



General Social Care



Our Service

At In-Trac, we don't just deliver training. Our service starts at the development phase and carries right through to end of service impact reports, all delivered with our expert customer care.

Design All In-Trac training is bespoke to your organisation. The content of each session is discussed with you and formally signed off prior to delivery. Once the content is agreed, final course programmes and associated materials are developed and shared with you prior to delivery.

Delivery Our courses are delivered by exceptional, qualified trainers – specialists in their subjects – and feedback from our training is consistently rated 'excellent' or 'very good' by both delegates and those commissioning the courses.

Customer Care Our dedicated, professional customer team manages and carries out all communication between In-Trac and you, the client. They will liaise directly with you and the training will be monitored at every stage to make sure you are satisfied. Our head office team is experienced, enthusiastic and empathetic.

Online All of our courses can be delivered online via Zoom, MS Teams or your online platform of choice. Our training team has substantial experience of delivering successful training online with excellent outcomes. We provide materials to learners in an electronic format.

Booking System In-Trac has in place an established, bespoke, web-based Client relationship Management system, to organise and manage all training bookings, delegate bookings, trainers, materials, evaluations, and record keeping. Within this system is a client booking system which we are able to offer to our customers free of charge on most of our contracts.

Evaluation is a critical part of our process. All delegates complete an online evaluation form, as does our trainer, so that we may feed back to you any relevant issues raised as a result of the training.

Impact Our training doesn't end at evaluation. 3 months post-delivery, we send out a post-training impact survey to monitor the effectiveness that the training has had in your organisation.

Review Through our Service Delivery Management team we meet with our clients regularly to discuss past training and how improvements can be made (if any) and discuss any future training requirements.

Managed Training Service In-Trac has many years of experience managing training contracts of all kinds for various group sizes & across organisations. We recognise the care and attention to detail required to create the perfect training experience and outcomes.

We rigorously adhere to all available corporate training guidelines, local and national policies & requirements. So, whether you are looking for a one-off course or a bespoke programme we are confident we can offer you the right training for you.

Please ask about our volume booking discounts. The details of current offers can be found on our website at www.in-trac.co.uk/offers

About In-Trac

In-Trac Training specialises in providing a comprehensive range of courses to meet the specific training needs of the Social Care, Health Care, and Education sectors. One of our core offerings is Supervision training, which follows the integrated model known as the 4x4x4 model of supervision. This model was co-developed by our founder, Jane Wannacott, and forms the backbone of our supervision training.

Our team of trainers is carefully selected based on their expertise, experience, innovative approaches, and exceptional communication skills. They bring their wealth of knowledge and practical insights to deliver engaging and effective training sessions.

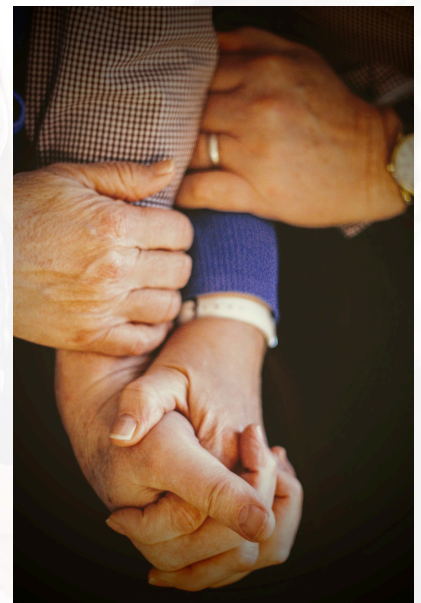
At In-Trac, we understand the importance of tailoring our courses to align with the unique requirements of your team, department, and organization. Our dedicated Customer Service team works closely with you throughout the training project, ensuring that your learning outcomes are fully met. Whether you prefer virtual training sessions conducted via your preferred video conferencing platform or classroom-based learning, we are equipped to deliver the courses in the format that suits you best.

Choose In-Trac Training for a wide range of specialised courses designed to enhance the skills and knowledge of professionals in Social Care, Health Care, and Education. Our commitment to customisation, exceptional trainers, and attentive customer service ensures a high-quality learning experience for your team.

