

# Training Programme

August - December 2015

Free training for care workers, volunteers and unpaid carers



## **Borders Care Learning Network**

Borders Voluntary Care Voice  
Roxburgh House Court  
Roxburgh Street  
Galashiels TD1 1NY

Telephone: 01896 757290

Email: [training@borderscarevoice.org.uk](mailto:training@borderscarevoice.org.uk)

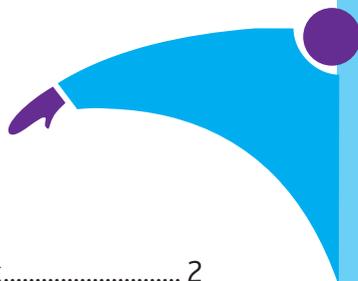
[www.borderscarevoice.org.uk](http://www.borderscarevoice.org.uk)

---

Borders Care Learning Network is part of Borders Voluntary Care Voice - a Scottish Charitable Incorporated Organisation (SCIO): SC043731

**Please contact us if you would like to receive this booklet in an alternative format.**

# Contents



|   |    |
|---|----|
| ■ About Borders Care Learning Network.....  | 2  |
| ■ About Borders Voluntary Care Voice.....   | 3  |
| ■ Dementia training .....   | 4  |
| ■ SVQ in Social Services and Healthcare Level 2:<br>Knowledge and understanding courses ..... | 6  |
| ■ Learning disabilities .....   | 8  |
| ■ General training for care .....   | 9  |
| ■ Mental health and wellbeing.....  | 12 |
| ■ Scotland's Mental Health First Aid .....  | 13 |
| ■ Survivors Unite .....   | 15 |
| ■ The Right to Health .....   | 16 |
| ■ Scottish Accessible Information Forum (SAIF)<br>Getting your message across .....           | 18 |
| ■ Networking: Training information exchange .....   | 19 |
| ■ Conditions of booking.....  | 20 |
| Booking form.....   | 21 |

# About Borders Care Learning Network (BCLN)



Borders Care Learning Network is the training arm of Borders Voluntary Care Voice. BCLN aims to:

- support training and development needs in partnership across health and social care
- commission training that is tailored and responsive to evolving priorities
- provide free, inclusive training for those working and volunteering in health and social care, and for unpaid carers
- arrange locality network meetings for anyone interested in the care sector
- conduct a training audit regularly to help to plan training and to support organisations in sharing resources.

Courses and workshops are provided by experienced in-house staff or freelance trainers in the statutory and third sectors.

We will be organising other special and one-off training events, in addition to the courses listed in this publication. We are also happy to discuss your own training needs.

For further information, or to be added to our database for regular training updates, contact Meg or Ellen on **01896 757290**, email **[training@borderscarevoice.org.uk](mailto:training@borderscarevoice.org.uk)**, or visit **[www.borderscarevoice.org.uk](http://www.borderscarevoice.org.uk)**

# About Borders Voluntary Care Voice



Borders Care Learning Network is the training project of Borders Voluntary Care Voice (BVCV). BVCV aims to promote good practice in the planning and provision of health and social care services. It supports the development of local partnerships between users, carers, third sector organisations, Scottish Borders Council, NHS Borders and other relevant organisations.

BVCV runs several working / user groups that meet throughout the year:

- User Carer Working Group
- Mental Health and Wellbeing Forum
- Carers Planning Group
- Parent Carers Working Group
- Borders Advocacy, Advice and Support Forum.

Membership of BVCV is open to any organisation with links to health and social care, to service users and carers. Benefits of membership:

- It is free and ongoing
- It helps our sector to speak with a common voice
- Access to the latest information, news and events relevant to the sector
- The opportunity to contribute to the planning and delivery of health and social care
- The chance to influence campaigns.

To find out more about the groups, or for information about becoming a member, please phone our office on **01896 757290** or email **[admin@borderscarevoice.org.uk](mailto:admin@borderscarevoice.org.uk)**

# Dementia training



## “Promoting Excellence” Framework

NHS Education for Scotland and the Scottish Social Services Council developed “Promoting Excellence” – a framework for all health and social care staff who work with people with dementia, their families and carers. It has been designed across four levels. We will be running the training for the informed practitioner level and the skilled practitioner level.

