staff must know how to prevent exposure and use an adrenaline auto-injector.

- Recognising allergic reactions and anaphylaxis
- Adrenaline auto-injectors and nasal spray
- Allergen management at mealtimes and on outings
- Benedict's Law and allergy safety planning

LEGISLATION & REGULATION
Reg 10 and Reg 23; Human Medicines Regulations 2012; Benedict's Law

CH21 Diabetes Awareness & Medication

SPECIALIST **DURATION** 5.5 hours **REFRESHER** Annually

WHO IT IS FOR Staff caring for a child with diabetes

Diabetes requires daily support. Staff must recognise and respond to high and low blood glucose and support safe insulin use.

- Type 1 and Type 2 diabetes
- Hypoglycaemia, hyperglycaemia and DKA
- Blood glucose monitoring and insulin
- Individual healthcare plans and diabetes-specific safeguarding

LEGISLATION & REGULATION
Reg 10 and Reg 23

CH25 Mental Capacity Act, Deprivation of Liberty & Consent

ROLE-SPECIFIC **DURATION** 3 hours

REFRESHER Every 2 years

WHO IT IS FOR Staff working with young people aged 16 and 17; managers

Restrictions on a young person's liberty must be lawful. Staff must understand capacity, consent and when authorisation is needed.

- The Mental Capacity Act 2005 principles for 16 and 17 year olds
- Recognising a deprivation of liberty
- Court authorisation and recent case law
- Gillick competence and consent to treatment

LEGISLATION & REGULATION
Mental Capacity Act 2005; Children Act 1989; Reg 20 (restraint and deprivation of liberty)

CH24 Substance Misuse Awareness

SPECIALIST **DURATION** 6 hours **REFRESHER** Every 2 years

WHO IT IS FOR All staff

Substance use is often linked to exploitation and trauma. Staff need up-to-date knowledge of current drugs and their risks.

- Cannabis, cocaine, ketamine, synthetic cannabinoids, vaping and alcohol
- Signs of use and overdose
- Links to criminal exploitation and county lines
- Harm reduction and supportive conversations

LEGISLATION & REGULATION
Misuse of Drugs Act 1971; Psychoactive Substances Act 2016; Reg 10 and Reg 12

D

PART 1
RESIDENTIAL CHILDREN'S HOMES

8
COURSES

Behaviour, Relationships & Therapeutic Care

Ofsted expects care to be built on warm, trusting relationships and on an understanding of trauma. These courses give staff the tools to support behaviour positively and to keep everyone safe when behaviour escalates.

CH26 Physical Intervention & De-escalation (PMVA – Safe Systems)

STATUTORY & MANDATORY **DURATION** 1–2 days

REFRESHER Annually

WHO IT IS FOR All staff

Restraint in a children's home is lawful only to prevent injury or serious damage to property, and staff must be trained before using it.

- De-escalation and least restrictive practice
- Accredited, trauma-informed holding techniques
- Legal framework and reasonable force
- Post-incident debrief, repair and recording within the required timescales

LEGISLATION & REGULATION
Reg 19 (behaviour management), Reg 20 (restraint and deprivation of liberty) and Reg 35 (behaviour management policies and records)

CH27 De-escalation & Breakaway Skills

STATUTORY & MANDATORY **DURATION** 3–6 hours

REFRESHER Annually

WHO IT IS FOR All staff

Most incidents can be defused before they escalate. Staff need practical skills to calm situations and to protect themselves if needed.

- Understanding the crisis curve and triggers
- Verbal and non-verbal de-escalation
- Safe breakaway techniques
- Recording and learning from incidents

LEGISLATION & REGULATION
Reg 19 and Reg 35; Health and Safety at Work etc. Act 1974

CH28 Positive Behaviour Support

STATUTORY & MANDATORY **DURATION** 6 hours

REFRESHER Every 2 years

WHO IT IS FOR All staff

Behaviour is communication. PBS helps staff understand the function of behaviour and reduce the need for restrictive practice.

- The ABC model and functional understanding of behaviour
- Proactive and reactive strategies
- Behaviour support plans
- Reducing restrictive practice

LEGISLATION & REGULATION
Reg 11 (positive relationships standard) and Reg 19

CH29 Trauma-Informed Practice & Attachment

STATUTORY & MANDATORY

DURATION 6 hours (1.5-day programme available)

REFRESHER Every 2 years

WHO IT IS FOR All staff

Most children in residential care have experienced trauma. Understanding its impact changes how staff respond to every behaviour.

- Developmental trauma and adverse childhood experiences
- Attachment theory and styles
- The window of tolerance and co-regulation
- Creating a trauma-informed home

LEGISLATION & REGULATION
Reg 6 (quality and purpose of care standard) and Reg 11

CH30 Trauma-Informed Care, the PACE Model & Therapeutic Parenting

STATUTORY & MANDATORY

DURATION 6 hours (3-day programme available)

REFRESHER Every 2 years

WHO IT IS FOR All staff

Playfulness, Acceptance, Curiosity and Empathy give staff a consistent, relational way to connect with children.

- Dan Hughes' PACE approach
- Connection before correction
- Using PACE in everyday care and during difficult moments
- Reflective practice and team consistency

LEGISLATION & REGULATION
Reg 6 and Reg 11

CH 31 Safe Handling & Protective Contact

SPECIALIST DURATION 4 hours REFRESHER Every 2 years

WHO IT IS FOR Staff caring for children with complex needs

Staff need to know the difference between safe, brief protective contact and restraint, and how to prevent accidental harm.

- Environmental hazard prevention for children with ASD, ADHD and sensory needs
- Protective contact versus restraint
- General non-hold protective guidance
- Recording and reporting incidents

LEGISLATION & REGULATION
Reg 19, Reg 20 and Reg 35

CH 32 Conflict Management

SPECIALIST DURATION 3 hours REFRESHER Every 3 years

WHO IT IS FOR All staff, including telephone and front-line roles

Conflict with young people, families and professionals is part of the job. Handling it well protects relationships.

- Understanding conflict and escalation
- Communication under pressure, including on the telephone
- Assertiveness and boundary setting
- Resolution and repair

LEGISLATION & REGULATION
Health and Safety at Work etc. Act 1974; Reg 11

E PART 1
RESIDENTIAL CHILDREN'S HOMES

9 COURSES

Practice, Recording & Professional Standards

Good practice has to be evidenced. These courses cover the professional standards, records and plans that Ofsted examines closely.

CH 33 Solution-Focused Practice

SPECIALIST DURATION 3 hours REFRESHER As needed

WHO IT IS FOR All staff, keyworkers and managers

Solution-focused conversations help young people identify strengths and progress, supporting positive outcomes.

- Solution-focused principles
- Scaling and miracle questions
- Strength-based keywork
- Measuring and celebrating progress

LEGISLATION & REGULATION
Reg 6 and Reg 14 (care planning standard)

CH 34 Recording & Report Writing (Therapeutic Language)

STATUTORY & MANDATORY DURATION 3 hours
REFRESHER Every 2 years

WHO IT IS FOR All staff

Records are the child's story and a legal document. Inspectors read them closely, and children may read them as adults.

