



Managing Stress

QUALIFICATION SPECIFICATION

QUALIFICATION NUMBER: PRO/102/MS

This Qualification is Endorsed by an Awarding Organisation Regulated by Ofqual



Endorsed, CPD Certified and ISO Standards

All ProTrainings classroom and online qualifications are endorsed through an Awarding Organisation Regulated by Ofqual, through the Skills for Care Scheme with the highest level of recognition and are approved through the CPD Standards services for CPD certification.

ProTrainings: Additional quality at an affordable price.



This is the highest standard of recognised endorsement and only organisations who have a proven history of continued success in making a difference in the training industry can be awarded the Centre of Excellence endorsement. ProTrainings proudly announce that we have received this endorsement for continuous professional training delivery.

As a recognised Skills for Care provider who is already endorsed for delivering training through digital e-learning, classroom and blended formats, this enhanced Centre of Excellence endorsement will take our credibility and quality of training to an advanced state of recognition. But what does this new Centre of Excellence endorsement mean?

The Centre of Excellence status means that we have been able to consistently demonstrate exemplary commitment to meeting the needs of learners in the adult social care sector. This meant we needed to comply with the social model of care and be able to measure the impact of provision on the lives of people who use these services.

We embarked on this provision to prove how consistent ProTrainings services are, to test whether we are meeting a high standard, to evolve, adapt and improve our provision and to place ourselves amongst a small selection of companies who are a Skills for Care Centre of Excellence.

Gaining this accolade has resulted in receiving a designation as a 'Centre of Excellence in Adult Social Care and Learning and Development' and we do not plan on stopping our standards here. We will continue to offer the finest services so that lives are rewarded through the training and services we provide.

ProTrainings Europe Limited

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Introduction

Welcome to **ProTrainings Europe Limited**.

ProTrainings EU is a certifying organisation recognised for providing training and qualifications in England, the UK and across the globe.

ProTrainings EU offers qualifications designed in-house and qualifications that are regulated by Ofqual through TQUK and FutureQuals. Our qualifications are carefully designed to meet industry standards and regulatory requirements giving every learner or user confidence that training meets HSE, Ofqual, UK & EU Resuscitation Council, Skills for Health, Ofsted and Skills for Care training standards.

Our unique approach to training delivery is designed to accommodate learning styles in all their forms, including online, classroom and blended formats. Our variety of delivery methods have been a preferred choice for many learners who require training through general interest and as part of their profession. Our training has been comprehensively designed to meet standards that fall within the boundaries of qualifications overseen by awarding organisations.

ProTrainings high standards include a robust training approach that meets strict specifications, quality assurance requirements and qualification standards. As a result of implementing a comprehensive quality assurance process, ProTrainings online and classroom courses have been CPD certified, endorsed through The Skills for Care Scheme (ProTrainings being the first organisation gaining approval for classroom and online training in the United Kingdom) and we have surpassed an external audit by being approved for ISO45001 : 2018 and ISO9001 : 2015 for maintaining high organisational standards.

Our qualifications are designed to support and encourage learners to develop their knowledge and skills. This development may result in progression into employment or career development in the workplace. Our qualifications also allow learners to progress onto further qualifications.

For more information please visit www.ProTrainings.uk for news, updates and information on a variety of qualifications spanning into the Health & Safety industry, First Aid world, Pet First Aid environment and Health & Social Care sector.

Qualifications Specifications

ProTrainings EU offers policies and guidelines for centres, organisations and individuals through this specification. Information in this specification will include the course curriculum, learning outcomes, units and general guidelines on how the course is delivered.

We aim to support our centres by providing guidance in this specification for a better understanding of how our courses are delivered and processed.

Our specifications document can be accessed on our website at www.ProTrainings.uk along with other specifications for respective qualifications listed under each sub-heading.

For more information please use our online chat service or contact our office on 01206 805 359. Alternatively, please email our support department at support@protrainings.uk or compliance department at compliance@protrainings.uk.

Introduction to Managing Stress

This course will enable you to discuss what causes stress in the workplace, what can reduce stress and what can enable an individual with the tools to support someone who is stressed.

Managing Stress in the workplace is not only a benefit to employees but also reduces time off work and improves efficiency. By identifying stress triggers, action can be taken to reduce the stress caused by these triggers.

The content of this and all our courses has been independently certified as conforming to universally accepted Continuous Professional Development (CPD) guidelines and come with a Certified CPD Statement as well as a ProTrainings Certificate and for online courses an Evidence-Based Learning statement.

Qualification Delivery

Guided Learning Hours (GLH): These hours are made up of real-time contact time, guidance, or supervision of a learner by an instructor, supervisor, tutor, or trainer.

GLH for this qualification is 4

Total Qualification Time (TQT): This is an estimate of the total length of time it is expected that a learner will typically take to achieve and demonstrate the level of attainment necessary for the award of the qualification i.e., to achieve all learning outcomes.

TQT for this qualification is 5

Our Managing Stress course is taught over half a day and will include practical engagement to teach important skills.