**Informed Practice Level – 3 hours:** This workshop will give you a basic awareness of dementia and how it affects individuals. Discussion and professional reflection will be part of the course.

This training provides the baseline knowledge and skills required by all workers in health and social care settings including working in a person’s home. It will cover:

- common signs and symptoms of dementia
- individual needs of the person with dementia
- awareness of the relevant legislation.

| Date                   | Time             | Venue      |
|------------------------|------------------|------------|
| Wednesday 26th August  | 9.30am – 12.30pm | Galashiels |
| Wednesday 26th August  | 1pm – 4pm        | Galashiels |
| Thursday 27th August   | 1pm – 4pm        | Hawick     |
| Monday 28th September  | 1pm – 4pm        | Eyemouth   |
| Tuesday 29th September | 9.30am – 12.30pm | Galashiels |
| Tuesday 29th September | 1pm – 4pm        | Galashiels |
| Monday 26th October    | 9.30am – 12.30pm | Galashiels |
| Monday 26th October    | 1pm – 4pm        | Galashiels |
| Tuesday 27th October   | 9.30am – 12.30pm | Peebles    |

| Date                    | Time             | Venue      |
|-------------------------|------------------|------------|
| Tuesday 24th November   | 9.30am – 12.30pm | Galashiels |
| Tuesday 24th November   | 1pm – 4pm        | Galashiels |
| Wednesday 25th November | 9.30am – 12.30pm | Duns       |

**Skilled Practice Level - 2 days:** Attendees will need to have attended the **Dementia – Informed Practice** course to be eligible for this course. This two-day course re-visits the themes from the **Informed Practice** training and will develop and deepen your knowledge and understanding of dementia. Personal reflection and discussion will be an important element of the training.

This training is for people who work directly with people with dementia, their families and carers. It will help you to develop your understanding about dementia and to think differently about the people with dementia you may work with, whether they are living at home, in a care ward, attending a day centre or in a hospital ward.

- Module 1: Understanding dementia
- Module 2: Promoting person and family centred care and community connections
- Module 3: Promoting health and wellbeing
- Module 4: Meeting the needs of the person with dementia who is distressed
- Module 5: Supporting and protecting people’s rights.

| Date                                     | Time            | Venue      |
|--|-----------------|------------|
| Wednesday 28th and Thursday 29th October | 9.30am – 4.30pm | Galashiels |
| Thursday 26th and Friday 27th November   | 9.30am – 4.30pm | Galashiels |

This training is delivered in partnership with Scottish Borders Council and NHS Borders.

Those completing the courses will receive a certificate, and will be registered as having completed training to the relevant framework levels.

# SVQ in Social Services and Healthcare Level 2



## Knowledge and understanding

These sessions cover the knowledge and understanding for the mandatory SVQ Units below, in preparation for workplace assessment at a later date by the person's own employer or training provider linked to an SQA Assessment Centre. BCLN is providing **only** the knowledge and understanding content.

The target audience for this training is people who are support and care workers in adult services. It is a requirement by the SSSC that everyone employed in this capacity should be working towards achievement of this qualification.

Glossary: NOS - National Occupational Standards  
NVQ - National Vocational Qualifications  
SQA - Scottish Qualifications Authority  
SSSC - Scottish Social Services Council  
SVQ - Scottish Vocational Qualifications

| Date                          | Time                  | Course  | Venue      |
|-------------------------------|-----------------------|---|------------|
| Monday<br>24th<br>August      | 9.30am<br>–<br>4.30pm | <b>H5NA 04<br/>Support effective communication</b><br>Learning outcome: Understand the NVQ / NOS requirements for supporting effective communication in settings where individuals are cared for or supported.      | Galashiels |
| Thursday<br>10th<br>September | 9.30am<br>–<br>4.30pm | <b>H5NB 04<br/>Support the health and safety of yourself and individuals</b><br>Learning outcome: Understand the SVQ / NOS requirements for keeping yourself and individuals safe and secure within a work setting. | Galashiels |

