

**Welcome to**

# **NewLinkWales**

## **Training and Qualifications Brochure**

**THE GREATEST ASSET THAT  
AN ORGANISATION HAS IS THE  
PEOPLE THAT IT EMPLOYS.**

*Welsh Government, 2009*

**[www.newlinkwales.org.uk](http://www.newlinkwales.org.uk)**



# what's inside...

At **NewLink Wales** we have an unrelenting passion for supporting workforce development throughout the substance misuse, health and social care and Criminal Justice sectors. We strive to support these sectors in driving up standards of practice and treatment effectiveness to support strategic delivery and promote recovery from substance misuse. This is achieved through a wide variety of training courses and qualifications.

Ultimately this translates into saving lives, supporting families and promoting long term recovery from substance misuse.

At NewLink Wales we share the Welsh Government's vision for "the development of an improved, sustainable, appropriately qualified and competent workforce and that substance misuse workers are recognised as professional and valued for the work that they do." (*Workforce development plan, 2011*).

Whether you are an existing practitioner, volunteer, service user or commissioner looking to develop your skills, knowledge, understanding and confidence to work with individuals using substances NewLink Wales is the ideal place to start. This booklet will outline our annual rolling programme of training courses, tell you how to book a bespoke training course or enrol on a qualification with us.

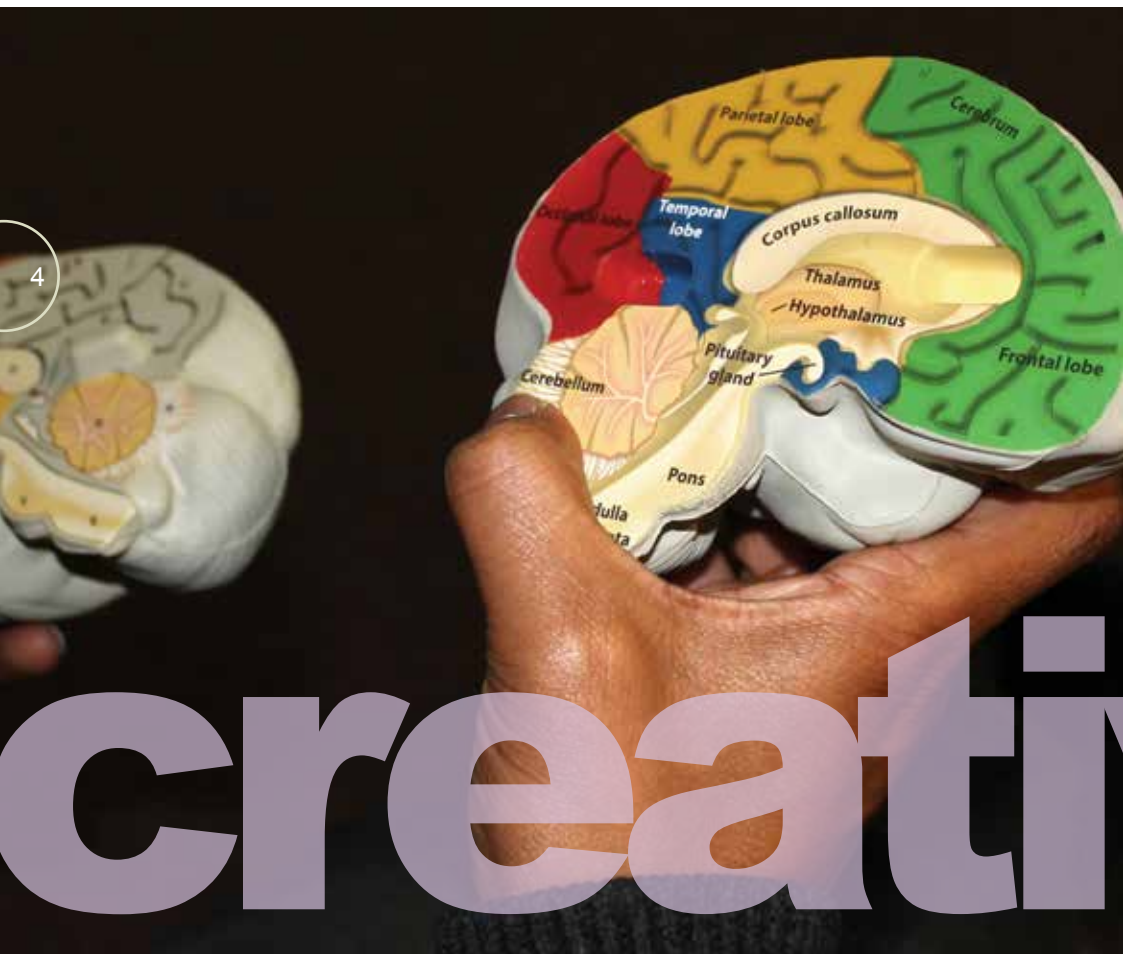
**NewLinkWales**

|                                 |         |
|---------------------------------|---------|
| Introduction                    | 2       |
| Our Expertise                   | 4       |
| Quality Assurance               | 6       |
| Your guide to qualifications    | 8 - 20  |
| Practitioner Qualifications     | 12      |
| Management Qualifications       | 19      |
| Your guide to training          | 21 - 24 |
| Specialist knowledge and skills | 24      |
| Booking Information             | 24      |
| Directions to New Link Wales    | 26      |

