



## Certificate in Patient Safety Complaints Advocacy

### Group 9

### National Course Provisional Schedule: February - May 2024

Workshops	Dates
<b>Online Introductory Session</b> with Programme Team	Monday 12th of February 2024 (9.30 a.m. – 12.30 p.m.)
<b>Online Workshop 1</b> <b>Focus:</b> The Right to Health and the Right to Complain in Ireland and Assisted Decision Making	Monday 19th of February 2024 (9.30 a.m. – 4.00 p.m.)
<b>Workshop 2 (Online or In Person TBC)</b> <b>Focus:</b> Complaints Management in Healthcare	<i>Week of the 4th of March 2024 - one day workshop (9.30 a.m. – 4.00 p.m.)</i>
<b>Online Workshop 3</b> <b>Focus:</b> Patient Advocacy Service, The Role of the Advocate	Wednesday 20 <sup>th</sup> of March 2024 - one day workshop (9.30 a.m. – 4.00 p.m.)
<b>Workshop 4 (Online or In Person TBC)</b> <b>Focus:</b> Communication Skills	<i>Week of the 15th of April - one day workshop (9.30 a.m. – 4.00 p.m.)</i> <i>(The group will be divided, so you will be asked to attend one of the two assigned dates this week depending on the group size)</i>
Additional Key Dates	
<b>Skill Demonstrations</b> <i>(Individual Assessment carried out online via Zoom)</i>	Timeframe: from the week of 29th of April 2024 (45 minutes per student) <i>These online assessments will be individual sessions and scheduled in consultation with participants.</i>
<b>Submission Deadline</b>	Friday 17 <sup>th</sup> May 2024

#### Please note:

Attendance at these workshops is a mandatory requirement. Expert external presenters and experienced College staff will facilitate these workshops using a combination of lectures/presentations and small group work. They 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 workshops will be either be delivered online via Zoom or in person in a Dublin based location. We are currently finalising dates and venues and will notify applicants as soon as possible. *The College reserves the right to reschedule and relocate workshops if necessary.*