



Diploma in Welfare Studies

Excellence in Welfare Provision



Introduction

The Defence Medical Welfare Service has been delivering welfare services for over 70 years to the Armed Forces.

As experts in the delivery of welfare they have used this knowledge to design a universal course covering all aspects of welfare, that complements existing Health & Social Care qualifications.

This course covers areas that are essential for both experienced practitioners and those that are new to this sector.

Delegates attending the FE Diploma also have the opportunity to complete further study entering into a Foundation Degree programme with Canterbury Christ Church University.

There are no examinations in this programme but as part of the course, delegates will need to complete some pre-course eLearning and present a research paper on a given welfare related subject in order to achieve their Level 3 qualification at the full credit level of 65 credits.

The Defence Medical Welfare Service is accredited to deliver this Level 3 qualification by the Institute of Welfare.



*“ I would like to thank you for an interesting enjoyable and well delivered course. Definitely the best one I’ve been on. Plus I now have an industry recognised qualification that increases my career prospects!”
JB - Welfare Officer*

Course Information

Aim of the Course

An extensive experiential and interactive course that covers all aspects of welfare delivery to enable the practitioner to support Service Users in establishing, maintaining, improving and enhancing their wellbeing.



Course Content

Welfare Profession

Institute of Welfare

CPD and accreditation of the course

Role of the

Welfare Practitioner

Overview of the role

Organisational impact

Compare and contrast roles

Accountability

Code of Conduct

Confidentiality

Consent

Record keeping

Data Protection Act

SOVA & CP

Whistle Blowing

Incident reporting

Employment law

Equality & Diversity

“This course is a must attend for those working at the coalface of welfare support. Extremely worthwhile and enjoyable.”

Course Content Cont.

Health & Safety

Legislation

Reporting

RIDDOR

Personal Safety

Person Centric Communication Skills

Advanced listening skills

Effective oral skills

Counselling skills

Bereavement skills

Conflict management skills

Behaviour management

Welfare Skills

NHS Resources

Assessment of welfare needs

Disability awareness

Mental Health First Aid (2 day module delivered separately)

Leadership and Management Skills

Personal management types

Self management of resources

Group and team dynamics

Management of team resources

Change Management

Personal Health & Wellbeing

Indicators of stress

Personal Safety

Self care strategies

Course Programme

Pre-Course Self Study - Safeguarding

1 Day - Welfare Profession

Role of the Welfare Practitioner
Confidentiality and Consent
Counselling Theories and Skills

1 Day - Person Centric Communication Skills

Advanced Listening Skills
Behaviour and Conflict Management
Bereavement Skills

1 Day - Accountability

1 Day - Welfare Skills, Health & Safety, Self Care Strategies

1 Day - Leadership and Management (Self & Others)

Post-Course Self Study - Research Assessment Paper

2 Days (Delivered separately) - MHFA (Mental Health First Aid)

“Excellent course: should be delivered as a profession gold standard.”





Institute of Welfare

The Institute of Welfare is the accrediting body for the Diploma in Welfare and is a professional body for those who are engaged in people support, counselling and guidance. The primary aim of the Institute is to promote, foster awareness and access to informed, reliable and up-to-date 'welfare' services in the broadest sense for the support of the community as a whole.

The Institute also promote opportunities for all those involved in welfare and counselling services delivery to raise their professional standards by offering training, CPD and networking in an inclusive friendly environment.

The Institute comprises corporate and individual members who work utilising welfare and/or counselling skills to assist with health, welfare and well being issues in the workplace or a social setting.

The Institute's diverse community of members supports all member practitioners by establishing high standards of knowledge, skills and conduct and are committed to ensuring that high levels of professionalism and competence are continually maintained.

For more information on the Institute of Welfare and the benefits of joining please look at their website.

www.instituteofwelfare.co.uk

It also has useful information and links to other organisations delivering welfare, people support and guidance.



“Well delivered, good content and well-constructed.”

Further Study



Canterbury Christ Church University

After successfully achieving your Level 3 Diploma in Welfare Studies you have the opportunity to expand on this learning by studying for a Foundation Degree which has been developed with our partners Canterbury Christ Church University, within their Faculty of Health & Social Care.

For information on Christ Church visit their website www.canterbury.ac.uk



Defence Medical Welfare Service

The Defence Medical Welfare Service is a registered charity that provides a welfare service to the Armed Forces.

Formed from the Joint War Organisation of the British Red Cross and The Order of St John in 1943, it was originally known as the Service Hospitals Welfare Department until the name was changed in 2001 when they became an independent organisation.

Its team of Welfare Officers support wounded, injured and sick Service personnel, their families and other entitled civilians across various locations in the UK, Germany & Cyprus.

It is also the only welfare organisation that deploys to areas of conflict with the Armed Forces and has served in Afghanistan, Iraq, Kosovo, The Falklands Conflict, Northern Ireland and World War II.

To find out more visit their [website www.dmws.org.uk](http://www.dmws.org.uk)

“Excellent and worthwhile course with many practical lessons learned, which will definitely improve the service delivered to our welfare clients.”



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The St John and Red Cross Defence Medical Welfare Service (known as DMWS) is a registered charity in England and Wales (1087210) and in Scotland (SC045460)

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