

training solutions



training by people
who care about care

Tunstall



the importance of training

People are the greatest asset of an organisation and like any other asset they need investment and maintenance. From training new staff, running refresher courses or assisting in the purchase of new equipment, Tunstall training can support you in making the most of your resources to provide efficient and effective services. Training can:

- Increase the level of understanding about products and the service
- Measure and unify standards
- Be used as an opportunity to reinforce organisational aims
- Identify the members of staff that need further support, assistance or training
- Help staff appreciate their professional role, which will be reflected in their work
- Reassure staff of the support available to them
- Be used to review areas for improvement to maintain the quality of the service
- Be used as an ongoing process to accommodate equipment developments
- Provide opportunities for feedback

"All aspects of the training were very useful and relevant to my job and also the programming handouts for referral when needed. If we are to expand our range of services and compete with other organisations, any training relating to the job we do and the service we provide has to be beneficial."

Caron Senior, Carephone Manager, Kirklees Carephones

"The training day itself is not the end as far as Tunstall is concerned. Kath wants to make sure that the software applications fit in with the way we operate and show us how to make the best of the new functionality. With her depth of experience and knowledge of control centres generally, together with her long standing relationship with Invicta Lifeline, we can be certain that we will always get effective training and, just as important, training delivered appropriate to our needs."

Steve Davies, Development Director, Invicta Lifeline

training credentials

The training team has over 30 years of experience with Tunstall Group and social alarm technology. More specifically 8 years extensive assistive technology experience – **no other company has such a vast knowledge of the equipment and services available today.**

The team has a wide range of skills and holds Associate Membership of the Chartered Institute of Personnel & Development which gives them access to a reliable source of information and best practice methods ensuring that they assist you to meet the relevant professional standards. We can also contribute to the wider aims of your organisation, for example meeting the demands of Best Value.

training location

To enable staff to receive training in their familiar working environment and with their own database, courses may be run at a customers' own premises. This is particularly useful after installation when users may wish to fine tune their knowledge of the product, develop advanced skills or resolve any difficulties which may be presented by individual needs. However, in a busy office environment, the problem of interruption can often arise. For this reason Tunstall has **purpose built training facilities** at its group headquarters in Whitley Lodge, Yorkshire. The

training suite is comprehensively equipped with the latest audio visual aids and is fully air conditioned. The suite also incorporates the latest products which can be demonstrated with hands-on tuition given.



telecare training & support services

It has become widely recognised that telecare solutions provide effective alternatives to residential, nursing home and even hospital care for many vulnerable people, thus improving both the quantity and quality of client choice while also delivering significant cost efficiencies through enabling independent living.

Tunstall's telecare training and development support services have been introduced to provide a structured easy to digest training programme, coupled with ongoing support to help with all aspects of providing a telecare service.

The telecare training programme consists of the following 4 modules which can be chosen separately to address certain knowledge gaps or together as a comprehensive course:-

1. Tele-Aware - Generating Awareness in Telecare Service Provision

Course Aim - To provide a sound understanding of the role of telecare in society, the implementation of effective solutions and the setting up and evaluation of a successful telecare trial site.

2. Tele-Enable - Telecare Equipment Programming

Course Aim - To develop a detailed knowledge of Lifeline home units together with the availability, benefits, registration, configuration and installation of all telecare sensors to enable correct sensor selection and straightforward implementation.

3. Tele-Life - Lifestyle Reassurance Implementation

Course Aim - To provide a thorough understanding of the role of Lifestyle Reassurance in society and to ensure understanding of installation, configuration and use of the system.

4. Tele-Ready - Launching a Telecare Service

Course Aim - To highlight the issues affecting mainstream telecare service delivery and to provide the knowledge necessary to achieve a successful outcome.

development support services

A comprehensive level of customer support is available to help with all aspects of developing a telecare service, from installation advice through to the marketing of a service and even the assessment of clients in order to provide recommendations on the most suitable client solutions.



All courses are fully assessed with certification for each successful participant.





comprehensive training solutions

A wide range of training courses are available in order to provide comprehensive knowledge on all aspects of social alarm infrastructure to ensure that maximum benefit is being obtained.