| Date                          | Time                  | Course   | Venue      |
|-------------------------------|-----------------------|--|------------|
| Tuesday<br>22nd<br>September  | 9.30am<br>–<br>4.30pm | <b>H5NC 04</b><br><b>Support the safeguarding of individuals</b><br>Learning outcome: Understand the SVQ / NOS requirements for safeguarding, which must permeate all your work with individuals<br>Identify what you must do in cases of actual or potential harm or abuse.                                     | Galashiels |
| Wednesday<br>7th October      | 9.30am<br>–<br>4.30pm | <b>H5L5 04</b><br><b>Develop your own knowledge and practice</b><br>Learning outcome: Understand the requirement for developing your practice within settings where individuals are cared for or supported<br>Reflect on your skills and knowledge in the workplace and how you apply learning in the workplace. | Galashiels |
| Thursday<br>22nd<br>October   | 9.30am<br>–<br>4.30pm | <b>H5NA 04</b><br><b>Support effective communication</b><br>Learning outcome: Understand the NVQ / NOS requirements for supporting effective communication in settings where individuals are cared for or supported.   | Galashiels |
| Wednesday<br>18th<br>November | 9.30am<br>–<br>4.30pm | <b>H5NB 04</b><br><b>Support the health and safety of yourself and individuals</b><br>Learning outcome: Understand the SVQ / NOS requirements for keeping yourself and individuals safe and secure within a work setting.  | Galashiels |
| Wednesday<br>2nd<br>December  | 9.30am<br>–<br>4.30pm | <b>H5NC 04</b><br><b>Support the safeguarding of individuals</b><br>Learning outcome: Understand the SVQ / NOS requirements for safeguarding, which must permeate all your work with individuals<br>Identify what you must do in cases of actual or potential harm or abuse.                                     | Galashiels |
| Monday<br>14th<br>December    | 9.30am<br>–<br>4.30pm | <b>H5L5 04</b><br><b>Develop your own knowledge and practice</b><br>Learning outcome: Understand the requirement for developing your practice within settings where individuals are cared for or supported<br>Reflect on your skills and knowledge in the workplace and how you apply learning in the workplace. | Galashiels |

# Confidence building for people with a learning disability

|   |   |
|---|---|
| A yellow diamond-shaped sign with a black border. At the top, it says "You know what..." in a small font. Below that, in large, bold, black letters, it says "yes you CAN!" with an exclamation mark at the bottom.   | <p><b>We will talk about:</b></p> <ul style="list-style-type: none"><li>● What is confidence?</li><li>● How can I feel more confident?</li><li>● We will practise speaking up in the group.</li></ul> |
| A vertical stack of three icons. At the top is a calendar icon showing the month "NOVEMBER" and the date "4". Below that is a round analog clock with a black base showing the time "9:30". At the bottom is another round analog clock with a black base showing the time "12:30". | <p>The training will be held in Galashiels on Wednesday 4th November.</p> <p>It will start at 9.30 in the morning.</p> <p>We finish at 12.30 in the afternoon.</p>                                    |
| A photograph of a man with short dark hair, wearing a dark blue sweater over a white collared shirt. He is sitting at a light-colored desk, looking down at a laptop while holding a mobile phone to his ear with his left hand.  | <p>Please let us know if you would like to come. You can phone 01896 757290 Or email <a href="mailto:training@borderscarevoice.org.uk">training@borderscarevoice.org.uk</a></p>                       |

# General training for care

**Eligibility:** Open to anyone working or volunteering in the care sector (in statutory, third sector and independent organisations) and unpaid carers.

