



*Supporting Professionals
Supporting People*

Certificate in Supporting Users of Assistive Technology (Level II)

A new CSHS qualification course for all involved in housing-related support, a care setting or Telecare Services Centre and Response. It is intended for front-line support workers helping a wide range of people to increase or maintain their independence, wellbeing and choice.



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City & Guilds

Certificate in Supporting Users of Assistive Technology (Level II)

About Assistive Technology - Telecare

Some 90% of older and more vulnerable individuals say that it is their wish to continue living independently in their own homes. Assistive Technology - or Telecare as it is becoming known - is a service that enables people to do just that. Equally, it gives peace of mind to family, friends and carers, knowing that when they are unable to watch over their loved ones, Telecare will.

A Telecare Qualification

The need has arisen for a formal qualification in Telecare; to show competence and understanding, not only of the technology but also, the issues and needs of service users. Just as Telecare itself is as much about dignity and independence as it is about equipment and services, this qualification is about supportive and perceptive interaction with users.

Awarding Body

This Level II qualification is validated by City and Guilds - probably the best-known provider of vocational qualifications and one that is recognised and respected by employers throughout the UK.

Frequently asked Questions

Who is this qualification for?

There is a large variety of job roles that would benefit from this qualification.

Assistive Technology is integral to the development and implementation of preventative strategies that can improve and empower the lives of vulnerable people. Whether you are in housing, a care setting or involved in Telecare services centre and response operations, this qualification is for you. It is intended for front-line support workers helping a wide range of people to increase or maintain their independence, wellbeing and choice.

If you work within a Housing Association, a Local Authority or Health Care operation and regardless of whether it's a public or private concern, if you're likely to be involved in assistive technology and/or support planning or response, this qualification is relevant to you.

This course can be used as an entrant-level qualification for new employees taking up roles as front-line support or floating support workers. It is an accreditation opportunity for Telecare teams or as a bolt-on qualification to existing and experienced staff that would benefit from additional learning in this area - or just desire accreditation for knowledge they already have. This will help ensure that assistive technology is recognised and mainstreamed as a proactive risk management tool.

What will I study?

You will complete all the following five modules:

- Principles of assistive technology
- Individuals who use assistive technology and their needs
- Communication with users of assistive technology
- Health and Safety issues in relation to assistive technology
- Ethics and the use of assistive technology

You will then choose two of the following modules:

- Telecare services centre and response
- Enable individuals to carry out daily living activities using assistive technology
- Information and communication technology for individuals with disabilities
- Telecare and telemedicine
- Stock control for assistive technology services
- The financial structure supporting contracts and individuals

How will I learn?

You will study using a combination of methods through blended learning. Workbooks will be used to provide underpinning knowledge, supplemented by a number of study days where you will have face to face teaching and support.

Throughout your study you will have a personal Tutor and have access to support via the telephone and your computer - this can be via email and our virtual learning environment (Moodle).

Application Form for the CSHS Certificate in Supporting Users of Assistive Technology

About you

Surname	<input type="text"/>	Forenames	<input type="text"/>
Title	Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/>		
Date of Birth	<input type="text"/>	County	<input type="text"/>
Home Address	<input type="text"/>	Post Code	<input type="text"/>
		Tel: home	<input type="text"/>
Email: home	<input type="text"/>	Tel: mob.	<input type="text"/>

About your work

Organisation Name	<input type="text"/>		
Your Job Title	<input type="text"/>		
Your Work Address	County	<input type="text"/>	
	Post Code	<input type="text"/>	
Tel: work	<input type="text"/>	Email: work	<input type="text"/>
Your Line Manager	Name (and address if different) <input type="text"/>		

Other information

How would you like your study materials delivered?

Download from our Website (free) Posted to you on a CD (free) Posted to you on paper (Extra charge of £25+VAT pa)

Please tick to select your two chosen elective modules (See page 2 of the brochure)

Telecare services centre and response Enable individuals to carry out daily living activities using Assistive Technology Information and communication technology for individuals with disabilities Telecare and Telemedicine Stock control for Assistive Technology users The financial structure supporting contracts and individuals

The course or registration fee invoice should be addressed to:

Surname	<input type="text"/>	Forename	<input type="text"/>
Department	<input type="text"/>		
Address	County	<input type="text"/>	
	Post Code	<input type="text"/>	

If your organisation is a CSHS member and you wish to take advantage of member's discounted rates, please quote your CSHS membership number. This discount cannot be used in conjunction with any other offer.

Any extra support Needs	<input type="text"/>
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If your employer is sponsoring you, we may be requested to supply information to them relating to your attendance and progression during the course. If you do NOT wish us to give this information to your employer, please tick the box. Please note, that in this instance, should your employer request such information, they will be informed that it is withheld at your request.

Your Signature	<input type="text"/>	Date	<input type="text"/>
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Please return your completed Form to: Student Administration • CSHS • Elgar House • Worcester • WR4 9EE • or fax it to 01905 727299