



Are you accredited to BILD?

Accreditation under the 'BILD PITAS' scheme (as it was previously referred to) no longer exists. As of April 2020, the accreditation has transferred to the 'BILD Association of Certified Training – BILD ACT' and the 'Restraint Reduction Network Approved - RRN' training organisation scheme. What's the Message are one of a small group of commercial training organisations to have successfully transitioned over to these new Standards

What is the length of the initial training course for new starters?

Adhering to the BILD ACT and RRN19 standards, the length of course is very much determined by a 'training needs analysis' (TNA). We already have the templates for a TNA available for our customers to use as a starting point. As general guidance, however, a 1 day Introduction level will usually be for services that are deemed as low risk. The 2 day Foundation will be for low to medium risk and the 4 day Advanced will be for high risk settings. Our courses are based on prevention and the model of Positive Behaviour Support (PBS), with the physical skills trained as the reactive and emergency management part of our course.

What is the length of the 'refresher' training course for existing staff?

The length of the course is 1 full day – regardless of whether the original course is a 1 or 2 day. This is, once again, set out in the new BILD/RRN standards

What is the frequency of refresher training?

The length of the course is outlined, within BILD ACT/RRN as 12 months. We issue reminders to our customers, with 6-8 weeks notice, to ensure that staff maintain their certification.

Do you have course outlines?

Example course outlines are provided on our website: www.whatsthemessage.co.uk/training

We can also offer bespoke service user-specific training within our training sessions. For this, we would need to see ABC charts and other service user records/background at six weeks in advance of the training.

How many staff are you able to train per course?

As per the standards, for the Introduction Level, we train up to 16 people. For the 2 day Foundation, the number of delegates will be 12.



Do you have a train the trainer scheme for BILD ACT and RRN

Outcomes for the BILD/RRN Train a Trainer scheme can be accessed by contacting us directly using the details at the foot of this guidance note. This course is 5 full days run consecutively. There would need to be a minimum of 2 instructors trained within the purchasing organisation. The training dates can be agreed with you and we can train, in-house, at your own site.

To help guide you through your decision for this, we will issue you with our Quality Assurance Overview (QAO) which aligns to the Standards. This summarises the commitment and requirements for an WTM/BILD Affiliated Trainer (in-house trainer). We have compiled this in order to support customers to make an informed choice about whether to go down this route, as there is a lot to factor into the assessment for this training course.

What is the size of room you require?

The size of the room will depend upon how many delegates we have per course and what level we are training. If there are physical elements contained within the training course, then there would need to be enough space for all delegates to have a table for group work plus room to freely move around the room for the physical elements. This is a standard risk assessment checklist (below) which should provide some idea of what the room requires.

Training room risk assessment checklist

1. Full equipped First Aid box available
2. Tables and chairs available for group work
3. Room suitable size for number of delegates to move freely
4. Ventilation adequate
5. Heating/Cooling systems adequate for climate
6. Refreshments available – Tea, coffee, hot water, sugar, milk, water
7. Access to toilets and handwashing facilities
8. Training venue is accessible for delegate group
9. Facilities are available to cater for religious beliefs e.g. prayer room

Do you provide consultancy on behaviour support plans and approaches specific to individual service users?

Our Clinical Behaviour Support team, who also deliver our training, can conduct a full functional behaviour assessment and provide a PBS plan for you. Alternatively, we can coach and train managers/seniors through this process (see outline for **Functional Behaviour Assessment** training on our website). We have extensive experience in this area



and, to date, have a 100% track record of reducing or eliminating behaviours that challenge through our support planning. We provide all the templates and support to use within your organisation, should you require this.

Are you able to offer any training remotely (via video conferences)

Theory-based training is available, via Zoom webinar. We have dates that are being issued regularly. Please contact us for more information.

Additionally

As a result of extensive research, we are the only company, as far as we are aware, who also provide staff training around the complex needs of **Scatolia, Coprophagia and Coprophilia** (consumption, smearing and gratification of faeces). Through our PBS planning and research, we have supported staff to completely eradicate this complex behaviour. Course outcomes are, once again, available through our website.

If you have any further questions then please feel free to get in touch



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