- Fact versus opinion and the 'court test'
- Child-centred, respectful, therapeutic language
- Incident, restraint and daily records
- Timescales, accuracy and confidentiality

LEGISLATION & REGULATION
Reg 35, Reg 36 and Reg 37 (records); UK GDPR and Data Protection Act 2018

CH 35 Risk Management, Supervision & Recording

ROLE-SPECIFIC DURATION 6 hours
REFRESHER Every 2 years

WHO IT IS FOR Senior staff, shift leaders and managers

Risk assessment, supervision and recording form one golden thread of safeguarding that inspectors follow.

- Static and dynamic risk assessment and safety plans
- Supervision models and standards
- Recording principles and timescales
- Linking risk, plans and records

LEGISLATION & REGULATION
Reg 12, Reg 13, Reg 14, Reg 33 and Reg 35–37

CH 36 Keyworker Training & Keywork Sessions

STATUTORY & MANDATORY **DURATION** 5 hours

REFRESHER Every 2 years

WHO IT IS FOR All staff who act as keyworkers

Keywork is where relationships and plans come together. Sessions must be purposeful, child-led and linked to the care plan.

- The keyworker role and attachment-informed practice
- Planning and delivering keywork sessions
- Linking sessions to care and placement plans
- Safeguarding within keywork

LEGISLATION & REGULATION
Reg 7 (children's views, wishes and feelings standard) and Reg 14 (care planning standard)

CH 37 Professional Boundaries

STATUTORY & MANDATORY **DURATION** 3 hours

REFRESHER Every 2 years

WHO IT IS FOR All staff

Warm, close relationships must be safe relationships. Clear boundaries protect children and staff.

- Healthy relationships versus boundary violations
- Social media, gifts and personal information
- Positions of trust
- Raising and responding to concerns

LEGISLATION & REGULATION
Sexual Offences Act 2003 (positions of trust); Reg 11 and Reg 12

CH 38 Equality, Diversity & Human Rights

STATUTORY & MANDATORY **DURATION** 6 hours

REFRESHER Every 3 years

WHO IT IS FOR All staff

Every child must be cared for with respect for their identity, culture, faith and needs.

- The nine protected characteristics
- Identity, culture and faith in care planning
- Unconscious bias and challenging discrimination
- Human rights in day-to-day care

LEGISLATION & REGULATION
Equality Act 2010; Human Rights Act 1998; Reg 6

CH 39 Data Protection, GDPR & Confidentiality

STATUTORY & MANDATORY **DURATION** 2 hours

REFRESHER Every 2 years

WHO IT IS FOR All staff

Children's records contain highly sensitive information. Staff must handle, share and store it lawfully.

- UK GDPR principles
- Confidentiality and lawful information sharing for safeguarding
- Secure storage, devices and data breaches
- Subject access requests and children's rights to their records

LEGISLATION & REGULATION
UK GDPR; Data Protection Act 2018; Reg 36 and Reg 37

CH 40 Children's Homes Regulations & the Quality Standards

STATUTORY & MANDATORY **DURATION** 3 hours

REFRESHER On induction, then every 3 years

WHO IT IS FOR All staff, especially new starters

Staff need to understand the standards their practice will be judged against, and what good looks like to Ofsted.

- The nine Quality Standards (Regulations 6–14)
- The Guide to the Children's Homes Regulations
- How Ofsted inspects children's homes
- Notifications, Regulation 44 visits and Regulation 45 reviews

LEGISLATION & REGULATION
Children's Homes (England) Regulations 2015 and the Guide; Ofsted Social Care Common Inspection Framework

CH 41 Managing Family Time & Contact

SPECIALIST **DURATION** 3 hours **REFRESHER** As needed

WHO IT IS FOR All staff and keyworkers

Family relationships matter deeply to children in care. Contact must be supported safely and in line with the care plan.

- The importance of family relationships and identity
- Supporting and supervising family time
- Managing risk, disruption and emotional impact
- Recording contact

LEGISLATION & REGULATION
Children Act 1989 (section 34); Reg 11 and Reg 14

F

PART 1
RESIDENTIAL CHILDREN'S HOMES

4
COURSES

Specialist Needs & Complex Risk

Specialist courses matched to the needs described in your Statement of Purpose and to the children you care for. Ofsted expects staff to have the specific skills each child needs.

CH 42 Corporate Parenting

SPECIALIST | DURATION 3 hours | REFRESHER As needed

WHO IT IS FOR All staff and managers

Every professional around a child in care shares responsibility for acting as a good parent would.

- The corporate parenting principles
- Advocacy and high aspirations for children
- Education, health and leaving care
- Working effectively with the local authority

LEGISLATION & REGULATION
Children and Social Work Act 2017; Reg 8 (education standard) and Reg 14

CH 43 FASD, ADHD & Autism Awareness (including Learning Disabilities)

SPECIALIST | DURATION 6 hours | REFRESHER Every 2 years

WHO IT IS FOR All staff where children have these needs; recommended for all

Neurodivergent children are over-represented in care. Understanding their needs prevents crises and builds trust.

- Autism, ADHD and Fetal Alcohol Spectrum Disorder
- Sensory processing and communication
- Reasonable adjustments and routine
- Distinguishing need from behaviour

LEGISLATION & REGULATION
Equality Act 2010; Autism Act 2009; Reg 6 and Reg 10

CH 44 Harmful Sexualised Behaviour (HSB)

SPECIALIST | DURATION 6 hours | REFRESHER Every 2 years

WHO IT IS FOR All staff in homes caring for children with HSB; recommended for all

Staff must be able to tell healthy from harmful sexual behaviour and respond proportionately to keep all children safe.

- Healthy sexual development and the Hackett Continuum
- Brook Traffic Light Tool
- Supporting children who display and are affected by HSB
- Assessment, referral and safety planning

LEGISLATION & REGULATION
Sexual Offences Act 2003; Working Together to Safeguard Children; Reg 12, Reg 34 and Reg 40

CH 45 Sexual Harassment & Harmful Sexualised Behaviour

SPECIALIST | DURATION 6 hours | REFRESHER Every 2 years

WHO IT IS FOR All staff and managers

One course covering sexual harassment between children, towards staff and between colleagues, alongside HSB.

- Sexual harassment between children and in the workplace
- Sexualised behaviour directed at staff
- The employer's duty to prevent sexual harassment
- Deciding which safeguarding or employment route applies

LEGISLATION & REGULATION
Equality Act 2010; Worker Protection (Amendment of Equality Act 2010) Act 2023; Reg 12 and Reg 40

CH 46 The Appropriate Adult Role in Police Custody

SPECIALIST | DURATION 6 hours | REFRESHER Every 3 years

WHO IT IS FOR Staff who may act as an appropriate adult

Young people in care are more likely to be arrested. An effective appropriate adult protects their rights and welfare.

- The PACE Codes of Practice and Code C
- The appropriate adult's role and powers
- Supporting a child through interview
- Welfare, rights and after-care

LEGISLATION & REGULATION
Police and Criminal Evidence Act 1984 (Code C); Reg 12

G

PART 1
RESIDENTIAL CHILDREN'S HOMES

4
COURSES

Leadership, Management & Recruitment

Leadership and management is judged in its own right at every inspection. These courses support registered managers, deputies and senior staff to lead safe, effective homes.

CH 47 Leadership & Management in Residential Childcare

ROLE-SPECIFIC DURATION 5 hours

REFRESHER Every 3 years

WHO IT IS FOR Registered managers, deputies and team leaders

Effective leaders create a culture where children thrive and staff are supported, challenged and developed.