# expertise

## Our Expertise

The training and qualification team have all been chosen due to their considerable expertise in the area of substance misuse and their ability to enthuse, motivate and inspire those they work with.



The team have a combined 60 years of practice working with substance misuse and over 40 years of experience in developing training programmes.

Our experience covers:

- Substance misuse treatment, intervention and commissioning
- Community development
- Criminal Justice Services
- Outreach development and Community Engagement
- Clinical Governance and psychosocial interventions
- HIV and BBV prevention
- Work with male and female sex workers
- Work with those in housing need
- Specialist intervention with BME communities
- Design and delivery of group work programmes
- Coaching and mentoring
- Management and Leadership (training and practice)

NewLink Wales occasionally uses associate trainers and assessors who are chosen because they are pre-eminent in their fields or they are currently involved in cutting edge projects that give immediate relevance to the training.

For further details on all our trainers please see our website at

[www.newlinkwales.org.uk](http://www.newlinkwales.org.uk)

# creativity

## Quality Assurance

***"The services NewLink Wales provide are invaluable; not only to the individuals receiving training and support but also to the organisations these people go on to serve."***

Director, Recovery Cymru, 2012

Quality assurance is a fundamental part of what we do at NewLink Wales and we pride ourselves on the results we have achieved. As a direct result of the work carried out by the training and qualifications team spanning over a decade, the substance misuse workforce across Wales is better equipped to support people with substance misuse issues.

***"The substance misuse sector has faced a number of ideological shifts in recent years. Many practitioners have been confused by this, especially regarding what the recovery movement means for them. Our training brings clarity on these subjects and ensures consistency."***

CEO, NewLink Wales, 2012

**We asked participants to rate our training and found that:**

- 98% would recommend the training they received to others
- 98% rated the courses they received as 'excellent' or 'good'
- 97% rated the tutors skills as 'excellent' or 'good'
- 97% rated an 'increase in confidence' following completion of the course
- If every training and qualifications participant supported 4 new service users in the substance misuse field per week then around 144,000 clients will have benefited from the skills and knowledge gained by their worker during 2011/12.

## What our training and qualifications participants say about us...

***"I felt the delivery and content was excellent. (the tutor) was able to put experience into practise which I respected more than someone with no experience on the subject."***

Youth Worker, 2012

***"As a nurse I found it very useful to hear experiences and how situations were dealt with especially the case studies."***

School Nurse, 2012

***"Really interesting and presented in a way that I think allowed us to become involved with the material and the concept of recovery. In this way it became more than just a course."***

Social Worker , 2012

***"The Health and Social Care qualification has reinforced my practice; it helped me look at the legislation attached to my role. It is not so much learning as I already do the job, but it helps ground in the knowledge of exactly what I do. It has helped me gain confidence as at the beginning I felt the qualification would be difficult and the work load too much but it has been enjoyable"***

Project Worker, Substance Misuse agency, 2012

***"Taking the time to do the NVQ has made me more aware of all the intricacies of my work as a Substance Misuse Practitioner. It has also given me a better chance of getting my current job, while at the same time reinforced my practical skills through the theory applied."***

Project Worker, Substance Misuse agency, 2012

***"The support and advice I received from NewLink Wales meant that I had a lot of flexibility in choosing the right units to study and also to research more into the areas of substance misuse that interest me"***

Senior Support worker, Housing Support, 2010

***"Undertaking my ILM 7 qualification through NewLink Wales was a supportive and positive learning experience. As a senior manager it was good to interact with an external organisation and reflect on my achievements and working practices through the ILM 7 qualification process."***

Regional Manager, South Wales IOIS, 2012

# Your guide to qualifications

NewLink Wales is an established and well respected centre for City & Guilds and the Institute for Leadership and Management (ILM) and more recently Agored Cymru. These partnerships have enabled us to offer a variety of accredited qualifications to suit everybody within the sector, from service users, through to practitioners, volunteers through to senior management and commissioners.

We have successfully delivered over 100 qualifications and look forward to supporting more individuals in their own development journey.

