Our reputation for excellence

Age UK recognises that the year ahead will be a challenging one for all of our customers, as you experience the impact of the reduction in funding support available for training from central government, the introduction of the qualification credit framework (QCF), and the national review of care requirements.

We are committed to providing the very best value for money. There is no VAT and there are no hidden extras. Most of our events can accommodate up to 20 people.

0808 168 1225
01922 616972
trainingteam@ageuk.org.uk
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Quality

Age UK Training pays great attention to the quality and experience of our trainers. All are highly qualified with occupational experience in their field. Our trainers are enthusiastic about the benefits of learning and will use the most current training methods in their delivery, ensuring that courses are instructive, absorbing and interesting to attend. We hold recognised quality awards of Investors in People, ISO 9001, MATRIX and Customer First and have been quoted as ‘an exemplary training provider’ by Ofsted and awarded Grade 2 (good) at our last inspection.

Training solutions

We understand and appreciate how the sector functions and our training courses and programmes are designed to deliver a competent and skilled workforce to meet the required legislation and regulations. We are able to offer our training in a number of delivery options:

In-house
This service aimed at care organisations that have a group of staff or volunteers who all need training on the same topic. In-house training can be customised to help you enhance staff performance and career development opportunities, achieve best practice and attract and retain valuable staff. Many clients appreciate the benefits of this approach as it eliminates travel costs and often minimises disruption to work flow.

Open
A number of our highly successful courses are available at venues throughout the UK. These courses suit the needs of organisations where individuals or a few staff are seeking professional or specialist development in a particular subject area. Courses start at 9.45am and finish at 4.30pm. The cost of the course includes lunch and a certificate of attendance.

Flexible
If you have several people who would like to attend an open event but not enough to make an inhouse course worthwhile, then ask us about our flexible training service. We will contact other organisations in your area and if there is sufficient demand we will set up the course.

Please telephone 0808 168 1225 or email trainingteam@ageuk.org.uk to discuss your training requirements with our team.

E-learning courses – New for 2012
We are pleased to announce that Age UK Training is now offering many mandatory and specialist care courses via our e-learning partner. E-learning courses can be used in addition to conventional training and are a useful alternative for those who prefer to work at their own pace and at a time and place of their choosing. Both individual and multiple licences can be purchased for a range of courses by contacting our training team at trainingteam@ageuk.org.uk
Accredited training from Age UK

There are big changes happening in the world of vocational education and we are here to bring clarity, guiding you through the move to the Qualifications and Credit Framework (QCF) and more flexible qualifications.

The QCF is the new government framework that sets out how all regulated vocational qualifications are structured, titled and quality assured. It is replacing the existing National Qualifications Framework across England, Wales and Northern Ireland, which closed for registrations at the end of 2010. QCF provides more flexible routes to gaining full qualifications and enables progression to be achieved in smaller steps through the accumulation of credit. QCF qualifications are designated by credit value, the time taken to complete the qualification and level, and the complexity (challenge) of the qualification.

As an employer you are able to track your workers’ achievements through the use of a unique learner number and an individual’s electronic learner record.

The requirements of each individual within your organisation will be different and should now be reflected in your new Workforce Development Plan. Age UK can offer advice and guidance about suitable qualifications and is able to offer a wide range of QCF-accredited qualifications. Details of some of the awards we offer and prices are available within the brochure. All training is delivered on site using appropriate methodology and will include knowledge-based and competency-based assessments.

Because of the flexible nature of the Qualification Credit Framework, we cannot fully cover in detail all the training we can deliver. If you have a specific need relating to the development of your workforce or require some support in producing your Workforce development plan, do not hesitate to contact the training team on 0808 168 1225 or email trainingteam@ageuk.org.uk

Apprenticeships

Our Apprenticeship programmes in Health and Social Care support people whether they have worked in the care sector for a number of years or are new employees at the start of their career. They are an excellent way for people to develop through specialist training and gain nationally respected qualification. All learning takes place at the employee’s place of work, and will include knowledge and competency assessed training. Age UK can offer funded Apprenticeship qualifications at Level 2 and Level 3, throughout the UK. For more information contact trainingteam@ageuk.org.uk or telephone 0808 168 1225.
Possibly one of the best lectures and interactive training session since beginning care work in 1998. Excellent and eclectic mix of practical work and advice backed up with properly executed theory and research.

