



PHYSICAL SKILLS TUTOR AWARD

2008

Background

The Institute of Conflict Management (ICM) is the UK's national body for the prevention and management of work related violence. It was the ICM that provided the catalyst in 2000 that led to the development of the National Occupational Standards "Prevention & Management of Work Related Violence".

Incorporated in 1997 the ICM has been at the forefront of the development of standards and guidance in this area. Working with other sector specific organisations, the ICM has been involved in many national projects including:

HSE: Funded by the Health & Safety Executive, it was the ICM that provided the catalyst to the development of the National Occupational Standards-"For Prevention and Management of Work Related Violence"

NICE: The ICM was part of the technical working group responsible the National Institute of Clinical Excellence Guidance-"for the short term management of disturbed (violent) behaviour-seclusion and restraint interventions"

I-WHO: The ICM provided a special materials expert to the Institute for Work, Health and Organisations-"Violence and aggression management training for trainers and managers", an evaluation of the training provision in healthcare settings

APPG: The ICM provides the Secretariat to the All Party Parliamentary Group for work related violence and bullying

The ICM continues to work with other organisation and Government Department across all sectors of employment.

Physical Skills

The area of preventing and managing work related violence is a complex one, with many different contributing factors depending on the employment sector and level of risk to exposure of angry, abusive, aggressive or even violent behaviour.

There is a great deal of guidance available, including the National Occupational Standards "Prevention & Management of Work Related Violence", that address the processes for risk assessment, preventative strategies and the management of non-physical behaviours including post incident issues and support. It is the area of managing physical violence that has proved the most difficult to address.

The main difficulty is that skill selection will very much depend on the types of physical violence exhibited by the service user and the need to reflect this in the training provision. In some sectors, such as health and social care, this might mean developing a specific physical response based on the behaviour of an individual service user.

The ICM has developed the **ICM Physical Skills Tutor Award** in a way that addresses these difficult issues and meets the needs of all employment sectors.

The aim of this document is to provide the necessary guidance to enable the reader to prepare their application to become an **ICM Physical Skills Tutor**.

The process for achieving this nationally recognised award is set out below. Additional support can be obtained via the ICM Secretariat or via one of the ICM Quality Award Centres (**ICMQAC**).

ICM Physical Skills Tutors Award

- 1. The first step to achieving the ICM Physical Skills Tutor Award (ICMPSTA) is to become a member of the ICM at Member level. This requires that the Member adheres to the ICM Codes of Practice and all other terms and conditions of membership.**

- 2. All applications for the status of ICMPSTA must be made via an ICMQAC. This ensures that the applicant adheres to the additional quality assurance standards required by an ICMQAC. All ICMQAC must provide evidence of the following quality assurance:**
 - A record of the organisation/individuals details and background including core activities and corporate structure
 - Evidence of the organisation/individuals approach to risk assessment and training needs analysis
 - Examples of programme development and design and their training rationale
 - Examples of course administration/documentation
 - Copy of their Health & Safety policy
 - A Quality Assurance Policy
 - Examples of material used to support learners
 - Details of their procedures for providing an appropriate learning environment including health & safety issues surrounding the venue
 - A policy for undertaking occupational health checks for learners involved in physical skills training
 - Evidence and record of it's trainers existing training qualifications and experience and CPD records
 - Copies of insurance details
 - First aid policy and arrangements
 - Details of administration and certification process (Data-protection Act)
 - Confirmation of their adherence to the ICM Code of Practice

- 3. All applicants for the ICMPSTA must hold a recognised training/teaching Award (Level 3 or higher). This ensures the applicant fulfils the following professional criteria as a trainer/teacher:**
 - They can identify individual learning aims and programmes
 - Agree learning programmes with learners
 - Develop training sessions
 - Create a climate that promotes learning
 - Enable learning through demonstration and instruction
 - Enable individual learning through coaching
 - Enable group learning
 - Monitor and review progress with learners
 - Evaluate and develop own practice

4. Each applicant must hold a physical skills training/tutors award that meets the learning outcomes stipulated by the ICMPSA, these are:

- The tutor is familiar with the National Occupational Standards 'Prevention & Management of Work Related Violence'; current Health & Safety Legislation; are able to describe the implication of using physical skills in relation to The Law and the European Human Rights Act
- The tutor can maintain and monitor a safe and healthy training environment; explain how they would select appropriate equipment and resources specific to the training programme
- The tutor can design lesson plans with specific aims and objectives and be able to describe a process for skill selection to meet the training needs of their learners; maintain effective group dynamics; and describe a method for collecting feedback from their learners
- The tutor can demonstrate a knowledge of anatomy & physiology in relation to the use of physical skills and their impact on individuals; be able to demonstrate appropriate warm-up techniques specific to the group
- The tutor can demonstrate how to correctly warm-up the group in direct relation to the activity to be undertaken and within the capabilities of the whole group
- The tutor can describe the process for dealing with injuries and complaints
- The tutor can demonstrate or describe a de-briefing and calming process post training and facilitate a summary briefing and question and answer session
- The tutor can describe a process for recording competency assessment of their learners

5. Each applicant must hold a non-physical skills training/tutors award that meets the learning outcomes stipulated by the ICMPSA, these are:

- The tutor can describe to their learners the National Occupational Standards 'Prevention & Management of Work Related Violence'; current Health & Safety Legislation; The Law; and the European Human Rights Act; and other sector specific guidance
- The tutor can facilitate a session designed to identify the factors and triggers that lead to challenging and threatening behaviour
- The tutor can demonstrate a knowledge and understanding of how behaviour can escalate and describe the techniques for preventing escalation, calming and de-escalating situations
- The tutor can promote positive behavioural management
- The tutor can describe methods of effective communication and barriers to communication
- The tutor can describe the post incident procedures including reporting; and issues regarding support for those involved in an incident

6. Each applicant has to complete a ICM Physical Skills Tutor Initial Assessment Form which is designed to establish: the applicants current level of knowledge and understanding; experience; their background; other existing relevant qualifications:

Section 1: Personal details including ICM membership number and ICM QAC reference number

Section 2: Where appropriate the applicant should enter their employer's details

Section 3: The applicant must enter the details of any training or teaching qualifications they hold. All ICM PS Tutors must hold a certificate at level 3 or higher

- Section 4: All applicants must hold a certificate/award in physical skills tuition which meets the learning outcomes listed above (4). It is advised that you obtain either a certificate stating the outcomes have been met or a letter of confirmation from the training organisation with whom you trained. This will greatly assist you at panel
- Section 5: All applicants must hold a certificate/award in the tuition of non-physical prevention and management of work related violence or conflict management that meets the learning outcomes stated above (5)
- Section 6: Details of any other relevant qualifications. Other relative qualification might include: medical training; physiotherapy; sector specific qualifications that support your application and demonstrate sector competency; sports coaching awards that demonstrate a capability to coach physical activities safely etc
- Section 7: Details of the applicant's background and experience. The applicant should provide details and any supporting evidence of their level of experience or prior learning that is not included in section 6. This might include: any evidence of sector experience/knowledge; length of time you have been training in a particular sector; references from client organisations; previous job-roles etc
- Section 8: Whilst not compulsory as part of your application, it is recognised that physical skills tutors should have a basic knowledge and understanding of anatomy and physiology in relation to teaching physical skills e.g. medical training; some sports coaching awards include basic anatomy and physiology; the ICM basic Anatomy & Physiology Award etc
- Sector 9: The applicant must meet the minimum first aid requirements stated in the ICM Code of Practice Part 2. This states that; 'a trained first aider will be on site and able to attend the training venue in the event of an accident or injury'. However, it is generally accepted as best practice for the applicant to hold a first aid certificate as this negates the need to have third party first aid support
- Section 10: It is necessary for the ICM PS Tutor to record the competency level of each learner with each skill taught. Not all learners will necessarily achieve all levels of competency as they may not take part in all methods of learning. Whatever methods the learner's participates in it must be recorded on the competency record. The competency record may record some or all of the following: the learner understands how the skill is used as part of an overall strategy for preventing and managing challenging behaviour; they have had the skill demonstrate to them; they have been observed practicing the skill; they have been assessed applying the skill on the tutor (or assistant tutor); they have been assessed applying the skill unprompted in role-play scenarios; they have received and understood the principals of safe and un-safe skills/practices
- Section 11: Other supporting information. Any other supporting information the applicant feels it necessary to present in support of their application e.g. membership of trade bodies; education still in progress; any involvement in development groups or experience as a special materials expert; acting as an expert witness; voluntary work etc
- Section 12: Criminal records check. The applicant must undertake a CRB check