Our portfolio of qualifications is always growing, with recent additions in Community Justice, Youth Justice, Leadership & Management and Coaching & Mentoring to name just a few.

The following table highlights the different qualifications available and their levels of complexity and depth of learning.

## Level 7

ILM NVQ Diploma in Management

## Level 5

ILM NVQ Diploma in Management

ILM VRQ Award / Certificate in Leadership and Management

ILM VRQ Certificate in Coaching and Mentoring

## Level 4

Award in Internal Quality Assurance of Assessment Process and Practices  
Certificate in Leading the Internal Quality Assurance of Assessment Process and Practices

Award/ Certificate in Working with Substance Misuse

## Level 3

Award in Understanding the Principles and Practices of Assessment

Award in Assessing Competence in the work Environment

Award in Assessing Vocational Achievement

Diploma in Health & Social Care

Certificate in Community Justice

Award / Certificate in Working with Substance Misuse

## Level 2 and under

Recognising and Responding to Substance Misuse

Introduction to Trainer skills - accredited two day Training the Trainer course

Employability and Personal Development – NewLink Wales' MILE accreditation and service user qualification

## NewLink Wales traineeships

NewLink Wales has a trainee 'substance misuse' worker curriculum, which involves a mixture of accredited core skills training and completion of the Level 3 Award in Substance Misuse or the Diploma in Health and Social Care or Introduction in Community Justice.

Trainees need to be working in a relevant placement and directly working with service users. Training and 1-2-1 support will be given to allow the trainees to develop their knowledge and understanding in the substance misuse / health and social care sector before competence is assessed in the working environment.

**For more information please contact the Training and Qualifications Manager.**



### How to pay for your qualification:

There are different options to pay for your qualifications which can include paying the fee up front or paying per module.

### Paying your fees upfront:

NewLink Wales does not have set enrolment dates per year which means we can provide the flexibility and individual support for those learners wishing to achieve their qualification throughout the year.

### Paying per module:

You can pay a set fee for induction and registration costs to complete one of our qualifications. We will then arrange for you to meet one of our assessors to discuss your own development needs, be it personal or professional to develop your qualification in a more cost effective way.

### Buy Now, Train Later Vouchers:

If you have funding available for training that needs to be spent before the end of the financial year, you can purchase vouchers for use on either bespoke training courses, individual places on our programme courses or qualifications. Ask for further details.

NewLink Wales has more courses and qualifications being accredited at time of print.

For more details on specific entry requirements and costs for any of our qualifications, please see our website at [www.newlinkwales.org.uk](http://www.newlinkwales.org.uk)  
E: [training@newlinkwales.org.uk](mailto:training@newlinkwales.org.uk)

## What is Credit Based Learning?

The majority of the qualifications that NewLink Wales offer are credit based: we have provided a snap shot of what this means:

### Qualification Sizes

There are 3 sizes of qualification in the Qualifications and Credit Framework (QCF). Each size has a credit range:

- Award: 1-12 credits
- Certificate: 13-36 credits
- Diploma: 37+ credits

Note: The *minimum credit* specified in the rules-of-combination for the specified qualification must be achieved.

### Qualification / Unit Level

The level of a unit or qualification indicates its relative demand, such as its complexity, the depth of achievement required and / or the autonomy of the learner demonstrating its achievement.

### Credit

An award made to the learner in recognition of their achievement of the designated learning outcomes of the unit.

### Credit Value

The number of credits that maybe awarded to the learner for the successful completion of the unit's learning outcomes and assessment criteria. One credit is equal to 10 hours of learning time.

### Credit Accumulation

The process of putting together a combination of credits to meet the minimum achievement requirements of a qualification.

### Certification

Certification is an official record of the learner's achievement, representing the credit attained for either the individual unit/s or the whole qualification.

## Level 3 Diploma in Health and Social Care

### About this qualification:

The Diploma is suitable for people who are working in the Health and Social Care sector and will help to develop or demonstrate skills that are crucial when supporting others. The final qualification gained is based on the completion of a series of mandatory units which will include: the role of a health and social care worker, health and safety, equality and inclusion and personal development. In addition to this a number of optional units will be completed to meet the minimum requirements of the Diploma.

NewLink Wales offers a number of courses and workshops that compliment both the mandatory units and those that meet the Drug and Alcohol National Occupational Standards (DANOS) which form many of the optional units.

### How will the qualification be achieved?

A portfolio of evidence is gathered which will demonstrate the skills and knowledge in each of the units. This will be carefully planned with a qualified and experienced assessor, who will offer support and guidance throughout the qualification and provide individual feedback to inform best practice and learning opportunities.

