



Training courses



“The course has helped me to see what symptoms might be related to trauma, how trauma can manifest itself and how I can apply this to my role in terms of where I signpost for support and support offered.”

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About our training

For more than two decades, Shaw Trust has been providing accredited Continuous Professional Development (CPD) courses delivered by expert trainers who have skills, knowledge and experience in their chosen field. As a founding member of the Trusted Assessor framework, Shaw Trust is a leading industry expert in training professionals. We offer a range of accredited courses via OCN and CPD.

Our courses are designed to facilitate the delivery of quality, person-centred care within the framework of best practices. Specialising in practical, hands-on training scenarios that incorporate a broad range of equipment to support personalised, independent living. We have provided training to a wide range of organisations from health practitioners to local authorities to retailers. Our training offer is suitable for all types of organisations and their employees.

Delivered online, face-to-face or as a blended approach to best suit your needs.

Bespoke offer

We can design and deliver bespoke training based on your organisational needs and requirements. Please contact us to discuss your requirements.

Reflective practice

Alongside our training courses we also offer commercial reflective practice to organisations. This is delivered by our team of highly skilled clinical practitioners and supports attendees in using reflection to capture new knowledge after a project, situation or task. Reflective practice allows staff to continuously learn and improve and build reflection into workflow. Through training in reflective practice, it allows development in practice, understanding self, how to adapt and finally to be more aware of personal wellbeing. Prices and further information are available upon request.





“Great course. It has given me a lot more knowledge that I didn’t know previously.”

Training: All prices include VAT

Trusted Assessor level 1: Advising and referring for independence at home to be more aware of personal wellbeing.

A knowledge based CPD accredited course which is suitable for anyone working in environments who may be asked about or support with disability equipment. This course is suitable for those starting out in Health and Social Care or beginning their Trusted Assessor career path.

The course covers:

- Understanding conditions and the impact on the ability to function.
- Understanding different roles within Health and Social Care.
- Understanding referral pathways for equipment and adaptations.
- Knowing the range of disability equipment available and their purpose.
- Knowing how to provide a quality customer experience.
- Understanding the role of the Trusted Advisor.

Total course cost: £2520 (maximum 16 per course).

Duration: One day.

Delivery method: Online or face-to-face.

Trusted Assessor level 2: Trusted Installer

OCN level accredited course which is ideal for staff needing to adjust, fit and demonstrate equipment or minor adaptations that have been issued, or review and adjust equipment already being used.

The course covers:

- Understanding how daily living equipment can assist people with functional difficulties to live independently.
- Understanding safety and risk factors with the prescription of basic equipment.
- How to measure for basic daily living equipment.
- Understanding how to review and adjust equipment and demonstrate the use of basic equipment.
- Understanding when to refer service users to other services.
- Understanding the role of the trusted assessor at level two.

Total course cost: £4320 (maximum 12 per course).

Duration: One day.

Delivery method: Online or face-to-face.

Trusted Assessor level 3: Assessing for minor adaptations

An OCN accredited course that once complete gives the learner the ability to assess customers for basic equipment and adaptation needs.

The course covers:

- Assessing client needs and demonstrating use of basic equipment to enable independent living.
- Knowledge of equipment and techniques available to assist with purposeful occupation.
- Safety and reducing risk factors with the prescription and use of equipment.
- Prescribing, measuring for, and fitting equipment.
- Knowing when and how to refer service users onto another service.
- The importance of reviewing and promoting best practice.

Total course cost: Online £390pp, Blended £5040 (maximum 12 per course).

Duration: Three months to complete, which includes 10 hours of e-learning and then either a six-hour face to face session, or four-hour webinar session followed by a module workbook which must be completed within three weeks of the teaching session.

Delivery method: Online or blended.

The blended learning course requires learners to complete e-learning, and attend a single trainer led face-to-face practical day.

The virtual course comprises of the same content as the blended option, but the face-to-face day is replaced by a trainer-led online webinar.

Trusted Assessor level 4: Assessing and adapting the home

The level four course which is also OCN accredited enables the Trusted Assessor to identify a need for major adaptations, assess, measure for, and prescribe major adaptations and apply for Disabled Facilities Grant (DFG) funding for the adaptations.

The course covers:

- The purpose of the DFG – benefits and limitations.
- How to complete a robust risk assessment for various environments/factors.
- Identifying and justifying the need for daily living equipment and adaptations.
- Understanding environmental factors that impact on installing adaptations.
- Measuring for major adaptations.
- When to refer clients back to Occupational Therapy services.

Total course cost: £474 pp, £5400 (maximum 12 per course).

Duration: Three months.

Delivery method: Blended (one e-learning day, one face-to-face trainer led practical day). Learners are required to complete a written assignment before receiving accreditation.