- The leadership and management standard
- Motivating and developing staff
- Difficult conversations and performance management
- Coaching, emotional intelligence and reflective leadership

LEGISLATION & REGULATION
Reg 13 (leadership and management standard); Reg 28 (the registered manager); Reg 33

CH 48 Safer Recruitment

ROLE-SPECIFIC DURATION 6 hours

REFRESHER Every 3 years

WHO IT IS FOR Anyone involved in recruiting staff or volunteers

Safer recruitment is the first line of safeguarding. Ofsted checks recruitment records at every inspection.

- The required checks, including enhanced DBS with barred list
- References, identity, employment history and gaps
- Values-based interviewing
- Single central record and agency staff checks

LEGISLATION & REGULATION
Reg 32 (fitness of workers) and Schedule 2; Working Together to Safeguard Children

CH 49 Advanced Safeguarding for Managers & Designated Leads

ROLE-SPECIFIC DURATION 6 hours

REFRESHER Every 2 years

WHO IT IS FOR Registered managers, deputies and designated safeguarding leads

Managers carry the lead responsibility for safeguarding decisions, multi-agency working and learning from incidents.

- Leading safeguarding culture and decision-making
- Multi-agency working, strategy meetings and escalation
- Managing allegations and LADO referrals
- Learning reviews and quality assurance

LEGISLATION & REGULATION
Working Together to Safeguard Children; Reg 12, Reg 13, Reg 34 and Reg 40

CH 50 Ofsted Inspection Readiness: Regulations 44 & 45

ROLE-SPECIFIC DURATION 1 day (workshop)

REFRESHER Annually

WHO IT IS FOR Registered managers, responsible individuals and senior staff

Being ready for inspection means knowing your home's strengths, evidencing impact and acting on independent monitoring.

- How Ofsted inspects and makes judgements
- Evidencing children's progress and experiences
- Using Regulation 44 visits and Regulation 45 reviews to drive improvement
- Action planning and self-evaluation

LEGISLATION & REGULATION
Reg 44 (independent person), Reg 45 (review of quality of care); Ofsted Social Care Common Inspection Framework

H

PART 1
RESIDENTIAL CHILDREN'S HOMES

3
COURSES

Induction, Development & Train the Trainer Programmes

Structured programmes that bring the mandatory courses together, so new staff are safe from day one and experienced staff keep developing.

CH 52 4-Month Probationary Training Programme & Personal Development Plan

STATUTORY & MANDATORY

DURATION 4 months (with optional extension month)

REFRESHER On appointment

WHO IT IS FOR New staff during probation

Probation is when practice is shaped. A structured programme gives managers clear evidence of competence.

- Four monthly themes, from induction to final assessment
- Six development domains and milestone ratings
- Supervision evidence and SMART action plans
- Fully digital personal development plan

LEGISLATION & REGULATION
Reg 33 (employment of staff); Reg 13

CH 51 Residential Support Staff Induction Programme

STATUTORY & MANDATORY

DURATION 4 days (virtual or face to face)

REFRESHER On appointment

WHO IT IS FOR New residential support workers

A strong induction means new staff are safe, confident and compliant before they work unsupervised.

- 16 modules covering the core mandatory subjects
- Safeguarding, medication, fire, health and safety and online safety
- Ligature, self-harm and room search awareness
- Mental Capacity Act, FASD, substance misuse and epilepsy

LEGISLATION & REGULATION
Reg 32 and Reg 33 (employment of staff); the Guide to the Children's Homes Regulations

CH 53 Core Compliance & Safeguarding Programme

STATUTORY & MANDATORY **DURATION** 3 days

REFRESHER Every 2 years

WHO IT IS FOR All staff

Nine core topics delivered as one programme, ideal for bringing a whole team up to date.

- Nine core safeguarding and compliance topics
- Scenario-based learning built around real situations
- Group activities and reflective practice
- Assessment and certification

LEGISLATION & REGULATION
Reg 12, Reg 13 and Reg 33

TRAINING MATRIX REVIEW

Not sure where your gaps are?

Send us your current training matrix. We will map it against the Children's Homes Regulations and Ofsted's expectations, flag missing courses and renewals coming due, and build a programme to close every gap.

CALL
07837 420 441

EMAIL
Leo@ignitetrainingsolutions.uk

PART 2

Training for Adult Social Care Services

Every statutory, mandatory and specialist course your service needs to meet the CQC fundamental standards, the Care Certificate and your legal duties as an employer.

54 COURSES & PROGRAMMES

35 STATUTORY & MANDATORY

7 ROLE-SPECIFIC

12 SPECIALIST

Course Index

● Statutory & Mandatory ● Role-Specific ○ Specialist

A Induction & the Care Certificate

AC01	●	Care Certificate Induction Programme (all 16 standards)	16
AC02	●	Understanding Your Role, Duty of Care & Personal Development	16
AC03	●	Probationary Training Programme & Personal Development Plan	17

B Safeguarding & Protection

AC04	●	Safeguarding Adults (Level 2 / Level 3)	17
AC05	●	Safeguarding Children (for Adult Services)	17
AC06	●	Mental Capacity Act, DoLS & Consent	17
AC07	●	Prevent Duty & Radicalisation Awareness	17
AC08	●	Domestic Abuse, Modern Slavery & Exploitation	18
AC09	○	Self-Neglect & Hoarding	18
AC10	●	Whistleblowing, Freedom to Speak Up & Duty of Candour	18

C Health, Safety & Emergency Response

AC11	●	Emergency First Aid at Work (EFAW)	18
AC12	●	Basic Life Support & AED	18
AC13	●	Fire Safety & Fire Marshal	19
AC14	●	Health & Safety Awareness (including COSHH and RIDDOR)	19
AC15	●	Moving & Handling of People (theory and practical)	19
AC16	●	Food Hygiene & Safety (Level 2)	19
AC17	●	Infection Prevention & Control	19
AC18	●	Lone Working & Personal Safety	19
AC19	○	Sharps & Needles Awareness	20

D Person-Centred Care & Professional Practice

AC20	●	Person-Centred Care & Care Planning	20
AC21	●	Dignity, Privacy & Respect	20
AC22	●	Communication Skills in Care	20
AC23	●	Equality, Diversity, Inclusion & Human Rights	20
AC24	●	Record Keeping & Report Writing	21
AC25	●	Data Protection, GDPR & Confidentiality	21
AC26	●	Professional Boundaries	21
AC27	●	Complaints Handling & Customer Care	21

E Health, Clinical Care & Medication

AC28	●	Safe Administration of Medication	21
AC29	●	Nutrition, Hydration & Dysphagia Awareness	22
AC30	●	Recognising Deterioration & Sepsis Awareness	22
AC31	●	Falls Prevention & Management	21
AC32	●	Pressure Ulcer Prevention & Skin Integrity	22
AC33	○	Oral Health in Care	22
AC34	○	Continence Care & Catheter Awareness	22
AC35	○	Epilepsy Awareness & Emergency Medication	22
AC36	○	Diabetes Awareness	23
AC37	○	Allergy & Anaphylaxis Awareness	23

F Dementia, Mental Health, Learning Disability & Autism

AC38	●	Learning Disability & Autism Awareness	23
AC39	●	Dementia Awareness	23
AC40	●	Mental Health Awareness	23
AC41	○	Self-Harm & Suicide Awareness	23
AC42	○	FASD, ADHD & Autism in Adults	24
AC43	○	Substance Misuse Awareness	24
AC44	○	End of Life Care	24

G Positive Behaviour Support & Restrictive Practice

AC45	●	Positive Behaviour Support (PBS)	24
AC46	●	Conflict Management & De-escalation	24
AC47	●	Breakaway & Personal Safety Skills	24
AC48	●	Physical Intervention & Restrictive Practice Reduction (PMVA – Safe Systems)	25
AC49	○	Trauma-Informed Practice	25

H Leadership, Governance & Recruitment

AC50	●	Leadership & Management in Adult Social Care	25
AC51	●	Safer Recruitment	25
AC52	●	Supervision & Appraisal Skills	25
AC53	●	Governance, Audit & CQC Inspection Readiness	26
AC54	●	Advanced Safeguarding for Managers & Safeguarding Leads	25

What CQC Expects

CQC does not publish a single list of mandatory courses. The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 set out the fundamental standards every registered provider must meet, and Regulation 18 requires staff to receive the training, supervision and appraisal they need. CQC then assesses whether staff have the skills and knowledge to deliver safe, effective, caring, responsive and well-led care.