### Who can complete this qualification?

There are no formal entry requirements for candidates undertaking this Diploma. However, observation of work practice is a requirement for this qualification which means learners will need to have the opportunity to directly support service users.

## Level 4 Award or Certificate in Working with Substance Misuse Level 3 Award or Certificate in Working with Substance Misuse

### About these qualifications:

These qualifications are suitable for people who work with substance misuse, including the use of drugs, alcohol or prescribed medication. An Award or Certificate in Working with Substance Misuse will give you the specialist knowledge and professional skills to be more resourceful and effective when supporting those people who misuse substances. From identifying misuse to supporting individuals through treatment and rehabilitation, you can focus on the substance abuse issues that impact on your work.

The final qualifications gained are based on the selection of units that are achieved, the Award is gained through the achievement of a minimum of 10 credits and the certificate through a minimum of 18 credits. There are over 30 units available and each unit has a credit value and are set at a specific level of learning which your assessor can explain in more detail.

### How will the qualification be achieved?

A portfolio of evidence is gathered which will demonstrate the skills and knowledge in each of the units. This will be carefully planned with a qualified and experienced assessor who will offer support and guidance throughout the qualification and provide individual feedback to inform best practice and learning opportunities.

### Who can complete this qualification?

The Working with Substance Misuse Awards and Certificates are for professionals who work with people who, either directly or indirectly use substances - for example, a social worker, youth worker, probation officer, nurse or police officer.

Learners may already have a relevant professional qualification and want to expand on specialist knowledge - or might be a part-time or voluntary worker, seeking a training option that's shorter and more flexible than a full Level 3 Diploma.

## Level 3 Certificate in Community Justice

### About this qualification:

This qualification is suitable for those people who are working in, or would like to work within the community justice sector i.e. Probation Service, Youth Offending Service, Community Justice Support, Voluntary Sector. The qualification aims to develop skills and knowledge in one of several pathways.

The different pathways available through NewLink Wales are:

- Work with Offending Behaviour
- Youth Justice
- Drug and Alcohol Services.

There is also an Introductory pathway which involves completing 2 units from different pathways, for more information on this please contact the Training and Qualification Team.

### How will the qualification be achieved?

The qualification is gained through the completion of 5 mandatory units and then 3 optional units. The units that comprise this qualification are written using the underpinning knowledge and understanding within Level 3 Community Justice National Occupational Standards.

The assessment involves the completion of set assignments for each unit which may vary from a written essay, to a presentation or development plan.

### Who can complete this qualification?

There are no formal entry requirements for candidates undertaking this Certificate.

## Level 2 Recognise and Respond to Substance Misuse

### About this qualification:

This qualification looks at the links between the practitioner's organisational policies, procedures and responsibilities, and the provision of safe and supportive interventions for substance users. The qualification will examine the nature and context of substance misuse, and analyses the support that can be provided from individuals within a diverse range of non-specialist organisations.

### How will the qualification be achieved?

This qualification is achieved through the completion of our two day substance misuse training course. During this the knowledge and understanding will be gained to allow learners to take the formal on-line examination.

### Who can complete this qualification?

This qualification is aimed at a wide and diverse range of non-specialist practitioners who are likely to come into contact with people of any age who are misusing substances.

Learners may already have a relevant professional qualification and want to expand on specialist knowledge - or might be a part-time or voluntary worker, seeking a training option that's shorter and more flexible than a full Level 3 Diploma.

## Award / Certificate in Employability and Personal Development

### About this qualification:

These qualifications have been developed for the widest range of learners possible: young people and adults, those who are pre-employment, in employment or between jobs. They emphasise the personal skills, qualities and attitudes required by employers across vocational sectors.

The aims of these qualifications are to:

- Meet the needs of candidates who wish to seek, gain and retain employment or progress to further learning
- Allow candidates to learn, develop and practise the skills required for employment
- Provide valuable accreditation of skills and/or knowledge for candidates, without requiring or proving occupational competence.

### How will the qualification be achieved?

The Award/ Certificate is gained through the achievement of a minimum of 9 Credits and the Certificate through the achievement of a minimum of 15 Credits.

Learners will be supported by a qualified assessor and helped to gather a portfolio of evidence which demonstrates your skills, knowledge and competence in each of the units. This usually means attending workshops in a classroom setting although this isn't always the case and our assessors can be flexible to the learners needs.

This qualification can be accessed through our MILE programme - see the volunteering section of our website for more details.

### Who can complete this qualification?

There are no specific entry requirements, therefore anyone can complete the qualifications.

NewLink Wales understand that to develop a competent and professional workforce that experiential learning 'on the job' is essential. With this in mind we are able to develop the internal staff within organisations to pass on their expertise and assess the competence of colleagues they work with.