7. Each applicant must submit a Case Study of a training and development plan for a physical skills training programme. This must demonstrate: the process used for the training needs analysis; the rationale for the use of physical skills; the use of physical skills as part of an overall strategy for managing challenging/violent behaviour; the risk assessment process for the skills selected; training aims and objectives; lesson plans; competency assessment process.
8. Each applicant will need to attend an ICM Assessment Panel where their ICM Physical Skills Tutors Initial Assessment Form and Case Study will be the subject of a professional discussion by a panel of 3 or more ICM Physical Skills Assessment Panel Members.
9. Continuous Professional Development (CPD). All ICM Physical Skills Tutors will be required to attend a minimum of two ICM Physical Skills Workshops ever year to maintain their CPD. Where the tutor is involved in the delivery of a wide range of physical skills, they should attend the number of physical skill workshops required to meet their own CPD needs. The ICM will ensure that enough physical skills workshops are provided every year to cover the skills registered. Additional 'specialist' workshops may also be offered to develop new skills. Issues surrounding the Law and the Use of Force will be covered during the workshops and on Initial Training Courses.
10. The ICM Physical Skills Tutor Award will be certificated and valid for one year. Re-certification will be automatic, provided the tutor meet their requirement for CPD and other criteria set out above.
11. The ICM may choose to conduct on site training assessments of ICMPS Tutor's as and when this is deemed necessary.

ICM Awards available to ICMQAC for delivery to learners include:

- ◆ **The Foundation Award:** Duration Two-Days. The Award is based on four units of the National Occupational Standards 'Preventing & Managing Work Related Violence' (certificated by the **ICM**)
- ◆ **Assessing and controlling the risk of challenging & violent behaviour:** Duration One-Day (certificated by the **ICM**)
- ◆ **Preventing and Managing challenging & violent behaviour:** Duration One-Day (certificated by the **ICM**)
- ◆ **Physical Skills Level 1:** Duration One-Day (certificated the **ICM**). This award **does not** include skills for holding or restraining service users. Skills are selected via a process of training needs analysis and risk assessment
- ◆ **Physical Skills Level 2:** Duration One-Day (certificated by the **ICM**) This award may include skills for holding and restraining service users. Skills are selected via a process of training needs analysis and risk assessment
- ◆ **Anatomy and Physiology in relation to physical skills tuition:** Duration One-Day (certificated by the **ICM**)

- ◆ **Physical Skills Tutors Award:** Duration varies based on Initial Learner Assessments (**note:** certificated by the **ICMQAC** delivering the training). The Learner must be assessed to establish their current experience, knowledge and understanding of physical skills tuition. This will allow the ICM Physical Skills Tutor to determine the training and development plan needed for the learner to achieve the required level of knowledge and understanding and coaching competency. The Learner must be assessed for competency using the ICM Physical Skills Competency Assessment Record (*see appendices). The course may include distance learning, but **MUST** include practical training sufficient to meet the learner's needs.

Appendices

1. **ICM Physical Skills Competency Assessment Record.** For physical skills courses it is vital that each course delegates undergoes an assessment of their competency. The competency assessment process should record the following:
 - The delegates/learners underpinning knowledge and understanding of preventing and managing challenging and violent behaviour
 - The delegates/learners knowledge and understanding of the use of physical skills in the concept of an overall strategy for managing challenging and violent behaviour
 - The delegates/learners knowledge and understanding of the use of physical skills in the concept of minimum to maximum continuum e.g. the use of the lowest impact skills first and the maximum allowed skill level given the circumstances and influencing factors
 - The delegates/learners knowledge and understanding of the risks attached to the application of physical skills
 - The delegates/learners knowledge and understanding of what to do in the event of injury
 - The delegates/learners ability to apply the physical skill/s
 - The timescale for up-dating the delegates/learners knowledge and understanding

2. Risk Assessment of the Physical Skills

All ICM Physical Skills Tutors can access and contribute to the ICM Physical Skills Register. All skills registered will be subjected to the ICM physical skills risk assessment process. Using the ICM Physical Skills Risk Assessment Form each registered skill will be subjected to a 5 point risk assessment process in-line with the Health & Safety Executive guidance. The ICM Physical Skills Risk Assessment Panel will ascertain the following:

1. **How the technique was likely to cause harm**
2. **The minimum likely impact on the recipient**
3. **The maximum likely impact on the recipient**

Other information about the circumstances in which the skills may be applied; and the service user group dynamics; or individual service user medical implications are completed locally. This will include the current control measures and review process.

Issues surrounding how the skill would impact on the applicant will be analysed and recorded during the ICM Physical Skills Workshops as this includes questions about training and coaching methods, general impact factors e.g. size and strength of the recipient and the effectiveness of the technique.

The ICM physical Skills Risk Assessment process is be subjected to external verification once completed.