Paul Curtin, Senior Carer OXON
Ageing, sensory and capability loss in older people (incorporating ‘Through other eyes’ simulation workshop)

Duration: 1 day

Overview
The ageing of the population is an unprecedented triumph resulting from the huge advances in medical and social care, but the challenges it presents to us can also be seen as daunting. Our one-day course examines ageism and the ageing process, by allowing participants to examine their own and others’ attitudes towards older people who may also have disabilities. Participants will gain an insight into the process of ageing by taking part in the sensory impairment ‘Through other eyes’ experience. Our course is designed for care professionals working directly with older people, whether in residential, day care, community or hospital settings.

Behaviour that challenges in dementia care

Duration: 1 day

Overview
Our course will focus on successful communication skills, practical ways of responding to delusions and hallucinations, the concept of reminiscence, the value of good nutrition, and the issue of challenging behaviour in dementia care. It is designed for all staff who work with people with dementia. This includes both ‘hands-on’ carers and senior or managerial staff who wish to expand their knowledge of dementia and its effects.

Care planning and key working

Duration: 1 day

Overview
Good care planning is essential when addressing an individual’s full range of needs. It recognises that there are other issues, in addition to medical needs, which can impact on a person’s total health and wellbeing. Our one-day course explores the roles and responsibilities of key workers in person-centred care and examines methods of assessment, documentation and evaluation. Participants will also identify and explore the process necessary for the actual development of a care plan. The course is designed for both key workers and other care staff involved in formulating care plans and key working.

Chair-based exercise

Duration: 1 day

Overview
Reduced activity levels cause a decline in independence which increases feelings of isolation leading to depression and anxiety. It is important to remember that there are very few people who are not able to undertake some form of physical activity.

Our course offers participants the opportunity to gain the skills required to promote the mobility of those in their care. Participants will look at ways of providing person centred and group exercise, in turn helping them to support older people to maintain independence and to live a fuller life. Participant will be taught to run low intensity sessions taking into consider the importance of risk assessment prior to and during exercise.

The course is designed for all health care professionals wishing to deliver chair-based exercises to both individuals and groups of people in later life.
Crafts and older people

Duration: **1 day**

**Overview**
Craft activities are an important part of good care practice. They encourage socialising and making friends and are good for improving finer motor skills. They can also give a sense of achievement and are particularly useful when used as part of a weekly routine. Our course looks at everyday and recycled items that can be used in craft work and also shows participants how their skill base can be developed. The course is designed for those who provide or hope to provide craft activities to groups in residential or day-care settings. Previous experience in craft work is not necessary to attend this course.

Creative activities and older people

Duration: **1 day**

**Overview**
Activities are an important part of good care practice. They encourage older people to socialise, make friends and help to improve finer motor skills.

Our course aims to increase awareness of potential activities suitable for use with older people and provide a supportive environment in which to try them out. Participants will identify and examines activities which can be used with groups of older people to encourage interaction. Time is allowed for participants to discussion, develop and evaluate their skills.

This course is designed for all who work within the field of caring for older people who are not currently running activities sessions but would like to set them up, or those who have just commenced activity sessions and need further information and guidance.

Dementia awareness

Duration: **1 day or e-learning**

**Overview**
The National Dementia Strategy indicates that dementia presents a huge challenge to society, both now and increasingly in the future. Its aim is that all people with dementia and their carers should have the right to live well with dementia. Dementia is not a normal part of growing old, but dementia is part of normal everyday life for many people. Our one-day course provides an introduction to the causes, signs and symptoms, therapies and treatments relating to dementia and enables the participant to begin to identify ways of providing more effective person-centred care for clients with dementia.