## Assessment, Verification and Quality Assurance Qualifications

These qualifications are for people working in, or looking to enter roles in assessment and internal quality assurance.

They have been developed by Lifelong Learning UK (LLUK) to replace the Assessor and Verifier (A&V) Units. For most people who wish to assess learners in the workplace, for example those candidates undertaking a Health and Social Care Diploma, the most appropriate qualification is likely to be the Level 3 Award in Assessing Competence in the Work Environment.

### Level 3 Award in Understanding the Principles and Practice of Assessment (3 credits)

A knowledge only award for those who are starting their journey as an assessor, or for those who need to know about assessment practice but who are not currently practicing e.g. a starting point for aspiring assessors or a professional development qualification for managers, HR or quality assurance personnel. This award alone does not qualify you to assess competence but can be added to later to form a whole assessor qualification.

As a knowledge only award it does not require you to be currently assessing candidates.

### Level 3 Award in Assessing Competence in the Work Environment (9 credits)

For practitioners who assess the demonstration of competence in a work environment using the following assessment methods: observation, examining work products, oral questioning and discussion, use of others (e.g. witnesses), learner statements and Recognition of Prior Learning (RPL). This is a two unit award and contains a knowledge based unit and a competence based unit. This will be assessed in the workplace and requires learners to have their own candidates to assess. Their own candidates do not have to be registered for a qualification; however the learner does need to be in a position to assess the competence of others in the work environment.

### **Level 3 Award in Assessing Vocationally Related Achievement (9 credits)**

For practitioners who assess knowledge and/or skills in vocationally-related subject areas who use the following assessment methods: assessments in simulated environments, skills tests, oral and written questions, assignments, projects, case studies and Record of Prior Learning (RPL). This may take place in training workshops, classrooms or other learning environments.

### **Level 4 Award in Understanding the Internal Quality Assurance of Assessment Processes and Practice (6 credits)**

A knowledge only award for those who are starting their journey as an internal quality assurance practitioner or for those who need to know about internal quality assurance but who are not carrying out quality assurance themselves. This might be people such as experienced assessors or centre managers, HR or quality assurance personnel.

As a knowledge only award. Learners do not need to currently be carrying out internal quality assurance.

### **Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice (12 credits)**

For practitioners who conduct internal quality assurance of the assessment process from within a centre or organisation, by sample planning, monitoring and advising on the practice of assessors.

### **Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice (17 credits)**

For practitioners who lead the internal quality assurance process within a centre/organisation and have a responsibility for managing the quality of the assessment process, practice and the performance of assessors. They may also develop systems and lead on visits from outside agencies such as awarding organisations.

***Leading on from practitioner support NewLink Wales also has a comprehensive list of Management qualifications.***

### **The Level 7 NVQ Diploma in Management**

The Level 7 NVQ Diploma in Management has been designed for senior managers with a high degree of autonomy for deploying resources and achieving strategic goals. The qualification allows learners to develop their strategic management skills, providing leadership and coaching to other managers whilst also focusing on organisational performance and strategy. Learners take three mandatory units covering the development of strategic business plans, leading change within an organisation and the strategic direction and leadership of an organisation. They then choose from a diverse range of optional units to complete the qualification, tailoring their learning to meet their individual and organisational needs.

### **The Level 5 NVQ Diploma in Management**

The ILM Level 5 NVQ Diploma in Management has been specifically designed for middle managers with a wide span of control and accountability for performance, in particular those with responsibility for determining resource allocation and operational methods in their department or organisation. Learners take four mandatory units covering developing and implementing operational plans, working productively, providing leadership and direction, and planning change. They then choose from a diverse range of optional units to complete the qualification, tailoring their learning to meet their individual and organisational needs.

### **Level 5 VRQ Award / Certificate in Leadership and Management**

The Level 5 Award and Certificate is designed for project managers, department heads, and other practising middle managers. It enables learners to develop their skills and experience, improve their performance and prepare for senior management responsibilities. Learners will choose from a varied number of optional units, tailored to individual and organisational learning needs, to meet the required credit value.

### **Level 5 VRQ Certificate in Coaching and Mentoring**

The Level 5 Certificate in Coaching and Mentoring is ideal for managers with significant responsibility for coaching and mentoring as part of their day-to-day role. It will also support learners who are planning to move into a development role in their organisation or start a career as a freelance coach and mentor. The certificate is achieved through the completion of 3 mandatory units, which usually involves attending some workshops, actual coaching and mentoring individuals and preparing a portfolio of evidence.

