

Courses	No. of Days	Apr. 18	May. 18	Jun. 18	Jul. 18	Aug. 18	Sep. 18	Oct. 18	Nov. 18	Dec. 18	Jan. 19	Feb. 19	Mar. 19
Basic Awareness	0.5		18th AM CC		24th AM CC		17th AM CC		22nd AM CC		15th AM CC		15th AM CC
Basic Awareness Refresher	0.5		18th PM CC				17th PM CC				15th PM CC		15th PM CC
Dignity & Respect in Care - Delivering Quality Services	0.5				9th AM G				2nd AM G				
Hate Crime and Mate Crime (including Disability Hate Crime)	0.5				24th PM CC			15th AM G			18th AM G		
Scams & Fraud - Avoiding the scammers and supporting those most at risk	0.5						7th AM G		22nd PM CC		18th PM G		
What I need to know as the Safeguarding Lead for my Organisation	0.5				9th PM G			15th PM G					
Mental Capacity Act for Providers (incl. DoLS/DoL, Best Interest Decisions, Do Not Resuscitate registers, Advanced Decisions & Lasting Powers of Attorney)	1						3rd D G			10th D G			8th D G
Domestic Abuse & Safeguarding - A "Think Whole Family" approach to Safeguarding	1					1st D G			23rd D G			4th D G	
Safeguarding Adults (and Section 42 Enquiries) - Roles and Responsibilities of Providers	1			8th D G			28th D G					22nd D G	
Mental Capacity: Working with Adults taking "Unwise" or Risky Decisions	1					9th D G				17th D G			22nd D G
Managing Conflict and Having Difficult Conversations	1				20th D G			22nd D G					
Making the most of Advocacy in Safeguarding responses	0.5						7th PM G		2nd PM G				
"Making Safeguarding Personal (MSP) - Implementing and monitoring Protection Plans	0.5				6th AM G			26th AM G			28th AM G		
Human Trafficking & Modern Day Slavery	1					15th D G			26th D G				
Self-neglect and Safeguarding - Exploring the Links	0.5				6th PM G			26th PM G			28th PM G		
In-house Sessions on audit, good practice, emerging or developing themes or as otherwise indicated by training needs analysis or feedback from staff and managers. (to include mentoring, reflective supervision and / or other bespoke sessions as identified.	0.5			4th AM G				3rd in the Training Academy		3rd AM G		15th AM G	
In-house Sessions on audit, good practice, emerging or developing themes or as otherwise indicated by training needs analysis or feedback from staff and managers. (to include mentoring, reflective supervision and / or other bespoke sessions as identified.	0.5			4th PM G				3rd in the Training Academy		3rd PM G		15th PM G	
Learning the lessons from Audits, Case Reviews and Safeguarding Adult Reviews	1						26th D TBC CNWL						

Location code
CC
G
CR
CP
AM
PM
D

Council Chambers
Gallery
Committee Room
Churchill Place
AM
PM
Day

How to register for Learning POD (Harrow's Online Training System)

- 1.) Go to <http://harrow.learningpool.com/>
- 2.) Scroll to the bottom of the page and click on "SCHOOLS/AGENCY/PARTNERS REGISTRATION"
- 3.) Fill out all the mandatory fields (marked with a red *) Here you create your username and password and fill in your details and that of your organisation.

Please note you need a valid email address to register for this site. If you do not have one, you can quickly and easily create a free Gmail account at <https://mail.google.com/> All the details of your course will be sent to this email address.

- 4.) Scroll to the bottom of the page and click "Create my new account"
- 5.) That's it you're done! You can now book your next course by logging in and selecting the Safeguarding Adults course you would like to do.

As this is an online training system, this is the only way that you can download your certificate of attendance, simply put, no registration, no certificate.

The Safeguarding Adults training programme is now available for immediate booking through

<http://harrow.learningpool.com/>

As per last year, all bookings, cancellations (and indeed all other transactions, certificates etc.) are now fully "self-service" through our online booking system and this remains the only way to book your Safeguarding Adults training.

Please note that this year's programme is based on the demand for courses from last year so many of the courses that attracted fewer bookings have been dropped or will be run less frequently this year. Next year's courses will likely follow the same pattern so if these are courses that your staff need, please do book them up as where there is less demand, the course is likely not to run next year. Essentially we encourage you to book now and fill these courses.

As ever, please pay particular attention to the **booking and joining instructions** when you are booking online, together with the **cancellation policy** below.

Please feel free to distribute this information across your networks as widely as possible and apologies if you get this more than once as some people may be on multiple databases.

Cancellation charges:

Please also note that due to the very high volume of cancellations and "no shows" on many courses in recent years, we have decided to introduce a cancellation charge for **all non-emergency cancellations or "no shows"** based on a sliding scale of charges indicated below.

"No shows" with no verifiable telephone or email communication - £50

Verifiable cancellation (by telephone call or email) within 72 hours of the start of the course - £30

Verifiable cancellation (by telephone call or email) with more than 72 hours of the start of the course - No charge.

Emergency situations will be judged on their merits but any cancellation must also be done online (similar to the booking process) at <http://harrow.learningpool.com/> before the start of the course or they will be treated as "no shows".

Booking a place on any course constitutes your agreement that you have the permission of your manager / supervisor for this booking and that you accept the terms of the cancellation and "no shows" above.

Individuals, agencies, organisations etc. who do not live up to this agreement may be excluded from future courses.

Please also note that it is the responsibility of the attendee/organisation/agency to ensure they can verify their cancellation so please keep a copy of any email cancellation.

In line with the cancellation charges above and to avoid disappointment, please pay careful attention to the booking and joining instructions for each course and ensure that you are booking on the right course for you and your staff.

Please feel free to distribute this email across your networks as widely as possible and apologies if you get this more than once as some people may be on multiple databases.
