



National Hearing Voices Network

Associate Trainer Information Pack

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1. About HVN

If you hear voices HVN can help - we are committed to helping people who hear voices. Our reputation is growing as the limitations of a solely medical approach to voices become better known. Psychiatry refers to hearing voices as 'auditory hallucinations' but our research shows that there are many explanations for hearing voices. Many people begin to hear voices as a result of extreme stress or trauma.

We offer information, support and understanding to people who hear voices and those who support them.

The aims of the network are:

- To raise awareness of voice hearing, visions, tactile sensations and other sensory experiences
- To give men women and children who have these experiences an opportunity to talk freely about this together
- To support anyone with these experiences seeking to understand, learn and grow from them in their own way

We try to achieve our aims through these objectives:

- Promoting, developing and supporting self-help groups
- Organising and delivering training sessions for health workers and the general public
- Making available a telephone line that gives information and help to people who experience hearing voices, seeing visions and tactile sensations
- To give men, women and children who have these experiences an opportunity to talk freely about them
- Produce four newsletters a year

2. About Our Associate Trainers

All of our Associate Trainers will have the following qualities, qualifications or certification;

- Have been through a rigorous recruitment and selection process
- Have direct lived experience of psychiatric services
- Share the HVN ethos (see above)
- Be able to work within HVN's Equal Opportunities and Disability Rights Policies
- Be experienced trainers used to delivering material to a range of audiences
- Be self employed or sole traders for tax purposes
- Have acceptable and current CRB clearance
- Be able to provide their own professional and public liability insurances.

Please see the person specification for more details.



3. Course Planning and Preparation

Trainers may be required to attend at least one pre-course planning meeting with the HVN staff or Trustees responsible for co-ordinating the course and other trainers involved in teaching on it. If HVN staff consider additional meetings are necessary then the trainer will also be expected to attend these.

The aims of pre-course planning meetings are as follows:

- To agree how the course objectives shall be achieved
- To draw up a teaching plan
- To prepare a programme
- To discuss and agree the nature and extent of written material that will be produced (handouts)
- To agree audio-visual and other equipment required for the course

If there is no pre-course planning meeting the trainer will be expected to produce:

- Trainers Programme (teaching plan) - a detailed outline describing the course content and structure, sessions and course outcomes.
- Participants Programme - to inform participants of the course timetable. The above should be provided to the client at least 2 weeks before the date of the course.

4. Training the Trainer

It is HVN's aspiration that our Associate Trainers will contribute to the training and development of future trainers by co-producing training materials / sessions with Assistant Trainers.

These Assistant Trainers will have experience of services and a desire to share the HVN ethos but will lack the confidence, the experience or the skills to be Associate Trainers at this point in time.

Associate Trainers will be expected to contribute positively to the personal and professional development of the Assistant Trainer. Assistant Trainers will be either be allocated at HVN's discretion or identified by the Associate Trainer and agreed by HVN.



5. Course Administration

5.1 Handouts and Course Materials

Associate Trainers will provide a course programme and all notes and handouts for the course, including, where appropriate, case studies and exercises. An overview of the course programme should be sent to the recipient two weeks before the date of the course. The Associate Trainer will become the main point of contact for all issues once the session is allocated to the trainer by HVN staff or Trustees.

Associate Trainers will ensure that the course content, methods, presentation and other materials used reflect HVN's equal opportunities policy.

All materials must be in HVN house font – Arial and no smaller than 11 points.

Tailored programmes, updated course programmes, course notes and handouts must be submitted 10 working days before the course date. This allows HVN staff and Trustees to scrutinise new course content prior to delivery to make sure that it fits with the ethos of the organisation.

HVN is entitled to use any materials produced by the trainer on future courses.

If handouts are being circulated on the day, please ensure that HVN receives a copy for its files in order that full records of all courses are maintained.

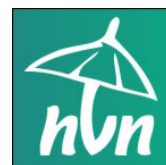
The course fee covers preparation of course notes, handouts and exercises in the normal course of training delivery.

In the course of preparing overhead transparencies or PowerPoint slides please adhere to the following:

- Use Arial font
- Text size to be no less than 24 points
- Keep to no more than eight lines per slide
- Key words only should appear on the transparency to emphasise the point the trainer wants to make
- Do not put full texts or documents onto the slide. These are better as accompanying handouts.
- If using PowerPoint, make sure the slides are clearly visible and readable.