## The ILM Level 3 NVQ Certificate in Management

The ILM Level 3 NVQ Certificate in Management is ideal for first line managers with a range of responsibilities including: allocating work to team members/colleagues/ contractors, achieving specific results, managing financial and physical resources and some degree of decision making. The qualification aims to give learners an opportunity to develop their management performance, become more effective and to progress their career. Learners take three mandatory units focusing on planning and allocating work for the team, managing personal development, as well as setting objectives and supporting team members. They then choose from a diverse range of optional units to complete the qualification, tailoring their learning to meet their individual and organisational needs.

All of New Link Wales' qualifications are accredited.



20



## TRAINING

NewLink Wales is recognised as a key provider of substance misuse training, designing and delivering courses to meet identified needs. The training courses are written to meet the Lifelong Learning UK (LLUK) teaching standards offering accredited National Occupational Standards (NOS) matched courses.

We have an annual training programme which can be found on our website and each year we consider new and emerging issues and the requirements of those who work with substance users to provide a mix of different courses.

NewLink Wales also offers bespoke training that can be delivered 'in-house' for any organisation or business. It is our flexibility and attention to specific learning needs that has seen the number of Organisations buying in our specialist training increase year on year. The variety of courses that can be offered are constantly increasing and has seen us cross over many sectors including mental health, residential care, schools and colleges and private businesses.

Many of our courses are also accredited through City & Guilds and Agored Cymru which mean with a little extra work at home, and guidance from the trainers here at NewLink Wales, learners can manage their own professional development knowing they are achieving something to a national standard.

21

# Skills

## Bespoke Training

NewLink Wales is a specialist provider of bespoke training courses. Our expertise and experience within the area of substance misuse means we can adapt the sessions to meet the specific needs of a purchasing organisation or business.

We also have considerable experience in delivering larger bespoke contracts. Since 2010 NewLink Wales has delivered over £60,000 in bespoke training and £90,000 in qualification contracts. Some of our commissioners have included:

1. Public Health Wales – Develop and designed a bespoke Steroid and Image Enhancing Drugs package, with a Train the Trainer for 16 identified area leads. This involved developing and co-facilitating the course throughout Wales, branding the portfolio in line with other SIEDs products, quality assurance for future delivery and having the module accredited onto the CQFW.
2. Welsh Government ‘Kick Start’ and ‘Workforce Development – Delivering a variety of qualifications throughout Wales to over 60 professionals within the substance misuse sector.
3. Inroads ‘Workforce Development and Traineeships’ – Developing a package of bespoke training and delivering relevant qualifications with the full workforce within the organisation.
4. Embracing Recovery Pilot in partnership with Recovery Cymru. This work was commissioned by the Welsh Government as part of informing a new strategy for the substance misuse sector. This training also facilitated the launch of the new Recovery Wing at Swansea Prison.

## So What Do We Offer?

### Core Skills:

As well as having a very specific knowledge, substance misuse workers are also health and social care professionals who are bound by the same codes of practice as any other professional within the sector. The following courses offer those transferable and work-related skills that are highly valued throughout the employment sector.

|                                                                               |                                                                                                                              |                                                                            |                                                                                 |                                               |                                                                                           |
|-------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|---------------------------------------------------------------------------------|-----------------------------------------------|-------------------------------------------------------------------------------------------|
| Understanding the principles of care: Boundaries, safeguarding and protection | Working with the professional codes of conduct for the role of a worker: Reflecting on own practice and personal development | Handling information: Assessment recording, monitoring and action planning | Exploring counselling skills: A personal centred approach, communication skills | Equality and Cultural Awareness and Diversity | Health and safety: managing crisis and anti-social behaviour, safeguarding and protection |
|-------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|---------------------------------------------------------------------------------|-----------------------------------------------|-------------------------------------------------------------------------------------------|

### Awareness raising and skill development for those working with substance users:

The following courses are aimed at anyone who works within a role that may come into contact with someone who uses drugs and/ or alcohol. These courses will build awareness and knowledge around the area of substance misuse and develop simplistic skills for managing substance use in their role.

|                                                          |
|----------------------------------------------------------|
| Working with substance users: Substance misuse awareness |
| Working with Injecting Drug Users                        |
| Relapse prevention skills                                |
| Alcohol and Young People/ Older people / Adults          |
| Alcohol / Drug use and Brief interventions               |
| Reducing the harm: Advanced Substance Misuse Awareness   |
| Hidden harm: Working with parental substance misuse      |
| What treatment works? Theories of substance misuse       |
| Working with substance use in community justice          |

If you are from an organisation who work alongside substance misuse we will be more than happy to incorporate your policies and procedures into our training courses so that your teams are aware of what to do when they find themselves faced with the challenges of substance misuse.