Regulation	CQC standard	What it means for training
Reg 9	Person-centred care — care must be tailored to the individual.	Person-centred care planning, communication and dignity training.
Reg 10	Dignity and respect for all people using the service.	Equality, diversity, dignity and professional boundaries for all staff.
Reg 11	Need for consent — decisions made with informed consent.	Mental Capacity Act, DoLS and consent, especially for senior staff.
Reg 12	Safe care and treatment, including safe medicines management.	Medication, infection control, first aid, moving and handling and clinical skills.
Reg 13	Safeguarding service users from abuse and improper treatment.	Safeguarding adults (Level 2/3), MCA, whistleblowing and DoLS.
Reg 17	Good governance — systems to ensure compliance and quality.	Governance, audit, CQC assessment readiness and management training.
Reg 18	Staffing — sufficient numbers of suitably qualified, competent staff.	Induction, the Care Certificate, ongoing training and supervision records.
Reg 19	Fit and proper persons employed, with appropriate checks.	Safer recruitment training for everyone involved in hiring.

A

PART 2
ADULT SOCIAL CARE SERVICES

3
COURSES

Induction & the Care Certificate

CQC expects every new care worker to be inducted to the Care Certificate standards before working unsupervised. These programmes give new staff a safe, confident start and give managers the evidence inspectors look for.

AC 02 Understanding Your Role, Duty of Care & Personal Development

STATUTORY & MANDATORY

DURATION 3 hours

REFRESHER On induction

WHO IT IS FOR New care workers

Staff need to know the limits of their role, their duty of care and how to raise concerns from their very first shift.

- Job role, agreed ways of working and codes of conduct
- Duty of care and dealing with dilemmas
- Reflective practice and personal development plans
- Handling comments and complaints

LEGISLATION & REGULATION

Reg 18 (staffing); Care Certificate Standards 1, 2 and 3

AC 01 Care Certificate Induction Programme (all 16 standards)

STATUTORY & MANDATORY

DURATION 5 days (face to face, virtual or blended), plus workplace assessment

REFRESHER On appointment

WHO IT IS FOR New care workers, and existing staff without the Care Certificate

The Care Certificate is the agreed set of standards for new staff in adult social care, and CQC expects providers to use it for induction.

- All 16 standards, including the 2025 update and the new Standard 16 (learning disability and autism)
- Duty of care, person-centred working, communication, privacy and dignity
- Safeguarding adults and children, basic life support, health and safety
- Handling information and infection prevention and control
- Workbooks and assessor sign-off guidance

LEGISLATION & REGULATION

Reg 18 (staffing); Skills for Care Care Certificate standards (2025); CQC guidance on induction

AC 03 Probationary Training Programme & Personal Development Plan

STATUTORY & MANDATORY

DURATION 4 months (with optional extension month)

REFRESHER On appointment

WHO IT IS FOR New staff during probation

Probation is when practice is shaped. A structured programme gives managers clear evidence of competence for supervision and inspection.

- Monthly themes from induction to final assessment
- Development domains and milestone ratings
- Supervision evidence and SMART action plans
- Fully digital personal development plan

LEGISLATION & REGULATION
Reg 18 (staffing) and Reg 19 (fit and proper persons employed)

AC 05 Safeguarding Children (for Adult Services)

STATUTORY & MANDATORY **DURATION** 3 hours

REFRESHER Every 3 years

WHO IT IS FOR All staff

Adult care staff meet children as visitors, relatives and young carers, and must know how to act on concerns.

- Recognising abuse and neglect in children
- Young carers and children visiting services
- How to report concerns to children's social care
- Working Together to Safeguard Children

LEGISLATION & REGULATION
Children Act 1989 & 2004; Working Together to Safeguard Children; Care Certificate Standard 11

AC 07 Prevent Duty & Radicalisation Awareness

STATUTORY & MANDATORY **DURATION** 3 hours

REFRESHER Every 3 years

WHO IT IS FOR All staff

Adults with care and support needs can be targeted by people who seek to radicalise. Staff must recognise vulnerability and know how to refer.

- Vulnerability factors, including online influence
- The Channel process and making a Prevent referral
- Balancing rights, freedoms and safety

LEGISLATION & REGULATION
Counter-Terrorism and Security Act 2015 (Prevent duty); Reg 13

B PART 2 ADULT SOCIAL CARE SERVICES

7 COURSES

Safeguarding & Protection

Protecting people from abuse and neglect is a fundamental standard. These courses make sure every member of staff can recognise abuse, respond correctly and work within local safeguarding procedures.

AC 04 Safeguarding Adults (Level 2 / Level 3)

STATUTORY & MANDATORY

DURATION 3 hours (Level 2) / 6 hours (Level 3)

REFRESHER Every 2 years (Level 3 for senior staff and managers)

WHO IT IS FOR All staff; Level 3 for seniors, team leaders and managers

Every adult at risk has the right to live free from abuse and neglect. Staff must know how to recognise, respond and report.

- The ten categories of abuse under the Care Act 2014 statutory guidance
- Recognising signs of abuse, neglect and self-neglect
- Responding to disclosures and making safeguarding referrals
- Section 42 enquiries and Making Safeguarding Personal
- Recording and information sharing

LEGISLATION & REGULATION
Care Act 2014 and Care and Support Statutory Guidance; Reg 13 (safeguarding service users from abuse and improper treatment)

AC 06 Mental Capacity Act, DoLS & Consent

STATUTORY & MANDATORY

DURATION 3 hours (6 hours for managers)

REFRESHER Every 2 years

WHO IT IS FOR All staff; extended version for managers and assessors

Care must be given with consent or, where a person lacks capacity, in their best interests and in the least restrictive way.

- The five principles of the Mental Capacity Act 2005
- Assessing capacity and best interests decisions
- Deprivation of Liberty Safeguards and recognising a deprivation of liberty
- Advance decisions, lasting powers of attorney and advocacy

LEGISLATION & REGULATION
Mental Capacity Act 2005 and Code of Practice; Reg 11 (need for consent) and Reg 13

AC 08 Domestic Abuse, Modern Slavery & Exploitation

STATUTORY & MANDATORY **DURATION** 3 hours

REFRESHER Every 3 years

WHO IT IS FOR All staff

Domestic abuse, cuckooing, financial exploitation and modern slavery all affect adults who use care services.

