



# THE SHELTERED HOUSING NETWORK

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The Sheltered Housing Network  
is part of The SHN Partnership

## **The National Certificate of Professional Practice in Housing Related Support**

### **Social Alarm Providers & Telecare/Lifeline Services Pathway**

### **Course Information Pack**

This information pack relates to students wishing to study via traditional Distance Learning. Please contact SHN if you would like an information pack that relates to studying the course via E-Learning or by attending a regional study centre.



**Vocational & Inter-Personal Training – Consultancy Services  
Quality Standards Analysis – Housing Management**



## **The National Certificate of Professional Practice in Housing Related Support – Social Alarm Providers & Telecare/Lifeline Services Pathway**

This course is designed to develop the skills and knowledge of Control Centre Operators and staff who work telecare and community lifeline services that are linked to Sheltered or Supported Housing.

The course covers a range of subjects and topics that are linked to service provision in telecare, social alarm provision and lifeline services. The curriculum is designed to enhance the skills that are needed by control centre staff and community lifeline staff who provide front line customer care and support services to clients. The course also provides an opportunity to learn more about the wider issues, and explore how external factors such as the TSA Code of Practice plus recent legislation and policies influence and impact on the way that services are delivered.

The course is approximately ten months in duration. To complete the course successfully, students need to have received a Pass grade on all assessed work by the course completion date. Provision is made for extensions to be granted (up to a maximum of three months from the end of the course) in the event of sickness or personal circumstances that cause difficulties with studies. Students unable to complete the course within this time may be able to defer to the following year (dependent upon the circumstances). A fee of £150 will be payable should students wish to receive tutorial support after the course completion date.

### **How is the Course Delivered?**

The course is delivered via distance learning enabling you to conduct your studies at a time that best suits you. Students are allocated a personal tutor who will provide tutorial support by phone and / or e-mail. There are six modules of study, each covering specific areas of practice or subjects related to telecare, control centre functions and community lifeline services. Students follow a flexible learning programme set out in written study materials with learning activities to assist them to prepare for their assessed submissions.

Details of your personal tutor, plus the dates of the study schedule will be sent to you with your course materials. This will be sent to the address given on your application form.

The course is also run via an e-learning programme and at regional study centres with the aim of providing greater flexibility and choice for students to decide on their preferred study method. If you feel that you would prefer to study via either of these study methods please contact SHN for a relevant information pack

### **What will I need to do to gain my Certificate in Professional Practice?**

Students ability is tested through a process of continual assessment. This removes the necessity for students to sit any formal examination. Instead, the student submits a piece of work for each module of study which is assessed and marked. To successfully complete this course you are required to complete six pieces of assessed work and also reflect on your learning after each module of study and how you will apply this to your own practice within the workplace.

### **The six pieces of assessed work are linked to the following modules**

- Module 1: The Role of Telecare / Community Lifeline Services / Social Alarm Provision and Control Centre Services
- Module 2: Providing Effective Support to Service Users
- Module 3: The use of Telecare and Technology in promoting independence
- Module 4: Maintaining Safe Working Practices
- Module 5: Working in Partnership with Others
- Module 6: Promoting Quality Services in the Workplace

## **Produce a Reflective Practice Log**

The reflective practice consists of completing a reflective practice portfolio and six short 'action plan' reports. The sections within the portfolio and each of the action plan reports are directly linked to the specific modules of study and will assist you to:

- Evaluate your own skills and knowledge in this area
- Consider how to develop your skills and knowledge further
- Provide evidence of your own achievements and competency
- Identify how you will put what you have learnt into practice

## **Student Support**

As well as support provided by your tutor at each study block, the following is available:

- A telephone tutorial between each study block
- An e-mail and telephone support help line
- Student e-Bulletin Board enabling contact with fellow students nationwide
- Mentoring support during each module
- Confirmation of your grade of assignments within 10 working days of the submission date either by e-mail, text messaging or by post (whichever is your preference), provided work is received on time.

## **Course Fees**

Platinum member -	£840.00
Gold member -	£892.50
Silver member -	£945.00
Non members -	£1,050.00

Inclusive of all registration fees for national accreditation and award of certificate.  
\* Please note that fees may be subject to increase for reasons beyond our control

## **Details of instalment payments**

Individuals who are paying for the course themselves can pay in instalments.

- Initial Payment with application of £325.00 + VAT
- Five equal monthly payments to cover remainder (starting one month after course commencement)

***If you are self-funding and have difficulties in meeting the course fees, you are invited to contact SHN to discuss ways that we can support you. SHN run a bursary scheme and you may be eligible for this.***

## **Refunds policy**

1. If the student and/or sponsoring organisation\* cancel this enrolment giving a minimum of 45 days notice prior to the commencement date of the course, a full refund shall be given including registration fees
2. If the student and/or sponsoring organisation\* cancel this enrolment giving a minimum of 30 days notice prior to the commencement date of the course, a full refund shall be given excluding registration fees
3. If the student and/or sponsoring organisation\* cancel this enrolment giving less than 30 days notice prior to the commencement date of the course, no refund shall be given

\* relates to person or organisation who is responsible for payment of course fees  
All withdrawals from the course must be made in writing.

# The National Certificate of Professional Practice in Housing Related Support

## – Social Alarm Providers and Telecare/Lifeline Services Pathway

### COURSE CONTENT

Name of Module	Unit 1	Unit 2	Unit 3	Unit 4
<b>INDUCTION</b>	Introduction to Course Content and Requirements	Study Skills	Report Writing	
<b>1. The Role of Social Alarm Providers - Control Centre Services / Telecare &amp; Community Lifeline Services</b>	The Changing Role of Social Alarm Providers - Control Centre Services / Telecare & Community Lifeline Services	Recent Legislation and Policy that has influenced Social Alarm Provision - Control Centre Services / Telecare & Community Lifeline Services	What the future holds – Assessing the impact of recent change and influences on the service and how this may shape future service delivery.	The Role of Social Alarm Provision - Control Centre Operators / Telecare & Community Lifeline Support Staff
<b>2. Providing Effective Support to Clients</b>	Principles of Providing Support	Assessing the Support Needs of Clients and Arranging / Providing Appropriate Support	Effective recording of information in relation to documenting action taken when supporting clients	Protecting Vulnerable Adults from Abuse
<b>3. Promoting Independence - The use of Telecare and Technology</b>	Identifying effective telecare and technology that can support an individual to retain their independence	Recognising and Promoting Equality and Diversity	Models of Support	Using Self-Awareness when supporting clients to be independent
<b>4. Maintaining Safe Working Practices</b>	Health and Safety Practices in Social Alarm Centre Services / Community Lifeline Services	Safe Practices for Lone Working	Assessing Risks in relation to provision of service	Managing Challenging Behaviour
<b>5. Working in Partnership with Others</b>	Team Skills	Communicating Effectively with Clients and Colleagues	Communicating Effectively to the Wider Team	Participating in meetings and providing constructive feedback to peers, management and other agencies
<b>6. Promoting Quality Services in the Workplace</b>	The Community and its Resources	Standards of Service – Creating a Person Centred Service	Customer Care	Codes of Practice and External Accreditation systems
<b>Course Completion</b>	Continuing Professional Development Meeting (CPD)	Personal Development Action Planning	Course Evaluation	Presentation of Certificate