## Specialist knowledge and skills for working directly with substance misuse

These courses are aimed at professionals who have a good awareness and knowledge around substance misuse but are looking to increase their understanding and skills to directly work with individuals who misuse substances.

|                                                                    |                                                                           |                                                                               |                                                                                                     |                                                               |                                                                       |                                                                                |
|--------------------------------------------------------------------|---------------------------------------------------------------------------|-------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|---------------------------------------------------------------|-----------------------------------------------------------------------|--------------------------------------------------------------------------------|
| New and Emerging Drugs: What next?                                 | Substance Misuse and Parenting                                            | Support Substance Users to address their offending behaviour                  | Co-occurring Mental Health and Substance Misuse for youth or adults                                 | Substance use in a residential setting:                       | Co-occurring Domestic Abuse and Substance Misuse                      | It's a Family Affair: Supporting those affected by the substance use of others |
| Crack, Cocaine and other Stimulants                                | Sexual Violence and Substance Misuse                                      | Service user involvement                                                      | Embracing Recovery in partnership with Recovery Cymru                                               | Cannabis and young people                                     | Steroids and Image Enhancing Drugs ** endorsed by Public Health Wales | Child exploitation and the links to substance misuse                           |
| Substance Misuse and the bereavement process                       | Motivational Interviewing: An introduction to or Advanced skills practise | Cognitive Behavioural Therapy: An introduction to or Advanced skills practise | International Treatment Effectiveness Project (ITEP) An introduction to or Advanced skills practise | Blood borne Viruses and HIV** endorsed by Public Health Wales | Substance misuse and personality disorder                             |                                                                                |
| Introduction to Trainer Skills ** accredited through City & Guilds | Group work skills                                                         | Assessing in the Working Environment ** Accredited through City & Guilds      |                                                                                                     |                                                               |                                                                       |                                                                                |
| 2 days                                                             | 2 days                                                                    |                                                                               |                                                                                                     |                                                               |                                                                       |                                                                                |

### Booking Information

Before booking on to any of our courses, please make sure the course is relevant to your level of expertise. If you are not sure, please contact us for further information.

To enrol on any course, please complete and return the booking form which can be found on our website or contact us and we can send one to you. You will be sent confirmation of your place when you receive your completed form.

Unless we notify you differently, all training is held at NewLink Wales' offices in Cardiff. If you are interested in having courses delivered in your area please let us know.

### Costs

For more information on prices for programmed training, bespoke training or any of our qualifications please contact the Training and Qualifications Manager.

### Payment

Payment to be made prior to the course taking place. We will invoice your organisation after we have received your booking. We can however accommodate late bookings so please do ring to discuss if necessary.

### Cancellation Policy

- For cancellations received 28 days before the course, a full refund will be made.
- For cancellations received up to 14 days before the course, a 50% refund will be made.
- For cancellations received less than 14 days before the course, a refund

will not be made. However, delegates can transfer the place on the course to a colleague from their organisation.

**Cancellations will only be considered if received in writing.**

### Welsh & Other Language Delivery

NewLink Wales currently delivers its courses in English, and will be happy to discuss arrangements if you require your training to be delivered in Welsh. We may also deliver some workshops/training in various ethnic languages. Please speak with our Training & Qualifications Manager about any requirements concerning language and we will do our best to support you.

### Additions to the Programme

Please visit our website at [www.newlinkwales.org.uk](http://www.newlinkwales.org.uk) throughout the year for additional courses and updated information which may become available.

### Data Protection Act 1998

NewLink Wales holds contact details of all the organisations and individuals on its training mailing list for administration purposes and does not give out this list to any other agencies or individuals. If you wish your details to be removed from our mailing list, please let us know.

# DIRECTIONS TO NEWLINK WALES

**Meridian Court Business Centre**  
**North Road**  
**Cardiff**  
**CF14 3BE**



**By Car:** From Gabalfa roundabout take the southbound lane of the A470 North Road, signposted City Centre (If you are travelling from the north of Cardiff do not go over the flyover or you will miss us). We are the first building on your left after a row of shops. Turn left through an archway and keep left for the car park.