| Date                          | Time                   | Course   | Venue      |
|-------------------------------|------------------------|--|------------|
| Monday<br>17th<br>August      | 9am –<br>4pm           | <b>Moving and Handling</b> <ul style="list-style-type: none"> <li>● Identify the principles of safe moving and handling</li> <li>● Identify unsafe techniques</li> <li>● Safe techniques relevant to your work setting</li> <li>● Legal and safe back care guidance</li> <li>● Safe usage of moving and handling equipment.</li> </ul> | Galashiels |
| Wednesday<br>19th<br>August   | 9am –<br>5pm           | <b>Health and Safety in the Workplace</b><br>Some of the key objectives: <ul style="list-style-type: none"> <li>● Health and safety laws and regulations</li> <li>● Risk assessment</li> <li>● Workplace hazards</li> <li>● Actions to be taken following an accident</li> <li>● Emergencies and first aid.</li> </ul>                 | Galashiels |
| Thursday<br>20th<br>August    | 9.30am<br>–<br>12.30pm | <b>Develop and Lead Your Team</b> <ul style="list-style-type: none"> <li>● Introduction to team building</li> <li>● How best to support, motivate and lead your team.</li> </ul>   | Galashiels |
| Wednesday<br>2nd<br>September | 9.30am<br>–<br>12.30pm | <b>Equality Impact Assessment</b> <ul style="list-style-type: none"> <li>● What is equality impact assessment?</li> <li>● What are public bodies' responsibilities when it comes to equality impact assessment?</li> <li>● How can an individual / stakeholder group become involved in the process?</li> </ul>                        | Galashiels |
| Monday<br>7th<br>September    | 1pm –<br>4pm           | <b>Infection Control</b> <ul style="list-style-type: none"> <li>● The general principles of infection control</li> <li>● How to achieve effective hand hygiene</li> <li>● The use of personal protective equipment</li> <li>● Dealing with spillages and bodily fluids.</li> </ul>   | Galashiels |

(contd.)

| Date                           | Time                   | Course   | Venue      |
|--------------------------------|------------------------|--|------------|
| Wednesday<br>9th<br>September  | 9.30am<br>–<br>5pm     | <b>Autism Awareness</b> <ul style="list-style-type: none"> <li>● What is meant by the term autism</li> <li>● Understand how having autism affects the lives of people we support</li> <li>● Exploring ways to support people who have autism.</li> </ul>   | Galashiels |
| Monday<br>14th<br>September    | 9am –<br>5pm           | <b>Emergency First Aid at Work</b> <ul style="list-style-type: none"> <li>● Health and safety (first aid regulation)</li> <li>● The priorities of first aid</li> <li>● Treatment of an unconscious casualty</li> <li>● Resuscitation</li> <li>● Common workplace injuries.</li> </ul>  | Galashiels |
| Wednesday<br>16th<br>September | 9.30am<br>–<br>4.30pm  | <b>Person Centred Planning</b> <ul style="list-style-type: none"> <li>● Person centred approaches and individualised service delivery</li> <li>● Building the right relationship between service user and service provider</li> <li>● Awareness of key areas and skills</li> <li>● Strategies and guidance to help keep the service user at the centre of the planning process.</li> </ul>                   | Galashiels |
| Wednesday<br>23rd<br>September | 9.30am<br>–<br>12.30pm | <b>Introduction to Food Hygiene</b> <ul style="list-style-type: none"> <li>● Handling food</li> <li>● Storing food</li> <li>● Basic food hygiene.</li> </ul>   | Galashiels |
| Tuesday<br>20th<br>October     | 9.30am<br>–<br>3.30pm  | <b>Palliative Care</b> <ul style="list-style-type: none"> <li>● The definition and principles of palliative care and how they apply to your role</li> <li>● The impact of pain and other common symptoms on patients and families</li> <li>● The impact of loss, grief and bereavement on patients, families and care providers</li> <li>● How communication influences palliative care patients.</li> </ul> | Galashiels |
| Monday<br>2nd<br>November      | 9am –<br>4pm           | <b>Moving and Handling</b> <ul style="list-style-type: none"> <li>● Identify the principles of safe moving and handling</li> <li>● Identify unsafe techniques</li> <li>● Safe techniques relevant to your work setting</li> <li>● Legal and safe back care guidance</li> <li>● Safe usage of moving and handling equipment.</li> </ul>   | Galashiels |