Trusted Assessor: Assessing for telecare solutions

This course is OCN accredited and is for those who wish to expand their knowledge into telecare or those who are currently assessing people for telecare equipment and require a relevant qualification.

The course covers:

- Understanding how to mitigate risk through assessment.
- The ethical implications, policy and legislation of telecare.
- The correct way to monitor and manage telecare equipment.
- Implications of the shift from analogue to digital systems.
- Strengths, weaknesses and benefits to the customer.
- Occupational Therapist assessment referral requirements.

Total course cost: £198pp.

Duration: 25 guided learning hours.

Delivery method: Self-directed e-learning, with completed module workbook marked and assessed before certification.

Trusted Assessor refresher

Reinforce the theoretical principles of assessment with this recap on the trusted assessor assessment model and how to apply it in practice.

The course covers:

- A recap of the legislation and measuring techniques.
- Information gathering.
- Balancing safety, independence and risk.
- Risk perception.
- Equipment including bed and toilet raisers, perching stools, rails for stairs, external rails etc.

Total course cost: £96 pp.

Duration: Learners have up to six months to complete.

Delivery method: Self-directed e-learning or Face-to-Face at a cost of £1440 over 5 hours.



People handling

We deliver practical moving and handling courses that are CPD accredited. This includes demonstrating the use of equipment you use within your service whilst providing underpinning knowledge.

The course covers:

- Knowing how legislation relating to moving and handling applies to job roles.
- The principals of safe handling.
- How to risk assess for moving and handling.
- Demonstrate the correct movement of an inanimate object, the correct way to assist with moving and the correct way to use equipment.

Total course cost: £1920 (maximum 12 per course).

Duration: One day.

Delivery method: Face-to-face.

People handling refresher

This course is designed for professionals that need to refresh their skills. This includes any staff member who supports others with their mobility needs in a Health and Social Care.

The course covers:

- Legislation relating to moving and handling.
- The principals of safe handling.
- How to risk assess for moving and handling.
- The correct movement of an inanimate object.
- The correct way to assist an individual with moving.
- The correct use of a range of equipment.

Total course cost: £1440 (maximum 12 per course).

Duration: One day.

Delivery method: Face-to-face.



All Wales manual handling passport

Originally developed in 2003 by Health and Safety professionals to ensure high standards and consistency of manual handling within the NHS. The scheme has now been adopted as the standard for manual handling in Wales. It enables carers to transfer their skills in moving and handling from one organisation to another. The practical moving and handling courses can be delivered either over one day or two and organisations can choose which option they would prefer when booking. These are delivered at your venue and upon completion learners receive a certificate of attendance.

The course covers:

- Legislation.
- Risk assessment.
- The impact manual handling can have on the spine.
- Practical demonstration of correct techniques.
- The correct way to use equipment.
- How to support people with poor mental health and managing your own wellbeing when supporting others.

Note: This course is only applicable to organisations/institutions based in Wales. The practical equipment (beds and hoists) is essential to training and will need to be made available for delegate use during this course at your venue.

Total course cost: One day: £1920. Two days: £2800 (maximum 16 per course).

Duration: One or two days.

Delivery method: Face-to-face.



Trauma Informed Care

The training is relevant to many sectors and educates anyone working with children, young people and adults. This CPD accredited course improves frontline care which supports attendees in recognising and understanding the signs of someone who has experienced trauma.

The course covers:

- The characteristics and prevalence rates of trauma.
- Long-term physical and mental health impacts of trauma.
- The principles of Trauma Informed Care.
- The variety of ways to apply Trauma Informed Care in practice.

Total course cost: £165pp, £ 2640 (maximum 16 per course).

Duration: Six hours.

Delivery method: Online or face-to-face.

Neurodiversity – New for 2024

This CPD accredited course will provide extensive knowledge on neurodiversity and conditions common in neurodivergent people. It looks at the benefits of disclosing neurodiversity in the workplace and provides an overview of tools that can be used to support.

The course covers:

- Learning what neurodiversity is.
- Common neurodivergent conditions and how they can present.
- Relevant legislation.
- The benefits of disclosing neurodiverse conditions.
- Tools to support neurodiversity.

Total course cost: £165pp, £2640 (maximum 16 per course).

Duration: Five hours.

Delivery method: Online or face to face.

Mental Health First Aid to Support Young People

This CPD accredited course provides a different option for those wanting to increase their awareness around mental health in young people.

The course covers:

- The differences between mental health and mental wellbeing.
- Identifying risk factors linked to mental ill health.
- Supporting young people with poor mental health.
- Being able to manage your own wellbeing when supporting others.

Total course cost: £165pp, £2640 (maximum 16 per course).

Duration: One day.

Delivery method: Online or face-to-face.

Mental Health First Aid to Support Adults

This CPD accredited course provides a different option for those wanting to increase their awareness around mental health in adults.