Dignity in dementia care

Duration: **1 day**

**Overview**
According to the Royal College of Nursing: ‘Dignity is concerned with how people feel, think and behave in relation to the worth or value of themselves and others. To treat someone with dignity is to treat them as being of worth, in a way that is respectful of them as valued individuals (RCN, 2008). Our course explores the importance of maintaining dignity as people age. It looks at ways in which dignity can be compromised or lost, especially in dementia, and examines strategies to help restore and maintain dignity, respect and worth in later life. The course is designed for all staff who work with older clients with dementia, whether in the community, day-care centres, or in residential care.”
Falls and older people
Duration: 1 day

Overview
We all know what it is to fall. It can happen to a person at any age and at any time. But as we grow older and the risk factors increase, what was once just an embarrassing occurrence becomes much more serious. The consequences of a fall in later life can be devastating. They can cause loss of function, mobility, independence and confidence. But despite this, falls are not an inevitable part of ageing. Our course examines the various reasons why older people are at increased risk of falling. It looks at the physical, psychological, environmental and social factors linked to falls, plus the effects of drugs and medications. It also examines ways in which the carer can help to minimise the risk of falls. The course is designed for care professionals who work with older people at risk of falling.

Mental health and depression
Duration: 1 day

Overview
Good mental wellbeing isn’t just about treatment; it’s also about prevention, and efforts to focus on the factors that take their toll on our wellbeing in the first place. Our course examines the issues of mental health and mental illness, including an introduction to schizophrenia, depression and dementia. It provides participants with information to increase awareness and understanding of these subjects, which is essential in order to identify good practice. This course is designed for those who are providing care for older people in any setting.

Nutrition, hydration and malnutrition assessment
Duration: 1 day

Overview
Being able to recognise the causes and consequences of under-nutrition are important in ensuring the quality of life of an older person. Offering screening, support and high-quality food that is nutritionally balanced, fresh and appropriate improves the health of anyone. For older people, it is of even greater importance to maintain health, feelings of wellbeing and vitality. Our course has been designed for trained and untrained care staff, catering staff and anyone who works with older people and has a responsibility for monitoring their dietary and nutritional needs.

Please note: participants will require confident numeracy and literacy skills to gain the most from this course.
Palliative care for end of life

Duration: 1 day

Overview
The process of dying and death itself must never be regarded as routine by managers and staff. The quality of the care that residents receive in their last days is as important as the quality of life that they experience prior to this. Our course examines the common fears of dying people and what constitutes good care when someone is close to death, from both a physical and a psycho-social perspective. The course also allows time for participants to consider appropriate strategies for obtaining support themselves and is designed for those who are involved in providing care for dying people, whether in a formal, informal or voluntary capacity. It is appropriate for those working in a range of settings, including residential and nursing homes, and the dying person's own home.

Person-centred care planning

Duration: 1 day

Overview
Person-centred care ensures that older people are treated as individuals and receive appropriate and timely packages of support that meet their needs, regardless of health and social services boundaries. Our course will explore the meaning of true person-centred care and examine methods, skills and tools for achieving it. It is designed for staff involved in care planning for older people who wish to understand, achieve and measure person-centred care.

Safeguarding adults – elder abuse

Duration: 1 day and e-learning

Overview
A significant number of older people still experience abuse in different settings and at the hands of different people. Our course will identify the various forms that abuse can take, and those who are potentially at risk. The course also looks at possible reasons as to why abuse can happen, from the carer’s perspective and at referral procedures. It also focuses on guidance for No Secrets (England) and In Safe Hands (Wales). The course is designed for those who are working directly with older people and/or their carers, whether in residential, day-care, community or hospital settings.