| Date                          | Time                   | Course  | Venue      |
|-------------------------------|------------------------|---|------------|
| Tuesday<br>3rd<br>November    | 9am –<br>5pm           | <b>Emergency First Aid at Work</b> <ul style="list-style-type: none"> <li>● Health and safety (first aid regulation)</li> <li>● The priorities of first aid</li> <li>● Treatment of an unconscious casualty</li> <li>● Resuscitation</li> <li>● Common workplace injuries.</li> </ul>   | Galashiels |
| Tuesday<br>10th<br>November   | 9.30am<br>–<br>12.30pm | <b>Introduction to Food Hygiene</b> <ul style="list-style-type: none"> <li>● Handling food</li> <li>● Storing food</li> <li>● Basic food hygiene.</li> </ul>  | Galashiels |
| Wednesday<br>25th<br>November | 9.30am<br>–<br>4.30pm  | <b>Challenging Behaviour</b> <ul style="list-style-type: none"> <li>● Causes of challenging behaviour</li> <li>● Management and preventative measures</li> <li>● What helps / does not help</li> <li>● Strategies to help you and the service user grow together.</li> </ul>  | Galashiels |
| Tuesday<br>1st<br>December    | 9am –<br>5pm           | <b>Emergency First Aid at Work</b> <ul style="list-style-type: none"> <li>● Health and safety (first aid regulation)</li> <li>● The priorities of first aid</li> <li>● Treatment of an unconscious casualty</li> <li>● Resuscitation</li> <li>● Common workplace injuries.</li> </ul>   | Galashiels |
| Wednesday<br>9th<br>December  | 9.30am<br>–<br>4.30pm  | <b>Managing Relationships at Work</b><br>Why is it we find some people difficult to work with?<br>These can be colleagues we see every day, or other professionals we see regularly.<br>We will explore this often ignored area of working relationships and identify ways you might improve them. <ul style="list-style-type: none"> <li>● Explore models of personality</li> <li>● Recognise why we find some people “difficult”</li> <li>● Identify skills for working with others</li> <li>● Reflect and learn from personal experience.</li> </ul> | Galashiels |

# Mental health and wellbeing

| Date                         | Time                | Course  | Venue      |
|------------------------------|---------------------|---|------------|
| Monday<br>21st<br>September  | 9.30am –<br>4.30pm  | <b>Working with Distress</b> <ul style="list-style-type: none"> <li>● Understanding the triggers for distressed behaviour</li> <li>● Approaches to distressed behaviour</li> <li>● Best practice for responding to distressed behaviour.</li> </ul>   | Galashiels |
| Monday<br>5th October        | 9.30am –<br>12.30pm | <b>Bereavement Awareness</b> <ul style="list-style-type: none"> <li>● Models of bereavement</li> <li>● The impact of bereavement.</li> </ul>  | Galashiels |
| Thursday<br>8th October      | 9.30am –<br>12.30pm | <b>Introduction to Mindfulness</b> <ul style="list-style-type: none"> <li>● Become more aware of what is happening in the present moment</li> <li>● Learn the key technique for developing this awareness</li> <li>● How being more mindful can help how we think, feel and act.</li> </ul>                         | Melrose    |
| Thursday<br>8th October      | 9.30am –<br>4.30pm  | <b>Understanding and Managing Stress</b> <ul style="list-style-type: none"> <li>● Understand stress</li> <li>● Recognise your own stressors</li> <li>● Developing coping strategies.</li> </ul>   | Galashiels |
| Tuesday<br>17th<br>November  | 9.30am –<br>12.30pm | <b>Confidence Building for Volunteers</b> <ul style="list-style-type: none"> <li>● Understanding confidentiality</li> <li>● Understanding your own boundaries</li> <li>● Communication and team work.</li> </ul>  | Galashiels |
| Thursday<br>10th<br>December | 9.30am –<br>12.30pm | <b>Introduction to Mindfulness</b> <ul style="list-style-type: none"> <li>● Become more aware of what is happening in the present moment</li> <li>● Learn the key technique for developing this awareness</li> <li>● How being more mindful can help how we think, feel and act.</li> </ul>                         | Galashiels |
| Thursday<br>10th<br>December | 9.30am –<br>5pm     | <b>Mental Health Improvement</b> <ul style="list-style-type: none"> <li>● Increase your understanding of mental health improvement</li> <li>● Explore concepts of how it can be promoted</li> <li>● Consider individual roles and responsibilities</li> <li>● Develop skills in evaluating and planning.</li> </ul> | Galashiels |

