



## Certificate in Patient Safety Complaints Advocacy

### Group 10

#### Online Course Schedule: February - May 2025

Online Workshops	Dates
<b>Introductory Session</b> with Programme Team	Tuesday 11th of February 2025 (10 a.m. – 11.30 a.m.)
<b>Workshop 1</b> <b>Focus:</b> The Right to Health and the Right to Complain in Ireland and Assisted Decision Making	Tuesday 18th of February 2025 (9.30 a.m. – 4.00 p.m.)
<b>Workshop 2</b> <b>Focus:</b> Complaints Management in Healthcare and Guest Speaker	This workshop will be on the week of the 3rd of March 2025 (9.30 a.m. – 4.00 p.m.) <i>The final date is to be confirmed at the start of February.</i>
<b>Workshop 3</b> <b>Focus:</b> Patient Advocacy Service, The Role of the Advocate	Monday 24th of March 2025 (9.30 a.m. – 4.00 p.m.)
<b>Workshop 4</b> <b>Focus:</b> Communication Skills	Monday 7th of April 2025 (9.30 a.m. – 4.00 p.m.)
Additional Key Dates	
<b>Skill Demonstrations</b> <i>(Individual Assessment carried out online via Zoom)</i>	Timeframe: from the 30th of April 2025 until the submission deadline (40 minutes per student) <i>These online assessments will be individual sessions and scheduled in consultation with participants.</i>
<b>Submission Deadline</b>	Friday 16th of May 2025

**Please note:**

Attendance at these workshops is mandatory. 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 is 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.*