5.2 Development Fee

No fee is payable for preparation and delivery of routinely delivered programmes and associated notes, handouts and exercises. However, a fee will be paid by agreement in the following instances:



- Course materials require substantial amount of work or revision
- Involvement in development of new courses

5.3 Equipment

Associate trainers will be expected to negotiate the availability of equipment (flip chart, projector, etc) with the client prior to the session. Associate Trainers will be expected to have all of their materials available electronically (laptop, memory stick etc) for every training session.

5.4 Evaluation

Course evaluations are used to identify participants' initial reactions to their HVN training experience and to continuously monitor and improve the quality of service provided.

Evaluation forms for the trainer and participants should be included with the course materials. A standard evaluation process should follow each course. Participants must complete and hand the forms back to the trainer at the end of the course. Trainers must return the evaluation forms to HVN within five working days and be available to discuss these if necessary.

5.5 Attendance Form

Trainers should take a register of the attendees and return to HVN together with the evaluation forms. The attendance form will act as an official register and only those signed on it may receive a certificate of attendance if certification or proof of attendance is requested by the client

5.6 Certificates

Certificates are provided with the course materials if requested, certification should be routinely offered to clients. The trainer is expected to sign and hand out attendance certificates to participants on the course. If a participant attends only a part of the course, a note to this effect should be made by the trainer on the certificate and the attendance form.

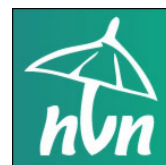
6. Course Delivery – Code of Conduct

The trainer is expected to arrive at least 30 minutes before the training commences to ensure that everything including room layout, equipment and course materials are in order.

Please make yourself known to the office, reception or client contact on arrival.

The trainer is responsible for ensuring they are familiar with the location of toilets, heating, lighting and ventilation.

The trainer is responsible for the health, safety and welfare of all participants on the training course in so far as it is reasonable to be so. For example, for both open and in-house training, it can be reasonably expected that you familiarise yourself with the relevant fire regulations and can give appropriate directions indicating fire exits at the beginning of each



training course. It can be reasonably expected that you use your best endeavours to ensure flipchart and equipment used by you are not placed in areas where they are likely to cause injury or harm to participants.

The trainer must behave in a professional manner at all times and adhere to HVN's Equal Opportunities Policy.

The trainer is responsible for providing a productive learning environment.

The trainer must challenge and deal with discrimination if and when it arises during an event.

The trainer should establish 'ground rules' at the beginning of each course comprising of confidentiality, equal opportunities, respect and participation.

After the training delivery, the trainer is responsible for ensuring arrangements are in place to tidy the training venue.

After the training delivery, the trainer is responsible for ensuring any borrowed equipment and/or items are returned or arrangements made to effect the same.

After the training delivery, the trainer is responsible for ensuring evaluation sheets are collated and returned to HVN.

As soon as possible after the training delivery, the trainer is responsible for completing their invoice and, where applicable, supplying receipts, and sending the invoice to HVN's head office.

After the training, the trainer is responsible for making themselves available for discussion including review of the training delivery with HVN. Such availability may be through email or telephone contact.

6.1 Confidentiality

Any information obtained by the trainer during the work and/or delivery of training on behalf of HVN is to be regarded as strictly confidential.

7. Expenses

HVN is a not-for-profit charity. Resources are therefore restricted and costs need to be kept to a minimum. Any efforts to do so on the trainer's part are both encouraged and appreciated.

All expenses must be made via a personal invoice and submitted in writing to HVN's Head Office. Invoices will be paid by BACS transfer or cheque, within a month of receipt of invoice.

HVN uses the National Joint Council's (NJC) scale to reimburse expenses incurred. All HVN staff and associate trainers are subject to these rates.

The following costs are the maximum contribution that will be made towards travel and subsistence while undertaking work for HVN in 2010/11. No other expenses will be met without prior approval having been given in writing from two trustees.



7.1 Meals

Meals are reimbursed in the event the trainer is on an overnight stay or if lunch is not provided on a training course.

Breakfast	£6.18	if leaving home before 7am
Lunch	£8.53	if lunch is not provided at training venue
Tea	£3.36	
Evening Meal	£10.53	

Alcohol is not refundable.

7.2 Accommodation

In the event that overnight accommodation is required, HVN will reimburse the equivalent cost of a single room, with breakfast, in the Premier Travel Inn nearest to the venue. HVN will require a VAT receipt for all accommodation based expenses. If accommodation costs less than the equivalent Premier Inn no additional payment will be made.

