



Certificate in Patient Safety Complaints Advocacy

Group 9

National Course Schedule: February - May 2024

Online Workshops	Dates
Introductory Session with Programme Team	Monday 12th of February 2024 (10 a.m. – 12.p.m.)
Workshop 1 Focus: 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.)
Workshop 2 Focus: Complaints Management in Healthcare	Tuesday 5 th of March (9.30 a.m. – 4.00 p.m.)
Workshop 3 Focus: Patient Advocacy Service, The Role of the Advocate	Wednesday 20 th of March 2024 (9.30 a.m. – 4.00 p.m.)
Workshop 4 Focus: Communication Skills	Tuesday 16 th of April (9.30 a.m. – 4.00 p.m.)
Additional Key Dates	
Skill Demonstrations <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>
Submission Deadline	Friday 17 th 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 delivered online via Zoom. *The College reserves the right to reschedule workshops if necessary.*