- Domestic abuse, coercive control and older people
- Cuckooing and criminal exploitation of adults
- Modern slavery and the National Referral Mechanism
- Financial and material abuse, including scams

LEGISLATION & REGULATION
Domestic Abuse Act 2021; Modern Slavery Act 2015; Care Act 2014; Reg 13

C

PART 2
ADULT SOCIAL CARE SERVICES

9 COURSES

Health, Safety & Emergency Response

Legal essentials that protect the people you support, your staff and your organisation, and that CQC expects to see on every training record.

AC 11 Emergency First Aid at Work (EFAW)

STATUTORY & MANDATORY **DURATION** 1 day (6 hours)

REFRESHER Certificate every 3 years; annual refresher recommended

WHO IT IS FOR All staff; appointed first aiders

Every shift needs staff who can respond to injury and sudden illness until the emergency services arrive.

- Primary survey, CPR and AED use
- Choking, bleeding, shock, burns and fractures
- Seizures, strokes, heart attacks and diabetic emergencies
- Falls, head injuries and the recovery position

LEGISLATION & REGULATION
Health and Safety (First-Aid) Regulations 1981; Reg 12 (safe care and treatment)

AC 09 Self-Neglect & Hoarding

SPECIALIST **DURATION** 3 hours **REFRESHER** Every 3 years

WHO IT IS FOR Community, domiciliary and supported living staff

Self-neglect is a category of abuse under the Care Act guidance, and requires sensitive, rights-based responses.

- Recognising self-neglect and hoarding
- Capacity, choice and risk
- Engaging people who decline support
- Multi-agency working and escalation

LEGISLATION & REGULATION
Care Act 2014 statutory guidance; Mental Capacity Act 2005; Reg 13

AC 10 Whistleblowing, Freedom to Speak Up & Duty of Candour

STATUTORY & MANDATORY **DURATION** 2 hours

REFRESHER Every 3 years

WHO IT IS FOR All staff (managers attend the extended version)

An open culture keeps people safe. Staff must feel able to speak up, and providers must be open when things go wrong.

- Raising concerns internally and externally
- Whistleblowing protections
- The statutory duty of candour and notifiable safety incidents
- Learning from incidents

LEGISLATION & REGULATION
Reg 20 (duty of candour); Public Interest Disclosure Act 1998; Reg 17 (good governance)

AC 12 Basic Life Support & AED

STATUTORY & MANDATORY **DURATION** 3 hours

REFRESHER Annually

WHO IT IS FOR All staff

Basic life support is a Care Certificate standard, and early CPR and defibrillation save lives.

- Resuscitation Council UK 2025 guidelines
- Adult CPR and safe AED use
- Recovery position and choking
- DNACPR decisions and ReSPECT forms in practice

LEGISLATION & REGULATION
Care Certificate Standard 12; Resuscitation Council UK Guidelines 2025; Reg 12

AC 13 Fire Safety & Fire Marshal

STATUTORY & MANDATORY

DURATION 3–6 hours (awareness or full fire marshal)

REFRESHER Annually

WHO IT IS FOR All staff; fire marshals and shift leaders complete the full course

Care settings often support people who cannot evacuate unaided. Every member of staff must know how to prevent fire and evacuate safely.

- Fire risk assessment and the Responsible Person
- Fire classes, extinguishers and fire doors
- Progressive horizontal evacuation and evacuation aids
- Personal Emergency Evacuation Plans (PEEPs)
- Fire marshal duties, drills and records

LEGISLATION & REGULATION

Regulatory Reform (Fire Safety) Order 2005; Reg 12 and Reg 15 (premises and equipment)

AC 14 Health & Safety Awareness (including COSHH and RIDDOR)

STATUTORY & MANDATORY **DURATION** 3 hours

REFRESHER Every 3 years

WHO IT IS FOR All staff

Providers must assess and control risks to people and staff, and staff must know their own responsibilities.

- Risk assessment in care settings
- COSHH and the safe use of cleaning products
- Accident and incident reporting, including RIDDOR
- Electrical, environmental and equipment safety

LEGISLATION & REGULATION

Health and Safety at Work etc. Act 1974; Management of Health and Safety at Work Regulations 1999; COSHH Regulations 2002; Care Certificate Standard 13

AC 15 Moving & Handling of People (theory and practical)

STATUTORY & MANDATORY **DURATION** 6 hours

REFRESHER Annually

WHO IT IS FOR All staff who assist people to move

Unsafe moving and handling causes injury to people and staff. Hoists, slings and aids must be used safely and correctly.

- Principles of safe moving and handling
- Hoists, slings, slide sheets and standing aids
- Assisting a person who has fallen
- Moving and handling risk assessments and care plans

LEGISLATION & REGULATION

Manual Handling Operations Regulations 1992; LOLER 1998; PUWER 1998; Reg 12 and Reg 15

AC 16 Food Hygiene & Safety (Level 2)

STATUTORY & MANDATORY **DURATION** 6 hours

REFRESHER Every 3 years

WHO IT IS FOR All staff who prepare or serve food

Food handlers must be trained in food hygiene by law, and older and unwell people are at greater risk from food poisoning.

- Food safety hazards and cross-contamination
- Temperature control, storage and cleaning
- Allergen management
- Personal hygiene and food safety records

LEGISLATION & REGULATION

Food Safety Act 1990; food hygiene regulations (retained Regulation (EC) 852/2004); Reg 14

AC 17 Infection Prevention & Control

STATUTORY & MANDATORY **DURATION** 3 hours

REFRESHER Annually

WHO IT IS FOR All staff

Infection control is a fundamental part of safe care, and was fully revised in the 2025 Care Certificate.

- The chain of infection
- Hand hygiene and personal protective equipment
- Decontamination, laundry and safe disposal of waste
- Outbreak management and staff responsibilities

LEGISLATION & REGULATION

Reg 12(2)(h) (preventing and controlling infection); the Code of Practice on the prevention and control of infections; Care Certificate Standard 15

AC 18 Lone Working & Personal Safety

STATUTORY & MANDATORY **DURATION** 3 hours

REFRESHER Every 3 years

WHO IT IS FOR Domiciliary, community, supported living and night staff

Staff visiting people at home or working alone need clear procedures and the skills to stay safe.

- Lone working risk assessment and check-in systems
- Dynamic risk assessment on arrival
- Personal safety and de-escalation
- Escalation and emergency procedures

LEGISLATION & REGULATION

Health and Safety at Work etc. Act 1974; Management of Health and Safety at Work Regulations 1999

D

PART 2
ADULT SOCIAL CARE SERVICES

8
COURSES

Person-Centred Care & Professional Practice

CQC asks whether services are caring and responsive. These courses develop the values, communication and recording skills that put the person at the centre of their care.

AC19 Sharps & Needles Awareness

SPECIALIST | DURATION 2 hours | REFRESHER Every 3 years

WHO IT IS FOR Staff who support people with insulin, injections or substance use

Sharps injuries carry a risk of blood-borne infection. Staff must handle and dispose of sharps safely.

- Safe handling and sharps bins
- Needlestick injury first aid and follow-up
- Found sharps in the community
- Recording and reporting

LEGISLATION & REGULATION
Health and Safety (Sharp Instruments in Healthcare) Regulations 2013; COSHH Regulations 2002

AC20 Person-Centred Care & Care Planning

STATUTORY & MANDATORY | DURATION 3 hours
REFRESHER Every 3 years

WHO IT IS FOR All staff; seniors who write care plans attend the extended version

Care must be designed around the person's needs, preferences and goals, and reviewed as they change.