Associate Trainers should always endeavour to minimise their expenses. An overnight stay will not be reimbursed if it is evident that travel from home would have been cheaper to the organisation.

Extras including newspapers, room service and telephone calls are not refundable.

7.3 Travel

Bus/Coach	standard second class travel
Train/tube	standard second class travel
Taxis	costs are reimbursed only if a taxi is essential (up to a maximum value of a standard rail fare)
Car	Mileage may only be claimed with prior agreement from a Trustee. Where no prior agreement, the cost of standard second class rail travel will be applied.

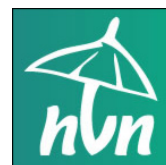
Engine size	451-999cc	1000-1199cc	1200-1450cc
Per mile	42.9p	46.9p	58.7p

Parking	this may be claimed with receipts
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8. Fees

The agreed fee is stated on the individual contract and covers preparation, planning and delivery in connection with the course.

Standard daily rate	£375
Half-day rate	£250
1 Day course development fee	£200



8.1 Cancellations

- a. No cancellation fee is due if HVN cancels a course more than 10 working days before it is due to run.
- b. 50% of the agreed trainer fee is payable if HVN cancels a course with less than 10 working days notice.
- c. No fee is payable if the trainer cancels the booking.
- d. The trainer should inform HVN immediately if they are unable to train on a course.

9. Invoicing

On completion of the course you should invoice HVN immediately for the agreed fee and expenses. Receipts for all expenses are also required. All invoices must be dated, and the details of the client / recipient clearly marked on the invoice.

HVN is legally responsible for ensuring that income tax is paid on all trainers' fees. Accordingly:

- a. If you are self-employed, you must submit proof of self-employed status with your income tax reference and tax office address as part of the Associate Trainer recruitment process. No income tax will then be deducted from the fee. HVN are required to refresh this information annually in order to guarantee that you remain an independent contractor operating within the income tax regime.
- b. If you are registered for VAT, you should provide a VAT invoice including your VAT number.

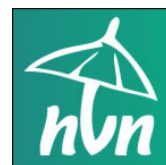
9.1 Payment procedure

HVN's policy is to pay all invoices by cheque within a month of receipt of a correctly submitted invoice. If Associate Trainers wish to be paid by BACS they should submit their bank account details to the Secretary. The trustees will deal with invoicing queries and will aim to resolve them as quickly as possible.

10. Offers of Work

HVN cannot guarantee any commitments in terms of workload or training we would be able to offer you. Offers of work will be made on rota basis, with each Associate Trainer within a reasonable travelling distance being offered work in turn. If the trainer rejects a training session for whatever reason the offer will be made to the next trainer in line.

Sometimes further training or consultancy opportunities will arise as a result of a training course. HVN policy is that any further training must be arranged through HVN, and may not be conducted as a private arrangement between the trainer and the client. As a result of this, the following conditions apply:



- a. Associate Trainers may not use HVN events as an opportunity to canvass for further work for themselves. HVN encourages Associate Trainers to canvass for further work for HVN. The content and quality of training and trainers should be the main vehicle to encourage additional requests for training. Where trainers develop relationships with organisations they will be offered work that is booked as a direct result of their previous engagements. Where named trainers are requested by organisations this request will be honoured where possible.
- b. Unsolicited enquiries about possible further HVN training should be referred to HVN staff or trustees for further action.
- c. If this agreement is contravened then no more offers of work will be made to the trainer and the relationship between HVN and the trainer will end.

11. Quality Assurance Procedures

11.1 Keeping up to Date with Sector

You are expected to maintain current with developments in the mental health sector. HVN will assist in this process by supplying you with a copy of our newsletter as well as by signposting you to our website for further information and good practice.

11.2 Quality Assurance

You are required to participate in HVN's on-going quality assurance of your training delivery. This may include HVN staff and trustees attending and assessing your training delivery at our discretion. This may also include follow up discussion with HVN staff and trustees over your assessment. There will be no payment for attendance or meetings in relation to quality assurance matters. If meetings are required, HVN will seek to ensure the meeting takes place immediately after an observed training delivery or, if appropriate, adopt an email/telephone/letter format. HVN staff and trustees may, at their discretion, undertake quality assurance based on the evaluation of courses delivered.

11.3 Attendance at Annual Conference and AGM

In order to remain in the 'Associate Trainer' pool, you are expected to attend HVN's yearly conference and AGM. No payments will be made for attending this event, but any admission fees will be waived and expenses will be paid. Associate Trainers will be expected to act as ambassadors for the organisation at these events.

