



Certificate in Patient Safety Complaints Advocacy

Group 8

National Online Course Schedule: January – May 2023

Online Workshops	Dates
Introductory Session with Programme Team	Monday 23 rd January 2023 (9.30 a.m. – 12.30 p.m.)
Workshop 1 Focus: The Right to Health and the Right to Complain in Ireland and Assisted Decision Making	Wednesday 1 st February 2023 (9.30 a.m. – 4.00 p.m.)
Workshop 2 Focus: Complaints Management in Healthcare	Thursday 2 nd February 2023 (9.30 a.m. – 4.00 p.m.)
Workshop 3 Focus: Patient Advocacy Service, The Role of the Advocate	Monday 20 th of February 2023 (9.30 a.m. – 4.00 p.m.)
Workshop 4 Focus: Communication Skills	Monday 27 th (Tuesday 28 th February if group divided) 2023 (9.30 a.m. – 4.00 p.m.) <i>(The group will be divided if numbers deem it necessary - so you will be asked to attend one of the above dates)</i>
Additional Key Dates	
Skill Demonstrations <i>(Individual Assessment)</i>	Timeframe: week of 20 th March 2023 (45 minutes per student) <i>These online assessments will be individual sessions and scheduled in consultation with participants.</i>
Submission Deadline	Friday 12 th May 2023

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 course reading material which are accessed via the College’s eLearning platform, MyOTC over the duration of the programme. *The College reserves the right to reschedule workshops if necessary.*