# Scotland's Mental Health First Aid (SMHFA)

## What is Mental Health First Aid?

Mental Health First Aid is the help given to someone experiencing a mental health problem, before professional help is obtained. It also helps first aiders to assist those with mental health problems and mental illness, to enable them to get help and to help themselves and to support them in recovery.

## What will I learn on the course?

- How to apply the five steps of SMHFA
- How to respond if you believe someone is at risk of suicide
- How to give immediate help until professional help is available
- What to say and do in a crisis
- The importance of good listening skills
- Practice listening and responding
- Understanding recovery from mental health problems
- Understanding the connection between mental health problems and alcohol and drugs
- Understanding the connection between mental health problems and discrimination
- Some basic information about common mental health problems
- Self help information.

## The aims of SMHFA are to:

- Preserve life
- Provide help to prevent the mental health problem or crisis developing into a more serious state
- Promote the recovery of good mental health
- Provide comfort to a person experiencing distress
- Promote understanding of mental health issues.

## This 2-day course will be held on following dates:

| Date                                 | Time         | Venue      |
|--------------------------------------|--------------|------------|
| Monday 19th and Tuesday 20th October | 9.30am – 5pm | Duns       |
| Monday 7th and Tuesday 8th December  | 9.30am – 5pm | Galashiels |

Notes

# Survivors Unite Workshop

**Survivors Unite** is a peer support group of female and male survivors of childhood sexual abuse (CSA). It is facilitated by Children 1st and funded by Survivor Scotland.

It offers a safe, confidential space and provides mutual support from people who have experienced childhood sexual abuse.

Survivors Unite meets every second Thursday evening in Galashiels and every second Friday morning in Selkirk.

It is open to men and women aged 16 and over.

For more information about these meetings, please call 07921 058675, or email [ettrick@children1st.org.uk](mailto:ettrick@children1st.org.uk)

Survivors Unite aims to raise awareness and let people know that support is available.

We are running a workshop on Friday 16th October from 9.30am – 12.30pm in Galashiels (venue to be confirmed). It is open to anyone who has experienced abuse, who knows someone who has suffered through it, and those working with children and young people.

## **The workshop will cover:**

- Needs of survivors
- Parents' experiences
- What to look out for
- The need to talk about the trauma of childhood sexual abuse.

To book your place on this workshop, please fill in the booking form at the back of this booklet, or get in touch with BCLN.

# The Right to Health: Tackling Inequalities



## What are Health Inequalities?

Health Inequalities are the unfair and avoidable differences in people's health that exist between the most affluent and least affluent communities and groups in Scotland. These differences are a direct result of poverty and inequality and they have a major impact on health and life expectancy.

NHS Borders Joint Health Improvement Team has released its 2015-2016 training programme. It provides up-to-date information about what works to reduce inequalities and supports staff to plan for action to enable others to take action to improve their health and wellbeing.

## Health Literacy

**Tuesday 1st September from 9.30am – 11.30am in Galashiels**

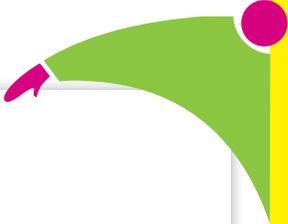
This course aims to increase your understanding of health literacy, who is most likely to be affected, and its impact on health and wellbeing. It will also explore tools and resources available to support individuals with their health literacy.

## The Right to Health

**Monday 19th October from 9.30am – 12.30pm in Galashiels**

Tackling Inequalities: this course will provide an understanding of health inequalities, their causes and their impact on the Scottish Borders population.

