

What's involved

We want you to get the most out of this programme and feel confident achieving the qualification. Below is an outline of what's involved along with some reassurance from previous participants.

Attend all four training days

You will need to commit to attending all four days of the course, as this is required to achieve the Level 4 accreditation.

The sessions are highly interactive and build on each other, so attending all days is essential to:

- Develop your skills gradually
- Practise in a supportive environment
- Build relationships with others on the course

It's very common to feel nervous about practising coaching skills at the start in fact, most people do. However, we create a safe and supportive learning environment, and you will build confidence step by step.

Many participants tell us they felt anxious before the course, but by the end were enjoying the conversations and feeling confident in their abilities.

Portfolio and practical application

As part of the qualification, you will complete a portfolio of work.

Most of this is developed during the four training days, so there is no heavy academic workload afterwards. You will simply:

- Build your learning as part of the sessions
- Transfer this into your portfolio

In addition, you will need to complete the equivalent of around 4 hours of coaching style conversations in your role. These do not need to be long sessions they can be:

- Short conversations (e.g. 5–10 minutes)
- Part of your everyday interactions

You will then complete short reflections on these conversations, which form part of your portfolio.

Change sponsor support

You will be asked to identify a change sponsor within your organisation or volunteer setting (for example, a manager or colleague).

This is a supportive role and they will:

- Talk with you about what you are learning
- Encourage you to practise your skills
- Help you think about how this can be used in your role

This is not a formal or time-consuming requirement simply someone to support and encourage you along the way.

Poster and celebration event

As part of the programme, you will create a short poster that showcases:

- How you have used your new skills
- The impact on a resident, patient or service user
- Your key learning

You will be invited to a celebration event, where you will:

- Reconnect with others from your course
- Share learning and showcase your poster

Ongoing support

We don't just deliver the training we support you throughout the whole process.

- You will be guided step by step through the portfolio
- Support is available if you need help completing any element
- We take a flexible approach, recognising different roles and skills

Participants with a wide range of experience including those with limited IT confidence have successfully completed the programme. Where needed, we can work with you to find practical ways to evidence your learning.

In summary

This programme is designed to be practical, supportive and achievable, helping you build confidence while gaining a recognised qualification. Most importantly, it will leave you with skills you can use every day to make a real difference.