- Person-centred values and strengths-based practice
- Involving people and families in care planning
- Writing and reviewing outcome-focused care plans
- Promoting independence and positive risk-taking

LEGISLATION & REGULATION
Reg 9 (person-centred care); Care Act 2014 (wellbeing principle); Care Certificate Standard 5

AC21 Dignity, Privacy & Respect

STATUTORY & MANDATORY | DURATION 2 hours
REFRESHER Every 3 years

WHO IT IS FOR All staff

Every person must be treated with dignity and respect, especially during personal care.

- Privacy during personal care
- Choice, control and independence
- Challenging undignified practice

LEGISLATION & REGULATION
Reg 10 (dignity and respect); Care Certificate Standard 7

AC22 Communication Skills in Care

STATUTORY & MANDATORY | DURATION 3 hours
REFRESHER Every 3 years

WHO IT IS FOR All staff

Good communication underpins consent, safety and wellbeing, especially for people with sensory, cognitive or language needs.

- Verbal and non-verbal communication
- Supporting people with sensory loss and communication difficulties
- The Accessible Information Standard
- Communicating with families and professionals

LEGISLATION & REGULATION
Reg 9 and Reg 10; Accessible Information Standard; Care Certificate Standard 6

AC23 Equality, Diversity, Inclusion & Human Rights

STATUTORY & MANDATORY | DURATION 3 hours
REFRESHER Every 3 years

WHO IT IS FOR All staff

Care must respect each person's identity, culture, faith, sexuality and rights.

- The nine protected characteristics
- Human rights in care
- Culturally competent care
- Unconscious bias and challenging discrimination

LEGISLATION & REGULATION
Equality Act 2010; Human Rights Act 1998; Reg 10; Care Certificate Standard 4

AC24 Record Keeping & Report Writing

STATUTORY & MANDATORY **DURATION** 3 hours

REFRESHER Every 2 years

WHO IT IS FOR All staff

Records are a legal document and a key source of evidence for CQC. They must be accurate, timely and person-centred.

- Fact versus opinion and respectful language
- Incident, daily and handover records
- Digital care records and timescales

LEGISLATION & REGULATION
Reg 17 (good governance, including accurate records); UK GDPR and Data Protection Act 2018

AC25 Data Protection, GDPR & Confidentiality

STATUTORY & MANDATORY **DURATION** 2 hours

REFRESHER Every 2 years

WHO IT IS FOR All staff

Care records contain sensitive health information that must be handled lawfully and securely.

- UK GDPR principles and confidentiality
- Lawful information sharing, including for safeguarding
- Secure storage, devices and data breaches
- The Data Security and Protection Toolkit

LEGISLATION & REGULATION
UK GDPR; Data Protection Act 2018; Reg 17; Care Certificate Standard 14

AC26 Professional Boundaries

STATUTORY & MANDATORY **DURATION** 3 hours

REFRESHER Every 3 years

WHO IT IS FOR All staff

Warm, caring relationships must be safe relationships. Clear boundaries protect people and staff.

- Recognising boundary issues, including gifts, money and social media
- Financial safeguarding
- Dual relationships and personal information
- Raising concerns

LEGISLATION & REGULATION
Reg 13; codes of conduct for adult social care workers

AC27 Complaints Handling & Customer Care

ROLE-SPECIFIC **DURATION** 2 hours

REFRESHER Every 3 years

WHO IT IS FOR Senior staff and managers

Complaints are an opportunity to learn and improve, and must be handled fairly and promptly.

- Receiving and recording complaints
- Investigating and responding
- Learning from complaints and concerns
- Local Government and Social Care Ombudsman

LEGISLATION & REGULATION
Reg 16 (receiving and acting on complaints)

E

PART 2
ADULT SOCIAL CARE SERVICES

10 COURSES

Health, Clinical Care & Medication

Safe care and treatment includes medicines, nutrition, hydration and recognising when a person's health is changing. These courses give staff the skills to support health safely.

AC31 Falls Prevention & Management

STATUTORY & MANDATORY **DURATION** 3 hours

REFRESHER Every 2 years

WHO IT IS FOR All care staff

Falls are a leading cause of injury in older people. Prevention and a safe response after a fall are essential.

- Falls risk factors and assessment
- Environmental and equipment safety
- Safe response after a fall, including when not to move a person
- Recording and post-fall review

LEGISLATION & REGULATION
Reg 12 and Reg 15

AC28 Safe Administration of Medication

STATUTORY & MANDATORY

DURATION 3 hours, plus observed competency assessment

REFRESHER Annually, with competency reassessment

WHO IT IS FOR All staff who support people with medicines

Medicines errors are among the most common concerns CQC raises. Staff must be trained and assessed as competent.

- The rights of medication administration and checking the label
- MAR charts, stock control and controlled drugs
- Refusals, errors, covert administration and PRN protocols
- Self-administration and levels of support

LEGISLATION & REGULATION
Reg 12(2)(g) (proper and safe management of medicines); NICE SC1 and NG67 medicines guidance; Misuse of Drugs Act 1971

AC29 Nutrition, Hydration & Dysphagia Awareness

STATUTORY & MANDATORY **DURATION** 3 hours

REFRESHER Every 2 years

WHO IT IS FOR All staff who support people to eat and drink

Malnutrition, dehydration and choking are serious risks. Staff must support people to eat and drink safely.

- Nutritional needs and recognising malnutrition and dehydration
- Food and fluid charts
- Dysphagia and the IDDSI framework for modified diets
- Supporting people at mealtimes with dignity

LEGISLATION & REGULATION
Reg 14 (meeting nutritional and hydration needs); Care Certificate Standard 8

AC30 Recognising Deterioration & Sepsis Awareness

STATUTORY & MANDATORY **DURATION** 3 hours

REFRESHER Annually

WHO IT IS FOR All care staff

Spotting early signs that a person is becoming unwell saves lives and prevents avoidable hospital admissions.

- Soft signs of deterioration
- Sepsis recognition and escalation
- Observations and escalation tools used locally (for example NEWS2 or
- RESTORE2)
- Clear handover to health professionals

LEGISLATION & REGULATION
Reg 12 (safe care and treatment)

AC32 Pressure Ulcer Prevention & Skin Integrity

STATUTORY & MANDATORY **DURATION** 3 hours

REFRESHER Every 2 years

WHO IT IS FOR All staff who provide personal care

Most pressure ulcers are preventable. Staff must recognise risk and act early.

- How pressure ulcers develop and categories of damage
- Risk assessment and repositioning
- Skin inspection and continence care
- Reporting and safeguarding considerations

LEGISLATION & REGULATION
Reg 12 and Reg 13

AC33 Oral Health in Care

SPECIALIST **DURATION** 2 hours **REFRESHER** Every 3 years

WHO IT IS FOR All staff who provide personal care

Poor oral health affects nutrition, comfort, dignity and general health.

- Oral health assessment and care planning
- Daily mouth care and denture care
- Supporting people who resist mouth care
- When to refer to a dentist

LEGISLATION & REGULATION
Reg 9 and Reg 12; NICE guidance on oral health in care homes (NG48)

AC35 Epilepsy Awareness & Emergency Medication

SPECIALIST **DURATION** 6 hours **REFRESHER** Annually

WHO IT IS FOR Staff supporting a person with epilepsy

Staff must be able to recognise seizures, respond safely and, where prescribed, give emergency medication.