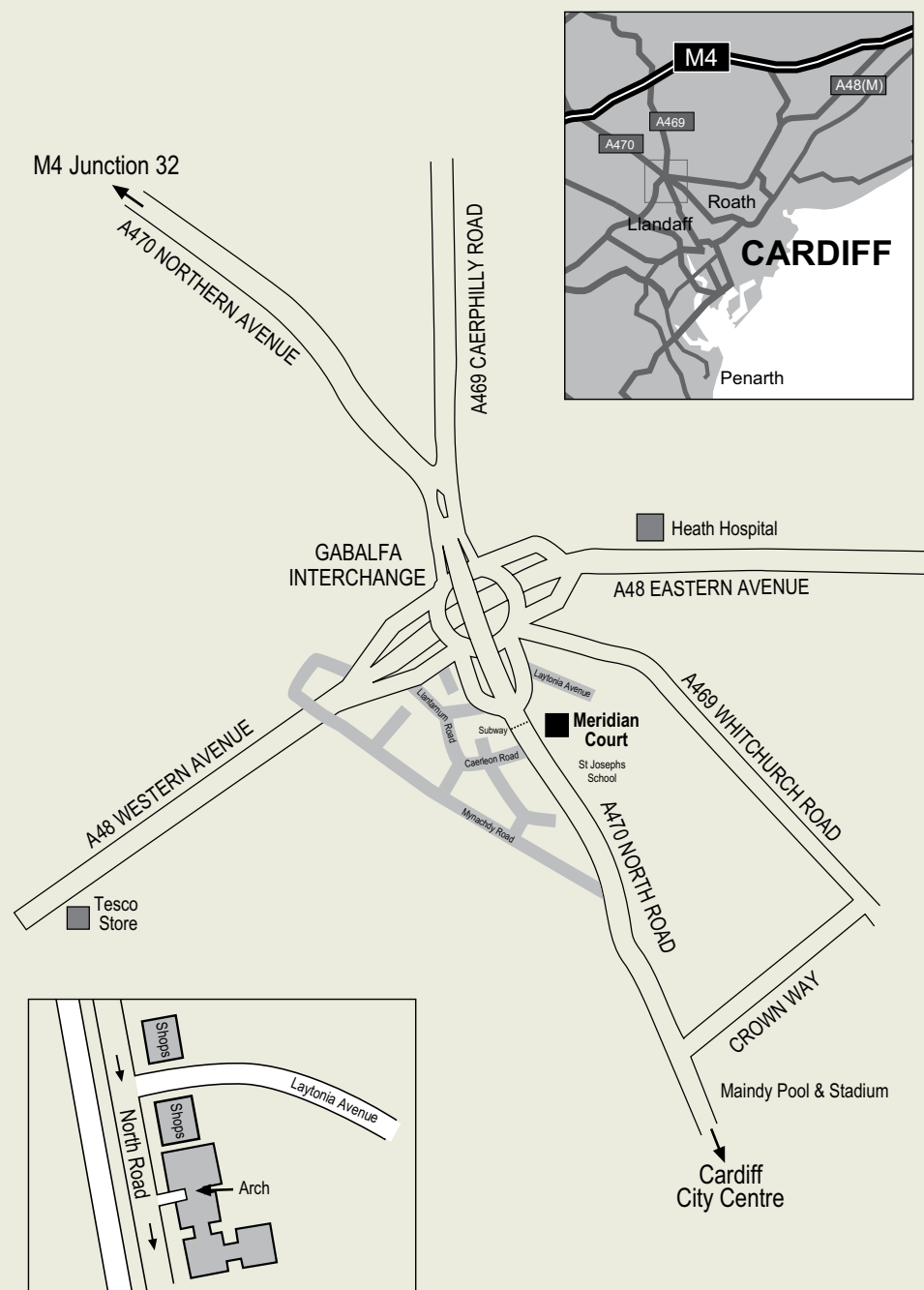
**By Bus:** There are numerous buses coming up North Road from the city centre. The most frequent are the numbers 21 and 27. The numbers 38 and 35 also stop on nearby Whitchurch Road.



**By Train:** Cardiff Central Station is located next to the Central Bus Station. Taxi ranks can be found directly outside both train and bus stations.



**Other information:** There is some parking at the rear of Meridian Court, but if there is more than one of you coming from an organisation and you are able to share transport, this might be advisable.



**THE SERVICES NEWLINK WALES  
PROVIDE ARE INVALUABLE;  
NOT ONLY TO THE INDIVIDUALS  
RECEIVING TRAINING AND SUPPORT  
BUT ALSO TO THE ORGANISATIONS  
THESE PEOPLE GO ON TO SERVE.**

*Director, Recovery Cymru, 2012*

## NewLinkWales

Meridian Court Business Centre  
North Road, Cardiff  
CF14 3BE

Tel: 02920 529002 Fax: 02920 619250



Email contacts:

**General Enquiries:**

[info@newlinkwales.org.uk](mailto:info@newlinkwales.org.uk)

**Training and Qualifications Team:**

[training@newlinkwales.org.uk](mailto:training@newlinkwales.org.uk)

**Room Hire Enquiries:**

[info@meridiancourt.co.uk](mailto:info@meridiancourt.co.uk)

**[www.newlinkwales.org.uk](http://www.newlinkwales.org.uk)**

Registered Company: 4142393 Registered Charity: 1085545