

The **OTC** Supported Open Learning Model

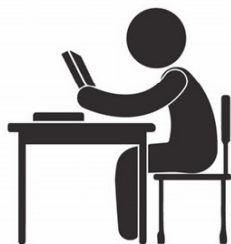
Learning Through

Practical
Assignments

Open Learning
Materials

Online
Database
Library/
Key Links

Workshops/
Seminars



Supported by

Help
Desk

Workplace
Support

Tel/Email/
Online
Tutorials

Assignment
Feedback

Online
Learning
Supports

Assessment

This programme is assessed through assignments, reflective journals and online activities.

Programme Duration: 12 weeks.

Workshop Attendance: 6 days' attendance at workshops – 3 days per module (mandatory).

Workshop Presenters

Expert external presenters and experienced College staff will facilitate workshops. These workshops allow learners to build relationships and work together on skills development.

Location of Training – Throughout the year in: Dublin, Galway, Limerick and Cork.

*How to Apply:

www.opentrainingcollege.com/courses/psca

Contact:

Open Training College,
Prospect Hall, Willowfield Park,
Goatstown, Dublin 14.
+353 1 298 8544

Email:

pscatraining@opentrainingcollege.com

HSE Liaison Contact:

June.Boulger2@hse.ie

Website:

www.opentrainingcollege.com

Facebook:

www.facebook.com/theopentrainingcollege

Twitter:

[@myotc](https://twitter.com/myotc)

**Please note, applicants
will be expected to
attend interview and
have Garda clearance.*



An Roinn Sláinte
Department of Health



QQI AWARD

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Certificate in Patient Safety Complaints Advocacy



Special Purpose Award
(QQI Level 7)

Programme Aim:

This new programme has been designed to meet the needs of **Patient Safety Complaints Advocates** working professionally in health and community services. The programme is built on 4 key themes:

Your Focus

Developing Patient Safety Complaints Advocacy Skills.

Your Context

Understanding and Using Clear Patient Safety Complaints Pathways.

Your Learning

Supporting Better Outcomes for Service Users and Service.

Your Professional Growth

Building Capacity and Capability to Respond.

Who can apply?

- People employed as advocates in the new **Patient Advocacy Service (PAS)** or
- Employees of HSE/Health Services where they or the health services would benefit from the inclusion in the training or
- Employees or volunteers in an established advocacy service.

Is this the right education programme for you?

You are eligible to apply if you have:

- At least 3 years' experience in a relevant area (nursing, clinical therapies, social care, social work, medicine, legal, psychology, psychotherapy, formal advocacy/complaints role).
- A keen interest in advocacy, empowerment, patient rights, complaints managing/processing and commitment to risk reduction strategies, quality outcomes and resolutions for patients.
- Strong interpersonal skills e.g. problem-solving; observational skills; empathic, resilient and positive; team-player; group skills (e.g. meetings).
- Basic IT skills (word processing, excel) and access to a suitable device (desk-top, lap-top, tablet) and broadband Internet.
- Robust written skills (e.g. report writing, using plain English) and an ability to interpret complex documents.
- English as your first language or hold CEFRL B2+ (=IELTS level 6) or equivalent.
- Reached age 23 or over. Those aged between 18-23 must hold a minimum 60 ECTS Credits at Level 6 or above.

and if you are:

- Willing to commit personal time (in addition to work time) in meeting the requirements of the programme of education.
- Willing to participate in skills development, sharing and practice in simulated settings.
- Willing to use/apply advocacy skills and knowledge in your current role following training.

Content

This Education Programme contains two Modules of Learning:

Module 1: Values and Context of Complaints in Irish Health and Social Services

Unit 1:	The Right to Health and the Right to Complain in Ireland
Unit 2:	The Complaints Process in Irish Health and Social Services
Unit 3:	Bringing Complaints Further: Ombudsman and Professional Bodies
Unit 4:	Data Security, Storage and Confidentiality

Module 2: The Patient Safety Complaints Advocacy Role

Unit 1:	Advocacy as Empowerment
Unit 2:	The Role of the Patient Safety Complaints Advocate
Unit 3:	Communication Skills in Advocacy
Unit 4:	Professional Report Writing

Support Available

This programme uses our College award winning Blended Supported Open Learning (SOL©) Model.