- Types of seizure and triggers
- First aid during and after a seizure
- Emergency rescue medication where prescribed
- Seizure records and care plans

LEGISLATION & REGULATION
Reg 12

AC34 Continence Care & Catheter Awareness

SPECIALIST **DURATION** 3 hours **REFRESHER** Every 2 years

WHO IT IS FOR Staff providing personal care

Continence care has a major impact on dignity, skin health and infection risk.

- Promoting continence
- Continence products and skin care
- Catheter care awareness and preventing infection
- Recognising urinary tract infection

LEGISLATION & REGULATION
Reg 10 and Reg 12

AC 36 Diabetes Awareness

SPECIALIST DURATION 5.5 hours REFRESHER Annually

WHO IT IS FOR Staff supporting a person with diabetes

Staff must recognise and respond to high and low blood glucose and support safe diabetes care.

- Type 1 and Type 2 diabetes
- Hypoglycaemia, hyperglycaemia and emergencies
- Blood glucose monitoring and insulin awareness
- Diet, foot care and long-term complications

LEGISLATION & REGULATION
Reg 12 and Reg 14

F PART 2
ADULT SOCIAL CARE SERVICES

7 COURSES

Dementia, Mental Health, Learning Disability & Autism

Specialist knowledge that transforms the quality of support. CQC expects staff to have the skills to meet the needs of the specific people they support.

AC 39 Dementia Awareness

STATUTORY & MANDATORY

DURATION 3 hours (6-hour advanced course available)

REFRESHER Every 3 years

WHO IT IS FOR All staff; advanced course for dementia services

Many people who use care services live with dementia. Understanding it changes how staff communicate, support and respond to distress.

- Types of dementia and how they affect people
- Person-centred dementia care
- Communication and responding to distress
- Supporting families and end-of-life care in dementia

LEGISLATION & REGULATION
Reg 9 and Reg 11; Care Certificate Standard 9

AC 41 Self-Harm & Suicide Awareness

SPECIALIST DURATION 6 hours REFRESHER Every 2 years

WHO IT IS FOR All staff in mental health, supported living and young adult services

Staff must recognise risk, have compassionate conversations and respond immediately to keep people safe.

- Understanding self-harm and suicidal thoughts
- Asking directly and listening well
- Ligature risk and immediate response
- Safety planning and aftercare

LEGISLATION & REGULATION
Reg 12 and Reg 13

AC 37 Allergy & Anaphylaxis Awareness

SPECIALIST DURATION 3 hours REFRESHER Annually

WHO IT IS FOR Staff supporting people with known allergies; recommended for all

Anaphylaxis can kill within minutes. Staff must prevent exposure and use adrenaline correctly.

- Recognising allergic reactions and anaphylaxis
- Adrenaline auto-injectors and nasal spray
- Allergen management at mealtimes
- Emergency response

LEGISLATION & REGULATION
Reg 12 and Reg 14; Human Medicines Regulations 2012

AC 38 Learning Disability & Autism Awareness

STATUTORY & MANDATORY DURATION 3 hours

REFRESHER Every 3 years

WHO IT IS FOR All staff

The Health and Care Act 2022 requires CQC-registered providers to ensure staff receive learning disability and autism training appropriate to their role. It is also Care Certificate Standard 16.

- Understanding learning disability and autism
- Reasonable adjustments and communication
- Health inequalities and annual health checks
- Positive, person-centred support

LEGISLATION & REGULATION
Health and Care Act 2022 (section 181); Care Certificate Standard 16; Equality Act 2010. The Oliver McGowan Mandatory Training is the government's recommended programme for this duty; our course complements it

AC 40 Mental Health Awareness

STATUTORY & MANDATORY DURATION 6 hours

REFRESHER Every 2 years

WHO IT IS FOR All staff

Mental ill health is common among people who use care services, and staff need to recognise distress and respond well.

- Anxiety, depression, psychosis and personality disorder
- Reducing stigma and supporting recovery
- Supportive conversations
- The Mental Health Act 1983 in outline

LEGISLATION & REGULATION
Reg 9 and Reg 12; Care Certificate Standard 9

AC 42 FASD, ADHD & Autism in Adults

SPECIALIST DURATION 6 hours REFRESHER Every 2 years

WHO IT IS FOR Staff supporting neurodivergent adults

Neurodivergent adults are often misunderstood. Specialist knowledge prevents crises and builds trust.

- Autism, ADHD and Fetal Alcohol Spectrum Disorder in adulthood
- Sensory processing and executive function
- Reasonable adjustments
- Distinguishing need from behaviour

LEGISLATION & REGULATION
Equality Act 2010; Autism Act 2009; Reg 9

AC 43 Substance Misuse Awareness

SPECIALIST DURATION 6 hours REFRESHER Every 2 years

WHO IT IS FOR Supported living, mental health and homelessness services

Substance use affects health, safety and exploitation risk, and staff need current knowledge.

- Current drugs, alcohol and their effects
- Recognising overdose and naloxone awareness
- Cuckooing and exploitation
- Harm reduction and supportive conversations

LEGISLATION & REGULATION
Misuse of Drugs Act 1971; Psychoactive Substances Act 2016; Reg 12 and Reg 13

G PART 2
ADULT SOCIAL CARE SERVICES

5 COURSES

Positive Behaviour Support & Restrictive Practice

CQC expects restrictive practice to be minimised, lawful and properly recorded. These courses focus on prevention first, with safe, accredited physical intervention where it is needed.

AC 44 End of Life Care

SPECIALIST DURATION 6 hours REFRESHER Every 2 years

WHO IT IS FOR Staff in care homes and domiciliary care

Every person deserves a good death. Staff need the skills to provide compassionate, planned end-of-life care.

- Advance care planning and ReSPECT
- Recognising the last days of life
- Comfort, symptom awareness and mouth care
- Supporting families and staff through bereavement

LEGISLATION & REGULATION
Reg 9 and Reg 10

AC 45 Positive Behaviour Support (PBS)

STATUTORY & MANDATORY DURATION 6 hours
REFRESHER Every 2 years

WHO IT IS FOR All staff in learning disability, autism and mental health services

Behaviour is communication. PBS improves quality of life and reduces the need for restrictive practice.

- The ABC model and functional understanding of behaviour
- Proactive and reactive strategies
- Behaviour support plans
- Reducing restrictive practice

LEGISLATION & REGULATION
Reg 9 and Reg 13; Care Certificate Standards 9 and 16

AC 46 Conflict Management & De-escalation

STATUTORY & MANDATORY DURATION 3–6 hours
REFRESHER Annually

WHO IT IS FOR All staff

Most incidents can be defused early. De-escalation protects people, staff and relationships.

- Understanding triggers and the crisis curve
- Verbal and non-verbal de-escalation
- Communication under pressure, including on the telephone
- Post-incident support and learning

LEGISLATION & REGULATION
Reg 12 and Reg 13; Health and Safety at Work etc. Act 1974

AC 47 Breakaway & Personal Safety Skills

STATUTORY & MANDATORY DURATION 3 hours
REFRESHER Annually

WHO IT IS FOR All staff where risk assessment identifies a need

Staff need safe, simple techniques to protect themselves without harming the person.