The course covers:

- What mental health is and the differences between poor and ill mental health.
- The wellbeing continuum.
- How to identify risk and protective factors around mental health.
- Understanding the impact of stigma and discrimination
- Signs and symptoms of mental ill health and common mental health disorders.
- How to support people with poor mental health and managing your own wellbeing when supporting others.

Total course cost: £165 pp, £2640 (maximum 16 per course).

Duration: One day.

Delivery method: Online or face-to-face.

Mental Health Refresher

It is recommended that once trained as a Mental Health First Aid, training should be refreshed every three years.

The refresher course covers:

- Keep your awareness of Mental Health support current.
- Update your knowledge of Mental Health and what can impact on Mental Health.
- Practice applying the skills required to be a Mental Health first aider.

Total course cost: £84pp.

Duration: Four hours.

Delivery method: Online only.





“Both the content and the delivery of the course were excellent. The course dispelled myths I had regarding some aspects relating to mental health. The course provided the right balance of group work and discussion.”

Boost your confidence for young adults

This CPD accredited course has been developed specifically for young adults who may struggle with confidence. Especially when it comes to talking to people on the phone, booking appointments and attending interviews. The course empowers young adults to apply the GROW model to help break down barriers and prepares them for situations that might make them feel uncomfortable.

Total course cost: £1800 (maximum eight per course).

Duration: Four hours.

Delivery method: Face-to-face.

Resilience Training for Managers

This is designed to enable managers to support both themselves and their staff with resilience in everyday life.

The course covers:

- The meaning of resilience.
- Circumstances that can impact on resilience.
- The seven skills of resilience.
- Your personal journey and how you are.
- Better management of staff wellbeing.
- Recognising the signs and symptoms.
- Contributing to building a healthy workplace.

Total course cost: £780 (maximum 16 per course).

Duration: Four hours.

Delivery method: Online.



Resilience Training for Staff

At work, we can come up against numerous challenges, many of which can leave us feeling overwhelmed. Having a high level of resilience enables us to thrive in the face of stressful situations at work, and in life in general.

The course covers:

- An idea of what contributes to becoming resilient.
- An understanding of what practical steps you can take to build your personal resilience such as self-management tools or techniques.
- Knowledge of how to spot warning signs in yourself and others and potential resources you can access.

Total course cost: £780 (maximum 16 per course).

Duration: Four hours.

Delivery method: Online.

“Great session, very insightful and I loved that there were practical tools we had time to use in the context of our personal experience and being able to discuss them a group.”



Level 2 Award in Peer mentoring – New for 2024

The OCNLR level two award in peer mentoring has been developed for learners who will act as peer mentors, giving support to other individuals to enable them to make changes in their lives or workplace. The qualifications provide an understanding of the peer mentoring process and the key skills used in peer mentoring.

The course covers:

- Understanding Peer Mentoring.
- Peer Mentoring Skills.

Learners will attend a webinar, where an assessor will carry out a remote observation and provide feedback to two mentees. Learners will then provide reflection on their role, solidifying the learning. Finally, learners are required to complete two workbooks to confirm their knowledge and understanding.

On completion of the course, learners will receive a level two award in peer mentoring which is regulated and accredited by OCN.

Total course cost: £264 pp.

Duration: Three – Six months.

Delivery method: Online only.



Boost your confidence adults – New for 2024

Boost your confidence for adults is designed to support individuals with building confidence in situations they find difficult. It explores feelings that may be experienced and provides tools to empower those attending to overcome some of their barriers.

The course covers:

- Understanding what confidence is and what can impact upon it.
- Empowering those attending to think about the impact low confidence has.
- Tools and techniques to help improve confidence in a range of situations.

Total course cost: £2640 (maximum 16 attendees).

Duration: Five hours.

Delivery method: Online or face to face.



What our service users say about us:

“Greater understanding on role and responsibilities of being a trusted assessor.”

“The People handling training with Shaw Trust was great and the trainer was fabulous - very organised, very engaging and easy to listen to. Very knowledgeable and adequate time given to ask questions which were answered and allowed engaging discussion. Overall, a great practical session as well! Staff are very happy.”

“The resilience training helped me to recognise factors that influence my personal resilience, and I am aware of the areas that I need to improve on to help towards my wellbeing.”

“This course has opened many doors for me in my career as a Reablement Assessor. Taking part has given me confidence to support individuals that need adaptations so they can live independently in their own home, feeling safe and comfortable. I am proud that my job allows me to make a difference to their lives. The tutor was very professional, understood my frustration when stuck and guided me to find the correct answer. I appreciate it very much.”

Follow us on our social channels



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Scan the QR code to visit our website for more details on our training courses and packages and details on how to book.

If you would like to discuss bespoke training packages, then contact us directly for more information.

Email: training@shaw-trust.org.uk

Phone: 0300 123 3084

Website: shawtrust.org.uk/training