Therapeutic activities in dementia care

Duration: 1 day

Overview
We all have an inbuilt need to take part in activities, and what we do makes us who we are. Engaging in a balance of activities is essential to our physical and mental wellbeing and has a huge impact on our quality of life. People with dementia are no exception. Our course looks at various therapeutic activities that can be used to benefit older people with dementia. It also provides participants with some skills and information so that they can begin to offer these activities within their organisation. The course is designed for those who provide, or hope to provide, therapeutic activities to older people with dementia in residential or day-care settings. Previous experience in therapeutic activity work is not necessary to attend this course.

Please note: this is not a practical demonstration course.
The courses I have commissioned from you have been excellent. Pitched at the right level and always well received by staff. Quality hand out materials are provided too. Their administrator always manages to find just the right trainer at the right time for me.
Basic welfare benefits

Duration: **1 day**

**Overview**
Up to £5 billion in benefits is going unclaimed every year as people struggle to understand their rights. Millions of older people across the UK are missing out on money that is rightfully theirs and could make a huge difference to their quality of life. Our course will provide information on general conditions of entitlement to contributory and means-tested older persons’ benefits, for example, State Pension and Pension Credit. This course is for new advice workers who want an overview of the benefits system as a foundation, and for advice workers who want to increase their knowledge of how the different benefits interact, in order to achieve the maximum income for the client.

Emergency First Aid at work – HSE accredited

Duration: **1 day**

**Overview**
This course is the Health and Safety Executive (HSE)-approved First Aid at work course and will be delivered in accordance with the Health and Safety (First Aid) Regulations 1981. The course will enable participants to gain the necessary knowledge and skills required to deal with health emergencies. It is designed for ‘nominated’ persons or people who provide support to qualified first aiders.

Emergency First Aid for older people

Duration: **1 day**

**Overview**
Because of the way our bodies naturally age, providing emergency aid is very specific when dealing with older people. Our course focuses on emergency issues relating to the treatment of older people. Participants will gain knowledge and understanding of a variety of common conditions specifically associated with older people and build their confidence to take the appropriate course of action.

The course is designed for all care professionals who work with older people and specifically those who are responsible for the administration of emergency aid.

Equality and diversity

Duration: **1 day**

**Overview**
Our course examines the significance of equality and diversity to organisations and their diverse customer base. Participants will be encouraged to reflect on their practice and to consider best-practice approaches to implementing equality and diversity within their work practice. This course is designed for all staff, to raise awareness of the Equality Act 2010 that is driving the equality and diversity agenda in the UK.
Food safety in catering – CIEH Level 2
Duration: 1 day and e-learning

Overview
Everyone who works with food has a special responsibility for safeguarding the health of consumers and ensuring that the food they serve or sell is perfectly safe to eat. To attain the ‘CIEH Level 2 Award in Food Safety in Catering’, participants will need to pass an exam, gaining at least 20 correct answers out of a possible 30. All questions are multiple choice. This course is designed for anyone working in a catering setting where food is prepared, cooked or handled.

Health and safety in the workplace – CIEH/REHIS Level 2
Duration: 1 day and e-learning

Overview
This course has been designed for staff working in a variety of settings who require awareness and skills to address health and safety at work. It identifies a full range of relevant issues and provides instruction and guidance on how to become conscious of accident prevention and the legalities of health and safety law. To attain the CIEH Level 2 Award in Health and Safety in the Workplace participants will need to sit an exam consisting of 30 multiple-choice questions.

Mental Capacity Act and Deprivation of Liberty Safeguards (DoLS)
Duration: 1 day and e-learning

Overview
The Mental Capacity Act has been in force since 2005 and is designed to empower and protect those who lack capacity. The Deprivation of Liberty Safeguards (DoLS) came into effect from 1 April 2009 and provides a legal framework to those who are deprived of their liberty by ensuring that any DoL follows defined processes. Our course helps identify how care professionals comply with this legislation. The course is designed for operational staff and managers who work within the statutory framework to empower and protect vulnerable people who are unable to make their own decisions and who may be deprived of their liberty.

