



David and Craig

CENTRE FOR CREDIT RATING

CASE STUDY

THE RICHMOND FELLOWSHIP SCOTLAND



The Richmond Fellowship
Scotland



THE RICHMOND FELLOWSHIP CERTIFICATE IN MANAGING BEHAVIOUR

The Richmond Fellowship Scotland is the largest provider for social care in Scotland. We seek to support virtually any need and thrive on challenging work. Each person we work with has a unique set of requirements and we are able to help them live rewarding and fulfilling lives. Some of these individuals have complex and challenging behaviours.

WHAT DID YOU NEED?

We identified that the ethical and effective management of challenging behaviour is an area where there is currently a gap in practitioner skills and in opportunities for suitable qualifications - particularly in Scotland. This is a growing issue within the care sector, and we wanted to take a proactive and long-term approach to developing our managers' qualifications. The course aims to expand the number of skilled managers in this area.

"This is an innovative
and effective
qualification for Social
Care Managers in the
area of Challenging
Behaviour"

Austen Smyth,
CEO, The Richmond
Fellowship Scotland

WHAT DID THE CENTRE FOR CREDIT RATING DO?

They guided us through the process of achieving credit rating for our course. They provided an easily accessible and user-friendly format to allow credit rating to take place and made a potentially complex process straightforward.

From the initial meeting with the centre, we found them clear and helpful. They have been available and supportive throughout the process, and have provided us with many helpful suggestions to take our training forward. We look forward to continuing a positive and productive working relationship with them.

Want to know
more about valuing
learning in your workplace?
Then please get in touch.
Email ccr@napier.ac.uk or
phone 0131 455 3724
for an informal chat.