11.4 Termination

Although rules of fairness and common sense will always be applied HVN reserve the right to terminate the Associate Trainer relationship at their discretion. No contract of employment will be created through the Associate Trainer role.



12. Complaints Procedure

HVN is committed to providing a high quality service to its clients. Complaints are taken seriously and HVN strives to resolve them swiftly and amicably. All details of complaints will be stored in the complaints file held at NHVN, Sheffield.

Sitra accepts complaints from both customers and trainers.

a. Complaints from trainer:

If the trainer has a complaint regarding the course materials, the venue, the accommodation or the client they should discuss this with the relevant staff or trustee. Staff or trustees will investigate the problem and resolve accordingly. Serious complaints are required in writing and a discussion will take place between HVN and the trainer as well as HVN and the client in order to resolve the issue. The process is confidential.

b. Complaints from client:

In the event that a client has a complaint regarding the course administration, course notes/contents, the venue or the trainer the relevant staff member or trustee will investigate and resolve the issue. The process is confidential.

HVN will discuss the issue with the concerned trainer. HVN will then analyse the complaint along with the client and trainer's feedback, deciding whether the trainer, HVN or the client is at fault. The trainer will be informed accordingly and if the decision is at the fault of the trainer, then the complaint will be kept on the trainer's file.

A dialogue is established in order to address the problems and resolve the issue amicably.

HVN will give constructive feedback to the client and the trainer. HVN will offer support to the trainer in reference to the complaint to stop a recurrence of the problem. This may be through refresher training, forum discussion or formal training.

If another similar complaint about the trainer is received within 6 months following the last and is again concluded to be the trainer's fault, then consideration will be given to whether further work will be offered to the trainer.

Associate trainers will not be held responsible for complaints that focus on the organisation's stated ethos with regard to conventional psychiatry, so long as they have articulated this ethos in a balanced and non-confrontational way.



13. Sitra Training Equal Opportunities Policy

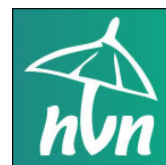
HVN has an equal opportunities policy which places responsibility on all staff to support each other and to work together to implement the equal opportunities policy.

This policy commits HVN to the following areas which relate to the provision of learning opportunities:

- Public Commitment – To promote equal opportunities and anti-discriminatory practice throughout the delivery and development of courses. To promote equal opportunities by working constructively with hidden discrimination during delivery of training, particularly with reference to service users and the professionals working for them.
- Information – To ensure that our services are underpinned by an explicit drive to promote equal opportunities and oppose discrimination.
- Monitoring – To monitor participation in courses on the basis of gender, ethnicity, sexuality, disability and managerial status. This information will be collated and used to determine whether there is a need to target and develop
- courses aimed at under-represented groups, or to update materials and ensure that they incorporate anti-discriminatory practice.
- Staff and external consultants and trainers will be monitored on the basis of their gender, ethnicity, sexuality and disability.
- Review – HVN will review service delivery in relation to the information gained from monitoring the service delivery and users' take-up and experience of services and take action to ensure that services are appropriately provided for all users.

If a learner feels that they are experiencing discrimination of any kind, they will be encouraged to make the fact known. This should be done through following the established appeals procedure.

Tutors and learners have access to the full HVN Equal Opportunities policy.



14. HVN's Disability Statement

HVN believes that people with disabilities should have equal access to quality learning opportunities. We are committed to providing services which meet the needs of disabled people and are committed to complying with the Disability Discrimination Act.

HVN has a legal responsibility under the Disability Discrimination Act which requires the organisation:

- Not to treat disabled students less favourably for a reason related to their disability.
- To provide reasonable adjustments for disabled learners.

HVN recognises that the Act puts the emphasis on HVN anticipating student requirements and not merely responding to individual needs as they arise.

HVN will ensure that all staff involved in the delivery of learning to participants – including reception, administrative and other support staff are aware of their responsibilities under the new legislation.

HVN will aim to provide as accessible a service as possible, and to support individual learners access requirements where possible.

If a learner feels that they are experiencing discrimination of any kind because of their disability, they will be encouraged to make the fact known. This should be done through following the established appeals procedure.

If complaints cannot be satisfactorily resolved through internal complaints procedures, the Disability Rights Commission offers a conciliation service for student and institutions to resolve any differences informally. If both parties do not agree to conciliation, or if conciliation fails, a student or applicant can take a case to a county court (in England and Wales).