Moving and handling people
Duration: 1 day and e-learning

Overview
Our course identifies good practice with regard to back care, demonstrates the correct moving and handling techniques to use in a care setting and provides opportunities to practise these. Moving and handling training is a legal requirement for staff who carry out such activities. Our course will both meet the requirements and provide evidence of attendance. The course is aimed at care staff and volunteers who work in any care setting where they are required to carry out activities that involve moving and handling people and objects.
Ceredigion Social Services are happy to use your training courses for the quality of training and friendly, efficient administrative support. The courses are always well attended by our staff who know they will have a valuable day’s training by professional, sympathetic facilitators.

Ceredigion Social Services
Award in Awareness of Dementia and Certificate in Dementia Care: levels 2 and 3

Currently 700,000 people in the UK have dementia and this figure is expected to double over the next few decades. The Award in Awareness of Dementia and Certificate in Dementia Care will help to improve health and care services supporting individuals diagnosed with dementia.

Our qualifications in awareness of dementia and dementia care are aimed at occupational areas across all service-user groups and ages, working in statutory (including NHS), private and voluntary agencies. This also includes healthcare/care assistants, support/key workers, family support workers and team leaders/first-line supervisors. They provide valuable accreditation knowledge and skills in the area of dementia care and are designed to meet the dementia strategies for the UK.

This qualification has recognition of prior learning (RPL) in relation to anyone who wishes to progress to the full diploma – Dementia Pathway.

For more detailed information, please contact a member of our training team on 0808 168 1225, email trainingteam@ageuk.org.uk or visit our website at www.ageuk.org.uk/training. Discounts are available for multiple staff at one location.

Diploma in Leadership for Health and Social Care Services: level 5

Show that you have the skills needed to keep a care-provision organisation running smoothly with the Diploma in Leadership for Health and Social Care. This two- to three-year qualification gives you the opportunity to build both your managerial and care skills, allowing you to help more people. It also fulfils the regulatory requirement for those looking to become managers of adult residential and domiciliary services.

This qualification is for those already working in health and social care. You might be an assistant or deputy manager, or a manager who has not yet achieved a recognised vocational qualification at this level.
Management skills in Care

Very well organised and informally delivered training leading to thought provoking day. Excellent trainers who explained fully anything we did not understand. Very good!

St Helens Council
Managing in the care sector

Duration: **2 days**

**Overview**

‘Adult social care has always been changing, but recent changes are more far-reaching than ever before. All social care organisations are going to need to develop strong leadership and management to be successful.’ Skills for Care

Our two-day course offers participants the opportunity to remove themselves from workplace distractions and fully focus on management issues. It gives participants the opportunity to explore a topic in great detail, as well as offering time for valuable networking opportunities. The course will base all of the learning within the standards and requirements of the Care Quality Commission, so that participants will feel confident that their services fulfill current requirements. It will examine the power of ‘customers’ and how staff can be involved in promoting and fulfilling their needs to ensure the safeguarding of adults.

It is suitable for existing managers in all aspects of the care industry. It is also designed to prepare and provide vital skills to the aspiring manager about to undertake their first role in managing people and units of care in this challenging time.

For more detailed information, please contact a member of our training team on **0808 168 1225**, email **trainingteam@ageuk.org.uk** or visit our website at **www.ageuk.org.uk/training**

Discounts are available for multiple staff at one location.

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Essential marketing skills

Duration: **1 day**

**Overview**

This course will explore issues arising from a rapidly changing marketplace in the social care and community voluntary sector. Discover what marketing is and how to grow your business, segment your marketplace, set marketing objectives, and organise inexpensive marketing promotions. Learn how successful marketing communications works, find out what promotional tools are available to you, and get marketing tips that have an emphasis on individual service users.