General Social Care Training at In-Trac

In-Trac has one of the most comprehensive portfolios of social care training in the U.K. We have specialist teams able to deliver everything from refresher & update training on Infection Control, Medicines Management and Moving & Positioning to one-day and longer courses on Common Induction Standards, Neuro-Linguistic Programming and Breaking Bad News. We have a track record in delivering specially tailored Leadership & Management training courses to the social care sector.

In-Trac trainers bring a wealth of experience, both as practitioners and as teachers to the training they deliver to clients in Social Care. We have included many of the more popular and important courses here; however, if there is a topic missing from this extensive list, please feel free to contact us by phone, email or via our website and we would be happy to discuss your requirements with you.





Follow us on Twitter
[@intrac_training](https://twitter.com/intrac_training)

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Bereavement & Loss Courses

- Managing Challenging Behaviour



Care Act Courses

- Managing Challenging Behaviour



General Courses

- Intersectionality Awareness
- Motivational Interviewing
- Neurodiversity



Health, Safety and First Aid Courses

- Lunchtime Learning – Health and Safety Law – recognising and controlling hazards
- Lunchtime Learning – Sepsis Awareness
- Managing Challenging Behaviour



Human Resources Courses

- Bullying & Hate Crime
- Equality, Diversity and Inclusion
- Managing Challenging Behaviour



Learning Difficulty / Disability Courses

- Autism (Developing Skills) – Part 1
- D/deaf Awareness and a brief introduction to British Sign Language
- Engaging Parents and Carers with Learning Disabilities
- Managing Challenging Behaviour
- Understanding ADHD & Autism



Legal Courses

- Bullying & Hate Crime
- Consent
- Duty of Care
- Legal Literacy
- Public Law (Declaratory Relief & Judicial Review)
- Understanding Hate Crime



Management & Leadership Courses

- 1:1 Direct Supervision
- De-escalation – A Proactive Approach to Conflict
- Developing Effective Supervision: Core Skills for Supervisors
- Group Supervision
- Managing Challenging Behaviour



Mental Health Courses

- Managing Challenging Behaviour
- Mental Health First Aid (Accredited)



Personal Development Courses

- 1:1 Direct Supervision
- De-escalation – A Proactive Approach to Conflict
- De-Escalation – A Proactive Approach to Conflict 2-day Course
- Developing Effective Supervision: Core Skills for Supervisors
- Enhancing the Development of Newly Qualified Social Workers
- Group Supervision
- Managing Challenging Behaviour
- Neurodiversity
- Providing Reception Services



Resilience, Wellbeing & Stress Courses

- Managing Challenging Behaviour
- The Role of Emotional Wellbeing for Practitioners



Safeguarding Courses

- 1:1 Direct Supervision
- Developing Effective Supervision: Core Skills for Supervisors
- Disengagement Training
- Group Supervision
- Managing Challenging Behaviour
- Physical Disengagement Training
- Safeguarding for Managers



Substance Misuse Courses

- Drug & Alcohol Awareness
- Managing Challenging Behaviour
- Substance Misuse



Supervision Courses

- 1:1 Direct Supervision
- Authority & Supervision; Difficult and Challenging Conversations – developing frameworks for thinking and action
- Developing Effective Supervision: Core Skills for Supervisors
- Group Supervision
- Recording Reflective Supervision
- Reflective Supervision
- Supervising and assessing the ASYE year
- Supervising to Improve Practice
- Using Supervision Effectively: a one day course for Supervisees



A-Z Course Index for General Social Care Courses

- 1:1 Direct Supervision
- Authority & Supervision; Difficult and Challenging Conversations – developing frameworks for thinking and action
- Autism (Developing Skills) – Part 1
- Bullying & Hate Crime
- Consent
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- Reflective Supervision
- Safeguarding Adults – Level 2 – Principles and Practice
- Safeguarding for Managers
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- Supervising to Improve Practice
- The Role of Emotional Wellbeing for Practitioners
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