By the end of the course you will be equipped to create an action plan to tackle health inequalities using the Health Scotland framework of "Undo. Prevent. Mitigate."



Notes

# Scottish Accessible Information Forum (SAIF)



## Getting your message across

Telling people about your group or organisation is vital to its success. Users and potential users need to have accurate and understandable information about what you do and the services you offer.

This applies to everyone, but especially to people who, for various reasons, find it difficult to understand written or spoken information. For example, they might have a learning disability, be visually impaired, have learned English as a second language, or have a hearing impairment.

SAIF advises groups and organisations on how to make their information and their services as accessible as possible to everyone, including those with specific information needs.

## On Wednesday 21st October from 1pm – 4pm

SAIF will run a short course in Galashiels (venue to be confirmed) to raise awareness about:

- Why it is important to make information accessible
- Choosing the right words to get your message across
- Choosing accessible print size, fonts and layout
- Embedding accessibility into your service.

To book your place(s), just fill in the form in the back of this booklet, or contact BCLN.



# Networking: Training information exchange

BCLN holds regular networking events around the Borders.  
They offer an opportunity to:

- make new connections with other organisations that specialise in care
- share resources
- find out more about training opportunities.

We invite guest speakers to give updates on initiatives in the care sector.  
There is also time for attendees to discuss their own organisation's concerns and developments.

The main topic of our meeting on **1st October** will be e-learning.

The meeting will take place from **10am-1pm in Galashiels** (venue to be confirmed).

Tea, coffee and lunch will be provided.

Please book in advance by calling **01896 757290** or  
e-mail **[training@borderscarevoice.org.uk](mailto:training@borderscarevoice.org.uk)**





## PLEASE READ BEFORE COMPLETING FORM OPPOSITE

### CONDITIONS OF BOOKING:

- No lunch is provided on all-day training, please bring your own.
- Borders Care Learning Network reserves the right to alter the contents or delivery of a course.
- Borders Care Learning Network reserves the right to cancel any advertised courses.
- Borders Care Learning Network cannot guarantee full accessibility, or the use of special equipment, unless notified of requirements when booking. In some cases it may be your employer's responsibility to meet your access requirements.
- In some cases, places may be limited to two per organisation.
- People who book on training and do not attend will be charged £25 for half day and £50 for full day sessions, unless Borders Care Learning Network has been given at least seven days' notice.

## BOOKING FORM

| Course Title | Course Date |
|--------------|-------------|
|              |             |
|              |             |
|              |             |
|              |             |

### YOUR DETAILS

|                                    |  |
|------------------------------------|--|
| Contact Name                       |  |
| Company<br><i>(if appropriate)</i> |  |
| Address:                           |  |
|                                    |  |
| Town:                              |  |
| Postcode:                          |  |
| Tel No.:                           |  |
| E-mail:                            |  |

Please let us know if you have any access or information requirements:

.....

|                              |
|------------------------------|
| Signature: _____ Date: _____ |
|------------------------------|

Is there any other training you would like to find out more about, or would like us to develop? *(use overleaf if required)* \_\_\_\_\_

*If you would like to book a place on more courses, please call or e-mail us and we will send you more booking forms.*

Please return this completed form before the course begins to:

Freepost RSYS-ELYZ-CUAG Borders Care Voice,  
Roxburgh House Court, Roxburgh Street, Galashiels TD1 1NY

Call 01896 757290 or e-mail [training@borderscarevoice.org.uk](mailto:training@borderscarevoice.org.uk)





Borders Care Learning Network  
Borders Voluntary Care Voice  
Roxburgh House Court, Roxburgh Street  
Galashiels TD1 1NY

Phone: 01896 757290

Email: [training@borderscarevoice.org.uk](mailto:training@borderscarevoice.org.uk) [www.borderscarevoice.org.uk](http://www.borderscarevoice.org.uk)

Borders Care Learning Network is part of Borders Voluntary Care Voice – a Scottish  
Charitable Incorporated Organisation (SCIO): SC043731