



Certificate in Patient Safety Complaints Advocacy

Group 7 - National

Online Course Schedule: January – April 2022

Workshop	Dates
Introductory Session with Programme Team	Monday 24 th January 2022 (9.30 – 12.30 p.m.)
Workshop 1 Focus: The Right to Health and the Right to Complain in Ireland and Assisted Decision Making	Tuesday, 1 st February 2022 (9.30 – 3.30 p.m.)
Workshop 2 Focus: Complaints Management in Healthcare	Wednesday, 2 nd February 2022 (9.30 – 3.30 p.m.)
Workshop 3 Focus: Patient Advocacy Service, The Role of the Advocate	Monday, 14 th February (9.30 – 3.30 p.m.)
Workshop 4 Focus: Communication Skills	Monday the 28 th or Tuesday 1 st March (9.30 – 3.30 p.m.) <i>(The group will be divided if numbers deem it necessary - so one whole day attendance is required.)</i>
Additional Key Dates	
Skill Demonstrations <i>(Individual Assessment)</i>	Provisional Timeframe: 23 rd – 29 th of March 2022 (45 minutes per student) These online assessments will be individual sessions and scheduled in consultation with participants.
Submission Deadline	Friday 22 nd April 2022

Please note:

Attendance at these workshops is a mandatory requirement. Expert external presenters and experienced College staff will facilitate these online Zoom workshops using a combination of lectures/presentations and small group work. These workshops will build upon programme resources such as the module handbooks which are accessed via the College's eLearning platform, MyOTC over the duration of the programme.