Home Units

This course provides a sound understanding of the features and benefits of home units, local and remote programming, installation techniques and advice on the programming of telecare sensors.

Warden Call Systems

This course provides a clear understanding of the features and benefits of warden call systems, on/off site call handling, remote door control and door entry together with a thorough explanation of call signals.

Telecare Overlay

This course is designed to provide an understanding of the issues that can be addressed by the use of telecare in sheltered housing schemes, features and benefits of Telecare Overlay and all operational aspects of the Telecare Managers Units including programming of telecare sensors.



"Everyone came back with so much enthusiasm for everything they have been taught. I am very happy to make these sessions part of our ongoing training and personal development for the staff as the experience has been polished, professional and worthwhile."

Doug Milles, Manager, Careline and Community Services,
MASCOT/LB Merton

training solutions - course index

The following list outlines Tunstall's range of courses. As the list is continually being developed please contact us for an up to date training booklet or visit www.tunstallgroup.com/5_4training.htm

course title	who	level
PNC control centre software		
PNC3	Refresher; new starters, management	Standard
PNC4	Refresher; new starters, management	Standard
PNC4 upgrade from PNC3	Operators, management	Standard & Advanced
PNC4 hosted solutions	Operators, management	Standard & Advanced
PNC4 hosted solutions operational management procedures	Supervisors, management	Advanced
Management reports	Supervisors, management	Advanced
Lone Worker	Operators, management, lone workers	Standard
Invoicing	Supervisors, management	Advanced
Incident Manager	Operators, management	Standard
Stock Control	Supervisors, management	Advanced
Telecare		
Telecare Development Strategy	Management	Advanced
Technical Development Support	Supervisors, management	Advanced
Marketing Development Support	Supervisors, management	Standard & Advanced
Client Assessment Support	Management, community workers	Standard
Tele-Aware - Generating Awareness	All audiences	Standard
Tele-Enable - Equipment Programming	Installers, community workers, supervisors	Standard & Advanced
Tele-Life - Lifestyle Assurance Implementation	Community workers, supervisors, management	Advanced
Tele-Ready - Launching a Telecare Service	Supervisors, management	Advanced
Home Units & Sensors	Operators, supervisors, management, community workers, installers	Standard & Advanced
Grouped systems		
Communicall Vision	House/scheme managers	Standard
Omnicall	House/scheme managers	Standard
Telecare Overlay	House/scheme managers, management	Standard & Advanced
Management / bespoke		
Consultancy	Management	Advanced
Database structuring	Management	Advanced
Specifically designed courses	operators, supervisors, management	Standard & Advanced

We can also arrange a number of tailored courses which may cover: Best Value, communicating with vulnerable people, elderly persons awareness, counselling, communicating with third parties, telephone skills, team building, confidentiality.

We recommend a maximum of 5 people per PNC course. Tunstall reserves the right to charge for cancellation of courses.

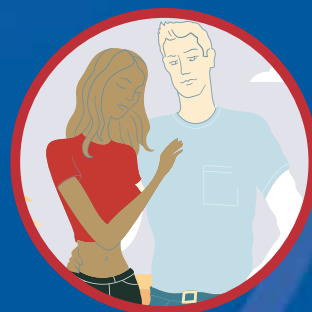


"Staff had anxieties about the change from PNC3 to PNC4 but Janette immediately dispelled any problems and concerns they had and made them see how much easier their life at work was going to be. She was extremely patient and had time for everyone individually, including myself! By the end of the week staff were eager to go live and wanted it sooner than planned."

Diane Burrup, Control Centre Manager, City of Nottingham

"The feedback I have had from the staff has been extremely positive and all who attended found it to be very informative and they feel far more equipped to manage the system now. In light of this, I would appreciate it if you could arrange a further training day as you have extremely professional training techniques that my staff feel very comfortable with."

Julie Robinson, CC Manager, Walsall



what to do next

If you would like to book training, or find out which course would benefit you, please call us on 01977 660278

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www.tunstallgroup.com

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Tunstall Group Limited, Whitley Lodge, Whitley Bridge, Yorkshire DN14 0HR
Tel: +44 (0)1977 661234 Fax: +44 (0)1977 662450 Email: enquiries@tunstall.co.uk

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