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Recruiting, retaining and motivating care staff

Duration: **1 day**

Care home managers can often end up on the recruitment treadmill, constantly looking for more staff and often ignoring the fact that others are leaving and taking with them a wealth of knowledge and experience. What steps can you take to make working for your organisation attractive and rewarding?

The course aims to identify good practice in recruiting new staff and identifies ways in which to get the best from your workforce. It also provides guidance for dealing with HR difficulties.
Supervision, appraisals and performance management

Duration: 1 day

Continuous Professional Development (CPD) is fundamental to the development of all health and social care professionals, and is the mechanism through which high-quality patient care is identified, maintained and developed.

Our course will enable participants to identify the integrated roles of supervision, appraisal and personal development. It will highlight the need for professional development and clarify the stages in effectively addressing performance. It will also support activity required to complete and update your organisation’s training and workforce development plan.

Train the trainer

Duration: 2 days

Overview
The aim of our course is to equip participants with the skills needed to run effective training for their staff. Our course will provide an opportunity to explore the components of an effective training event. The course combines educational theory with practical experience to enable the participant to create staff-training sessions that really work.

Time will be given to consider appropriate methods of training and communication, and there will be opportunities to discuss the management of group situations as well as handling more difficult people.

This course is aimed at individuals who currently have a training and/or development function and are fully competent in their subject area.

CIM/ILM Level 3 Award – First Line Management

Overview
Our course aims to give practising or potential first-line managers the foundation for their formal development in this role. The qualification does this by developing basic leadership and management skills.

This is a concise qualification made up of the following assessed units:
• Solving problems and making decisions
  In this unit, participants learn how to recognise, investigate and analyse problems, evaluate options and plan actions.
• Introduction to leadership skills
  Participants explore leadership styles within their organisation, and learn how to understand leadership qualities and utilise their own qualities.
• Leading a team effectively
  Participants develop an understanding of how to build a team and maintain trust at work.
ILM Level 5 Award – Leadership and Management Skills

Overview
Our course has been designed to give practising or aspiring middle managers a solid foundation for their formal development in this role.

This is a concise qualification made up of knowledge-based units, which cover the following subject areas.

• Understanding the management role
  Participants explore the nature of the middle-management role and critically evaluate their own managerial ability.

• Assessing your own leadership capability and performance
  Participants explore leadership styles within their organisation.

• Motivating teams
  Participants explore their own ability to motivate teams to meet organisational goals.

There are no formal entry requirements. However, participants will normally be either current or aspiring middle managers who have both an opportunity to meet the assessment demands and a background that will enable them to benefit from the programme.

For more detailed information, please contact a member of our training team on 0808 168 1225, email trainingteam@ageuk.org.uk or visit our website at www.ageuk.org.uk/training

Discounts are available for multiple staff at one location.

Professional Boundaries
Are your staff able to operate within clear professional boundaries? Do they understand the risks of crossing these boundaries? Are they able to find the correct balance between compassion and maintaining a professional distance?

If these questions have set you thinking, then this course is for you and your staff.

Clear professional boundaries are essential if organisations are to deliver a high quality professional support service. Staff must understand the nature and limits of their roles and to be able to recognise the ‘grey areas’ where they are at risk of crossing their professional boundaries. The course aims to enable participants to define the limits of their roles and understand the need for clear professional boundaries. It will help them to identify the particular areas where boundaries are at risk of being crossed. Using typical scenarios, both informative and participative, it will describe good practice around operating professional boundaries. The course is designed for all frontline staff and their managers working with people in supported, sheltered or home care services.
Booking form

Complete all the sections and post or fax to: Age UK Training, Commercial Sales Team, Suite 10, Bridge House, Bridge Street, Walsall WS1 1JQ fax 01922 616 972. For further information, please phone the sales team on 0808 168 1225 or email trainingteam@ageuk.org.uk

Delegate details

The joining instructions will be sent to this address.
NB It is the participant’s responsibility to contact us if their joining instructions have not been received five working days prior to the course.

