

Programme Handbook

Title: QELCA© Train the Trainer

Course Code:

Learner support:

Support is provided through the course leaders. The members of the teaching team can also be approached for advice regarding individual subjects. Opportunities for a tutorial to discuss the assessment can be arranged on an individual basis as required,

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This handbook must be read in conjunction with St Christopher's Approved City & Guilds Centre regulations

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Programme Overview

People are living longer with complex comorbidities resulting in significant challenges for many healthcare systems around the world. Focusing education and training on the workforce who deliver the bulk of the care at end of life is often seen as one strategy to ensure that dying is managed by professionals with skill and compassion. Hospices/specialist palliative care teams are a valuable learning resource for supporting and enabling other professionals to improve patient care at end of life.

The QELCA© programme is an innovation in end of life care education. QELCA© stands for 'Quality End of Life care for All' and was originally designed by St Christopher's to effectively share best practice and contribute to the development of the generalist health and social care staff from any care setting. In partnership with Hospice UK and NHS Improving Quality (NHS IQ), QELCA© has been rolled out to teams of acute nurses from over 20 acute hospitals across England through the 'Transforming end of life care in acute hospitals' Transform Programme – see www.stchristophers.org.uk/qelca It has since been delivered to teams of community nurses, acute interdisciplinary teams, healthcare teams from prisons, paramedics, senior nurses from a large care home and a team of trainee older age psychiatrists.

Formal evaluation (Gillett & Bryan, 2016) indicates that QELCA© empowers staff from a wide range of settings to return to practice equipped to share their learning and make a real difference to patient and carer experience at end of life. Rather than the content of the QELCA© programme which is modified each time to suit the bespoke learning needs of the participating team, it is the educational approach that empowers change.

The QELCA© Programme is the intellectual property of St Christopher's and only hospice/specialist practitioners who have successfully completed the City & Guilds accredited QELCA© Train the Trainer programme will have permission to deliver it. Successful participants will be registered as QELCA© Trainers. The register will be accessible to prospective teams wanting to undertake the QELCA© Programme via St Christopher's website. To maintain registration trainers will be required to provide evidence annually that they are actively promoting and delivering the QELCA© Programme.

About City & Guilds

City & Guilds is the UK's leading provider of vocational qualifications, offering over 500 awards across a wide range of industries, and progressing from entry level to the highest levels of professional achievement. With over 8500 centres in 100 countries, City & Guilds is recognised by employers worldwide for providing qualifications that offer proof of the skills they need to get the job done.

City & Guilds Accreditation

City & Guilds Accreditation is a globally recognised benchmark of quality for in-house and bespoke training programmes. There are rigorous quality assurance requirements for organisations wishing to gain and maintain Accreditation for their training programmes. Quality assurance is vital to ensure

the validity and reliability of Accredited training programmes. In granting the use of the Accredited Programme logo, City & Guilds actively monitors the provision of Accredited training programmes and requires St Christopher's to undertake internal quality assurance and standardisation activities. St Christopher's also undertakes regular self-assessment and evaluation to ensure that the programme is meeting its objectives and is of value to the learners. St Christopher's adhered to the relevant requirements in order for accreditation to be approved for their training programmes. They must also be able to demonstrate that they continue to meet these requirements on an ongoing basis for the approval offer to remain in place.

N.B. All relevant City & Guilds quality assurance documents can either be accessed by learners directly from City & Guilds - <http://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library/policies-and-procedures/quality-assurance-documents> or are available to download from the QELCA© secure webpages.

Programme Aim and Objectives

AIM: To equip participants to effectively deliver the QELCA© Programme.

Objectives:

By the end of this programme participants will;

1. Understand the foundational principles and learning theory underpinning the QELCA© Programme and be able to utilise the approach to deliver end of life care training to teams.
2. Understand the implications of local demographics and healthcare culture on the delivery of end of life care in context and the drivers for improvement.
3. Be able to support practitioners to understand how unconscious or defensive behaviours might be detrimental to the experience of patients and those important to them.
4. Be able to facilitate teams to implement change in practice through Action Learning as individuals, teams and within their organisations to improve end of life care.

Expected Outcomes

- Evidence of delivery of effective end of life care education using the QELCA© model as designed and using the provided tools.
- Evidence of implementation of changes in practice across teams and/or organisation which have improved patient experience.

Support in Practice

It is important to us that you feel supported throughout the programme. The Programme Lead is your first point of contact for tutorial support. However, due to all administrative queries should be directed to the Course Administrator - QELCA@stchristophers.org.uk

Teaching Arrangements

The learning outcomes will be achieved through the 2-day initial face-to-face taught programme, the delivery of a QELCA© Programme (5-days taught plus 6 months Action Learning) and critical reflection on experience. The aim of the 2-day taught programme is to introduce potential QELCA© Trainers to the foundational theory underpinning QELCA©. Trainers in training will then be invited

to join an ongoing learning community whilst preparing, planning and delivering a QELCA© Programme to a team of local professionals who are involved in the care of people at end of life. We hope to encourage your participation and look forward to discussion, questions and challenges. A variety of practitioner-centred, adult learning approaches will be adopted to facilitate shared learning and professional reflection.

Guided Learning Hours

Live training

- 2 days face-to-face training

Self-directed Learning

- Delivery of a QELCA© Programme to a team of selected professionals under supervision
 - planning and preparation (a minimum of 12 hours)
 - delivery of 3 classroom days
 - coordination of 2 practice days
 - facilitation of 6 Action Learning sessions
- A minimum of 16 hours (2 days) will be spent on reflection and successful completion of the assessment of learning

Total = 12 days (minimum)

Learning Resources

QELCA©: Your guide to a successful programme – a hard copy is provided on Day 1 of the 2-day taught programme.