- Risk assessment and personal safety
- Safe breakaway techniques
- Legal framework and reasonable force
- Recording and reporting

LEGISLATION & REGULATION
Health and Safety at Work etc. Act 1974; Reg 13

AC 48 Physical Intervention & Restrictive Practice Reduction (PMVA – Safe Systems)

ROLE-SPECIFIC DURATION 1–2 days REFRESHER Annually

WHO IT IS FOR Staff in services where physical intervention is part of a person's support plan

Any restraint must be necessary, proportionate, lawful and the least restrictive option, and staff must be trained before using it.

- Least restrictive practice and human rights
- Accredited, trauma-informed holding techniques
- Mental Capacity Act and restraint
- Debrief, recording and review

LEGISLATION & REGULATION
Reg 13(4)(b) (restraint must be necessary and proportionate); Mental Capacity Act 2005 (sections 5 and 6); Restraint Reduction Network Training Standards where required

AC 49 Trauma-Informed Practice

SPECIALIST DURATION 6 hours REFRESHER Every 2 years

WHO IT IS FOR All staff, especially supported living, mental health and homelessness services

Many adults who use services have experienced trauma. Understanding it changes how staff respond.

- Trauma and adverse childhood experiences
- The window of tolerance and co-regulation
- Avoiding re-traumatisation
- Creating a trauma-informed service

LEGISLATION & REGULATION
Reg 9 and Reg 13

H PART 2 ADULT SOCIAL CARE SERVICES — 5 COURSES

Leadership, Governance & Recruitment

Well-led is judged at every CQC assessment. These courses support registered managers, deputies and senior staff to lead safe, effective, well-governed services.

AC 50 Leadership & Management in Adult Social Care

ROLE-SPECIFIC DURATION 5 hours

REFRESHER Every 3 years

WHO IT IS FOR Registered managers, deputies and team leaders

Strong leadership creates a positive culture and consistent, high-quality care.

- Leading a positive, open culture
- Motivating and developing staff
- Difficult conversations and performance management
- Coaching and reflective leadership

LEGISLATION & REGULATION
Reg 17 (good governance) and Reg 18 (staffing)

AC 51 Safer Recruitment

ROLE-SPECIFIC DURATION 6 hours

REFRESHER Every 3 years

WHO IT IS FOR Anyone involved in recruiting staff or volunteers

Safer recruitment is the first line of safeguarding, and CQC checks recruitment records.

- Schedule 3 information, including enhanced DBS with barred list checks
- References, identity, employment history and gaps
- Right to work and overseas recruitment checks
- Values-based interviewing

LEGISLATION & REGULATION
Reg 19 (fit and proper persons employed) and Schedule 3

AC 52 Supervision & Appraisal Skills

ROLE-SPECIFIC DURATION 3 hours

REFRESHER Every 3 years

WHO IT IS FOR Anyone who supervises staff

Staff must receive supervision and appraisal to develop and to deliver safe care.

- Functions and models of supervision
- Reflective and restorative supervision
- Appraisal and development planning
- Recording supervision

LEGISLATION & REGULATION
Reg 18(2)(a) (support, training, supervision and appraisal)

AC 54 Advanced Safeguarding for Managers & Safeguarding Leads

ROLE-SPECIFIC DURATION 6 hours

REFRESHER Every 2 years

WHO IT IS FOR Registered managers and safeguarding leads

Managers carry the lead responsibility for safeguarding decisions, referrals and notifications.

- Leading safeguarding culture
- Section 42 enquiries and working with the local authority
- Allegations against staff and CQC notifications
- Learning from Safeguarding Adults Reviews

LEGISLATION & REGULATION
Care Act 2014; Reg 13 and Reg 17

AC 53

Governance, Audit & CQC Inspection Readiness

ROLE-SPECIFIC DURATION 3 hours (workshop)

REFRESHER Annually

WHO IT IS FOR Registered managers, nominated individuals and senior staff

Being ready for assessment means knowing your service's strengths, evidencing quality and acting on your own audits.

- CQC's five key questions and quality statements
- Gathering and presenting evidence
- Audits, quality assurance and action planning
- Notifications, duty of candour and displaying ratings

LEGISLATION & REGULATION

Reg 17 (good governance), Reg 20 and Reg 20A; Care Quality Commission (Registration) Regulations 2009 (notifications)

BESPOKE TRAINING

Can't see the course you need?

We design courses around a particular person's needs, your Statement of Purpose, an inspection action or a commissioner requirement — and can combine any course in this catalogue into a programme that fits your rota.

CALL
07837 420 441

EMAIL
Leo@ignitetrainingsolutions.uk

Beyond the Training Room

Whichever sector you work in, we can build training capacity inside your organisation, deliver in the way that suits your rota, and support you between inspections.

ROLE-SPECIFIC

Train the Trainer Licences

Build your own training capacity with fully resourced Ignite courses, licensed for in-house delivery in your home or service.

DURATION
Varies by course

LICENCE
Licence renewed annually

WHO IT IS FOR
Registered managers and senior staff who will deliver training in-house

Every licence includes

- Trainer manual, PowerPoint and assessment materials
- Train the Trainer course and competency sign-off
- Ongoing support and content updates
- Licence and trainer certificate

SUPPORTS
Children's homes: Reg 13 and Reg 33 · Adult social care: Reg 17 and Reg 18

Delivery Options

On site at your home or service

Face-to-face training at your premises or a venue of your choice. Staff learn together and scenarios reflect your environment — ideal for first aid, physical intervention and fire safety.

Virtual classroom

Live, interactive online sessions for theory-based courses. Suitable for teams across several homes or services, or for staff working different shifts.

Blended programmes

A combination of face-to-face and virtual sessions, including our induction and probationary programmes.

Compliance & Consultancy Support

Bespoke training matrices

Ignite-branded Excel matrices built around your staff team, with automatic renewal dates, colour-coded compliance status and a dashboard summary.

Ignite Academy Toolkit

A library of policies, templates and tools for registered managers.

Inspection readiness

Support with Regulation 44 and 45 processes (children's homes) or CQC quality statement evidence (adult services), self-evaluation and action planning.

Ongoing specialist consultation

Access to specialist advice on complex behaviour, risk and safeguarding beyond one-off training.

LET'S BUILD YOUR PROGRAMME

Book Your Training

Tell us about your service, your staff team and the people you support. We will review your current training matrix, identify any gaps and put together a tailored programme and quotation.

01

Get in touch

Call or email to talk through your service and your team.

02

Training review

We check your matrix against regulatory requirements and identify gaps.

03

Tailored programme

Receive a clear programme and quotation, delivered your way.

WHAT OUR CLIENTS SAY

> *The training was interactive and engaging, and the content was tailored to what we actually needed. Genuinely one of the best training days we've had.*

> *Very knowledgeable and enlightening. The team are passionate about their work and it comes across in every session.*

> *Leo made the training so fun and interesting. All of our team had an amazing day. They genuinely cared.*

Leo Noctor

DIRECTOR & LEAD TRAINER

T 07837 420 441

E Leo@ignitetrainingsolutions.uk

W www.ignitetrainingsolutions.co.uk

A 15 Simmons Way, Altham, Lancashire BB5 5WW

Ignite training solutions

Ignite Training Solutions Ltd is a CPD-accredited training provider. Registered in England, Company No. 12512472 · VAT No. 499850713. Course content reflects legislation and guidance current at September 2026 and is reviewed whenever guidance changes.