Course title
Course dates
Price
Venue
Delegate title (Mr/Mrs/Miss/Ms)
First name
Surname
Position
Organisation
Address

Invoice details

The invoice will be drawn against and sent to the organisation at the address given above. Please indicate below if the invoice should be sent to a different address or for the attention of a specific person. The account will remain payable in full, even if the participant or substitute fails to attend the event.

Title (Mr/Mrs/Miss/Ms)
First name
Surname
Position
Purchase order no. (if applicable)
Organisation
Address

Cancellation

We require written cancellation by the tenth working day before the course date, otherwise the fee will remain payable in full. We can accept a suitable substitute participant. Written cancellations received prior to this date will not be charged.

Please book our delegate on the course and we agree to abide by these conditions.
Authorised signatory of the organisation:
Signed
Date
Dietary/access/special needs

For further information, please visit our website: www.ageuk.org.uk/training
Age UK Stairlifts

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Service.

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0800 019 8625

PRICE PROMISE

Handicare Accessibility Ltd (HAL) provides stairlifts and works in association with Age UK Trading Ltd, which donates its net profits to Age UK (registered charity number: 1128267).

‘Age UK Stairlifts’ is a product name of Age UK Trading Ltd. HAL will raise a minimum of £900k during 2012 for Age UK via the promotion and sale of independent living products. For further details please ask an advisor.

*If you find the same or similar product and service level at a lower price, HAL will happily match it. ID200394 05/12

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*Winner – ‘General Insurer of the Year’, British Insurance Awards 2011. Winner – ‘Personal Lines Insurer of the year’, Insurance Times Award 2011. †Exceptions include subsidence, for which there is typically a £1,000 excess; £100 subsidence excess for properties under ten years old; £245 excess for escaping water claims. ‡In the event of an accident. Comprehensive cover only when repairs are being carried out at an Ageas approved repairer. §If you call the 0800 number(s), you may be transferred to an Age UK office, or Ageas Insurance Limited. **Not all Age UKs offer all products. Please check (by telephoning your local office) before arranging a visit.

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About Age UK Training

Age UK has a vision of a world in which older people flourish. We aim to improve later life for everyone through our information and advice, campaigns, products, training and research.

Did you know?
As a third-sector organisation we have a strong ethos of social responsibility and this is reflected in our training delivery and our understanding of your business needs within the care sector. We are a leading trainer in health and social care, providing tailored courses and nationally accredited programmes to 10,000 people each year.

100% of any profit produced by the Training division goes to support the charitable activity of Age UK.

In-house training
In-house training can be customised to help you enhance staff performance and career development opportunities, achieve best practice and attract and retain valuable staff. We aim to lead the way in the provision of quality training that reflects our expertise, innovation, creativity and vision of improving later life for all older people.

E-learning
We have expanded our delivery methodology to include e-learning, meeting the increasing demand of the sector for a cost-effective approach to compliance training.

Apprenticeships
These work-based training programmes are designed to meet the needs of the employer and lead to nationally recognised qualifications. It has been proved that employing people on an apprenticeship programme increases productivity, improves competitiveness and results in a committed and competent workforce.

New this year
Our powerful sensory impairment programme will help business across all sectors to increase their market potential and improve the customer experience by addressing the challenges and opportunities presented by the ageing consumer marketplace. For further details please contact our training team on 0808 168 1225 or email trainingteam@ageuk.org.uk

Age UK shops
Did you know our 450 retail shops rely solely on public donations? Our shops are in desperate need of high-quality unwanted or unloved clothes and household items to help Age UK continue our vital work. Could you help by asking all your staff to bring in some stock or by having a stock-collection bin in a public place to collect goodies? We will supply, bags, posters and collection bins, we just need people willing to help! Please call or email us for more information on how you can get involved.