Entry Requirements

There are no specific entry requirements however, learners should have a minimum of Level 2 in literacy, numeracy or equivalent.

The qualification is suitable for learners around the age of 14+ years and above.

Progression or Similar

Successful learners can progress to other qualifications such as:

- Mental Health in the Workplace Level 1
- Mental Health in the Workplace Level 2
- Mental Health in the Workplace Level 3
- Care Certificate

Requirements to teach the Managing Stress

Approval to deliver this course is sanctioned by ProTrainings Europe Limited only.

Instructors must hold the relevant qualifications, experience, and occupational competence to qualify for approval. A detailed portfolio providing descriptive dates, CPD log and meeting/passing IQA reviews is required for approval.

Supporting evidence that clearly outlines where instructors qualify to teach this course must be emailed to our compliance manager at compliance@protrainings.uk.

Certification

This qualification is overseen by our compliance department and all courses undergo a robust internal quality assurance review before certification.

A desktop review and site visit will form part of our evaluation.

Paperwork should be marked and assessed by the approved instructor/centre and uploaded to our online management suite following successful completion of the course. Courses should be passed within 5 working days after the course has been taught.

Learner Access

ProTrainings offer highly sophisticated and supportive services to successful learners who complete online, classroom and blended training. Our online system offers the learner a uniquely designed portal where there is access to a free student manual, CPD credit statement, evidence-based learning document, optional weekly refresher videos and an area for downloadable content with a cohort of supporting evidence relevant to the qualification the learner completes.

ProTrainings after service adds clarity to teaching, promotes continuous learning and encourages learners to revisit and revise subjects they have been taught.

Complaints - Scope of Complaints Procedure: The procedure deals with complaints arising from:

- Delivery (or lack of delivery) of services for education and training including teaching, course content, tutoring, assessment, feedback on progress and learner support during learning programmes
- Incorrect or misleading information about services provided by the Centre
- Delivery (or lack of delivery) of support services provided by the Centre including administration of fees, enrolment processes, Centre accommodation, health and safety and learner resource services
- Unacceptable actions or behaviour by Centre staff and/or other learners in the Centre

How to complain

Complaints should initially be made in writing to the Head of Centre or your designated tutor. This can be completed using your student login for www.ProTrainings.uk

Support can be made available for all those involved in a complaint including:

- Representation: parent, guardian, friend or supporter
- Help with completing the written complaint
- The induction will provide further details regarding this process.

Managing Stress

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Course Overview

- To identify what stress is and what causes stress in the workplace
- To give you an awareness of what stress can do to you and your body
- To explain how understanding stress will give you an awareness of the increased quality of life you can get from reducing your stress levels
- To identify various stress-reducing techniques



Learning Outcomes – PRO/102/MS

These learning outcomes are mapped to meet a Managing Stress criterion. Each learning outcome presents a knowledge, skill, or assessment to help students understand the curriculum in finer detail.

Learning Outcomes (LO) The learner will:	LO
UNIT 1	
Introduction to Stress	LO1
Discuss what stress is and how it is caused	1.1
Understand how stress is defined	1.2
Be able to identify what triggers stress in the workplace	1.3
Understanding the effects caused by stress	LO2
Identify what impact stress can place on your health and mental wellbeing	2.1
Discuss how stress can lead to physical, emotional and financial concerns	2.2
Be able to identify what can reduce your stress levels	LO3
Discuss how you can be more aware in your workplace of a colleague suffering from stress and what you can do to provide and encourage support	3.1
Identify various stress-reducing techniques	3.2
List different ways you can reduce stress in the workplace	3.3



Useful Websites

ProTrainings Europe Limited

www.ProTrainings.uk

Health and Safety Executive

www.hse.gov.uk

The Resuscitation Council (UK)

www.resus.org.uk

Skills for Health

www.skillsforhealth.org.uk

Office of Qualifications and Examinations Regulation

www.ofqual.gov.uk

Ofsted

Skills for Care

www.skillsforcare.org.uk

The CPD Standards Office

QMS International

www.qmsuk.com

FOFATO

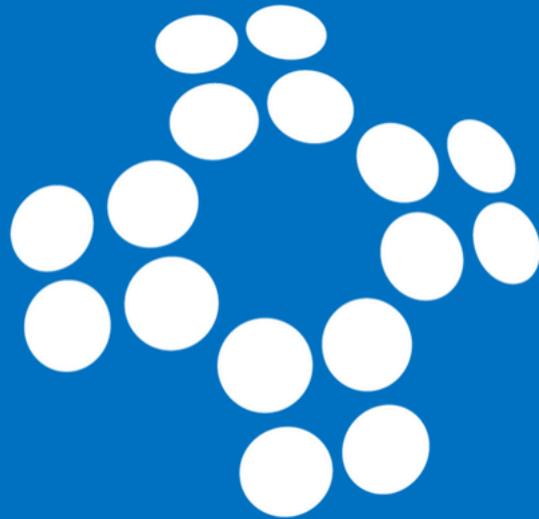
www.fofato.co.uk

NASDU

www.nasdu.co.uk

TQUK

www.tquk.org



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