



Certificate in Patient Safety Complaints Advocacy

Group 11

Blended Course Schedule: February - May 2026

Workshops	Dates/Duration
Online Introductory Session with Programme Team	Tuesday, 10th of February 2026 (10 a.m. – 11.30 a.m.)
Online Workshop 1 Focus: The Right to Health and the Right to Complain in Ireland and Assisted Decision Making	Tuesday, 17th of February 2026 (9.30 a.m. – 4.00 p.m.)
Online Workshop 2 Focus: Complaints Management in Healthcare and Course Assessments	Monday, 2nd of March 2026 (9.30 a.m. - 4.00 p.m.)
In-person Workshop 3 Focus: Patient Advocacy Service, The Role of the Advocate	Tuesday, 24th of March 2026 (9.30 a.m. - 4.00 p.m.)
Easter Break	
In-person Workshop 4 Focus: Communication Skills	Monday, 13th of April 2026 Tuesday, 14th of April 2026 (The group will be split, and a workshop date (one day) will be assigned to participants.)
Additional Key Dates	
Online Skill Demonstrations (Individual assessment carried out online via Zoom)	Timeframe: from the 27th of April 2026 until the submission deadline (40 minutes per student) These online assessments will be individual sessions and scheduled in consultation with participants.
Submission Deadline	Friday, 15th of May 2026

Important Information about Workshops:

- Workshops are held both online (via Zoom) and in person at Dr Steevens Hospital (across from Heuston Station).
- Attendance is required at all workshops.
- Workshops use a mix of presentations and small-group activities delivered by expert guest presenters and College staff. Refreshments and a light lunch will be provided at the in-person workshops.
- You can access all course reading materials and resources from the start date on the College's eLearning platform, MyOTC.
- The College may need to change the date, time, location, or format (online/in-person) of workshops. Any changes will be communicated with as much notice as possible to ensure you have time to prepare.