QELCA© Train the Trainer secure webpages: – login details will be sent to you on enrolment

Journals:

End of Life Care Journal - <http://www.stchristophers.org.uk/health-professionals/end-of-life-journal>

Web sites:

Hospice UK - <http://www.hospiceuk.org/>

Macmillan Cancer Support – Learn Zone <http://learnzone.org.uk/>

Marie Curie Palliative Care Institute - <http://www.mcpcil.org.uk/>

National Council for Palliative Care - <http://www.ncpc.org.uk/professionals>

2-Day Taught Programme

Day 1		Day 2	
10.30 – 11.00	Arrive and registration	09.00 – 09.15	Arrive and welcome
11.00 – 12.00	Welcome and introductions	09.15 - 10.15	Small group discussion reflecting on learning from Day 1
12.00 – 13.00	A Palliative Approach to End of Life Care Education (Part 1)	10.15 -11.15	Roles & Skills of the QELCA© facilitator
13.00 - 13.45	Lunch	11.15 -11.30	Break
13.45 – 14.30	A Palliative Approach to End of Life Care Education (Part 2)	11.30 -13.00	Taking learning back into practice – facilitating Action Learning
14.30 - 15.30	Experiential Learning Exercises	13.00-13.45	Lunch
15.30 – 15.45	Break	13.45-14.30	Portfolio of evidence
15.45 – 16.30	QELCA© History and Development	14.30-15.30	Now what? - Setting goals/Question & Answers.
16.30 – 17.30	Delivering QELCA©	15.30 – 16.00	Evaluation
17.30 – 18.00	City & Guilds Accreditation		
18.00	Course Dinner		

Summative assessment

Assignment 1 – Reflective Essay

3,000 word essay - This assignment will demonstrate learning from the programme, linking theoretical knowledge and teaching practice.

Title: Delivering the QELCA© Programme: A critical reflection

Guidelines: The assignment should include;

- An introduction; respecting confidentiality and ensuring anonymity for all, briefly describe the team undertaking the QELCA© Programme, the context, your clinical role and your relationship to the team. (5%)
- The rationale for providing training with reference to evidence of need for improved end of life care in this setting (10%)
- A summary of your understanding of the core principles which underpin the QELCA© programme (30%)
- A summary with critical discussion of the impact of the programme on the clinical practice of the team (30%)
- A summary with critical discussion of the challenges/potential obstacles to delivering the QELCA© and how these might be overcome (20%)
- Conclusion (5%)

Academic Requirements;

This programme is aimed at learners able to meet the requirements equivalent to level 6 or academic degree level. This assignment should reflect the ability to critically reflect using relevant and valid evidence from the literature to support arguments. It should be referenced using the Harvard referencing system (see <http://www.citethisforme.com/harvard-referencing> for guidelines) and must be clearly presented using 1.5 line spacing. If you have a query about a specific piece of work, please ask your Programme Lead.

Assignment 2 – Portfolio of evidence:

- Evidence of delivery of the QELCA© Programme. All trainers in training are required to send copies of documents used during learning activities and a summary report including a summary of actions achieved at the end of 6 months Action Learning. Details of what should be included in this portfolio will be provided on the 2-day Train the Trainer Programme.

It will either be marked a Pass or Fail

Submitting assignments:

- Assignments will be submitted electronically via email to QELCA@stchristophers.org.uk
- Assignment 1 will be submitted on the assignment template to be found on the QELCA© secure webpages

- Elements of Assignment 2 may need to be scanned and saved as pdf documents and sent in a zip file attached to an email
- If you are unable to submit your course assignments by the deadline given in this Programme Handbook please refer to the information found in the pdf document entitled 'Applying for an extension or deferment' available via the programme secure webpages or directly from the Course Administrator – QELCA@stchristophers.org.uk

Submission Date: To be confirmed

Late submissions

Application for an extension or deferment must be made no later than 5 working days after the deadline or your assignment will not be accepted for marking. The policy and application form will be available on the secure webpages.

Results and re-submissions

Results will be emailed to you by the Course Administrator no later than four weeks after the submission deadline. Feedback will include the award of a Fail, Pass, Merit or Distinction which remains provisional until ratified by the external moderator. The marking criteria by which your work is judged can be provided on request. However, please not the weighting in percentage given within the assignment guidelines. Please be aware that your assignment submission must be all your own work. Plagiarism will not be tolerated and will result in a reduced mark. If you have a query about how to refer to a specific piece of work please ask your Programme Lead.

The feedback you receive on your assignment will guide you towards how to do better next time or how to maintain your existing high standard. If you do not understand your mark or the feedback you receive please contact the Programme Lead.

If you are unsuccessful, it is recommended that you contact the Programme Lead before submitting your second attempt. This will enable the Programme Lead to provide you with an appropriate level of support as you prepare to re-submit your work.

Re- submission date: To be confirmed

Appeals and complaints

Please refer to the Appeals and Complaints Guidance documents available to download from the Programme secure webpages.

Programme Evaluation

We take your comments and feedback very seriously and are continually wishing to improve both the programme and the learner experience of St Christopher's Education Centre. On completion of the programme please complete the programme evaluation which will be sent to you by the Course Administrator and return it to QELCA@stchristophers.org.uk

Reference: Gillett, K. and Bryan, L., 2016. 'Quality End of Life Care for All' (QELCA): the national rollout of an end-of-life workforce development initiative. *BMJ supportive & palliative care*, 6(2), pp.225-230.