



Llywodraeth Cymru  
Welsh Government

# **The National Training Framework on violence against women, domestic abuse and sexual violence:**

Statutory guidance under section 15 of the  
Violence against Women, Domestic Abuse and  
Sexual Violence (Wales) Act 2015 and section 60  
of the Government of Wales Act 2006

17 March 2016

## **Ministerial foreword**

The Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act received Royal Assent on 29 April 2015. It is a landmark law, the first of its kind in the UK. We are very proud of this ground-breaking legislation, and will work hard to make sure that its intentions are delivered in the coming years.

One of the key mechanisms for delivering the Act is the National Training Framework on violence against women, domestic abuse and sexual violence. I am pleased to launch this statutory and supporting guidance which outlines the Framework and its requirements; less than one year after the Act was brought into force.

Those experiencing violence against women, domestic abuse and sexual violence access a range of public services for many reasons. They may be in contact with police about the abuse they are receiving. But all too often this is not the case. It is much more likely that they are in contact with public services about housing issues, require medical attention or are part of the education system. Each of these services must provide a gateway to support for victims and opportunities for early intervention and prevention.

The first of its kind in the United Kingdom, our National Training Framework will offer proportionate training to strengthen the response provided across Wales to those experiencing these issues. It will formalise the requirements of those offering specialist and universal services and raise awareness and understanding of such violence and abuse. It will do this within a national context which ensures the quality of training and the required professional practice is standardised. This will help us to make sure that no matter where a victim lives in Wales, the professional response they receive is consistently good.

I have been grateful for the feedback stakeholders have provided on the National Training Framework through the consultation period. This has offered practical advice to get the Framework right and taken into account the views of survivors who have helped us understand why and where training is required and what the training should cover.

I am confident that this framework, alongside forthcoming further guidance and policy, will transform our response to those affected by all forms of violence against women, domestic abuse and sexual violence. The requirements of the Framework range from increased awareness for all staff, specialist training for relevant frontline workers and professional qualifications for certain key staff.

It marks an important first step in ensuring that, no matter where in Wales a victim lives, they can be confident of finding an effective, empathetic service and response.

**Leighton Andrews AM**

**Minister for Public Services**

## The Wales National Training Framework on violence against women, domestic abuse and sexual violence.

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## 1. The language used within the Framework

The National Training Framework on violence against women, domestic abuse and sexual violence addresses all forms of gender-based violence, domestic abuse and sexual violence. However, the Framework is named to ensure a focus – through delivery - on particular forms of violence and abuse which are disproportionately experienced by women and girls. Evidence shows that women disproportionately experience repeat incidents of domestic abuse, all forms of sexual violence and other forms of violence and abuse such as forced marriage and female genital mutilation.

Whilst it is important that this disproportionate experience is acknowledged and communicated through training delivery, the purpose of the Framework is to ensure that professionals are trained to provide an effective response to anyone affected by any form of gender-based violence, domestic abuse and sexual violence.

References in this guidance to “violence against women, domestic abuse and sexual violence” or “violence and abuse” should therefore be read to capture all forms of gender-based violence, domestic abuse and sexual violence as defined in section 24 of the Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015.

Some forms of violence and abuse which meet these definitions are experienced within family settings and relationships, including same sex relationships, between family members and by men who are abused by women. As such, training for each group within the Framework will acknowledge the disproportionate impact of these forms of violence and abuse on women but will be inclusive of all potential victims.

The specialist subject syllabus will include some training which will focus only, or mainly, on the experience of women and some training may focus only, or mainly, on the experience of men. This will depend on the subject matter of the training and acknowledges that the experience of men and women of these forms of violence and abuse can be different and often requires a different professional response which takes these differences into account.

The National Training Framework requires a nuanced approach to training delivery which provides for effective responses to women and men, accounts for their different experiences and properly addresses their needs. Both the training needs analysis required by this guidance and the wider strategic needs assessment required for the development of local gender-based violence, domestic abuse and sexual violence strategies will assist local areas to offer proportionate and needs-led training.

## 2. Definitions

**Abuse:** Physical, sexual, psychological, emotional or financial abuse.

**Accreditation:** For the purposes of this guidance the term “accreditation” describes authority or sanction to a training course provided by an official body when recognised standards have been met.

**“Ask and Act”:** A process of targeted enquiry across the Welsh public service in relation to violence against women, domestic abuse and sexual violence and a process of routine enquiry within maternal and midwifery services mental health and child maltreatment settings.

**Client:** Client is used here as a term to describe a person experiencing violence against women, domestic abuse and sexual violence. The term encompasses the terms “victim”, “survivor”, “service user” and “patient”. Different partners use different words to define their relationship to the person at risk and so the guidance reflects this.

In practical terms it is suggested a person experiencing violence against women, domestic abuse and sexual violence selects the term they prefer, where a term is required. It should generally be possible to use a client’s name rather than other descriptive terms.

**Domestic abuse:** Abuse where the victim of it is or has been associated with the abuser.

A person is associated with another person for the purpose of the definition of “domestic abuse” if they fall within the definition in section 21(2) or (3) of the Violence against women, domestic abuse and sexual violence (Wales) Act.

**Female Genital Mutilation:** An act that is an offence under sections 1, 2 or 3 of the Female Genital Mutilation Act 2003 (c. 31).

### **“Gender-based Violence”**

- (a) violence, threats of violence or harassment arising directly or indirectly from values, beliefs or customs relating to gender or sexual orientation;
- (b) female genital mutilation;
- (c) forcing a person (whether by physical force or coercion by threats or other psychological means) to enter into a religious or civil ceremony of marriage (whether or not legally binding);

**Harassment:** A course of conduct by a person which he or she knows or ought to know amounts to harassment of the other; and for the purpose of this definition:  
(a) a person ought to know that his or her conduct amounts to or involves harassment if a reasonable person in possession of the same information would think the course of conduct amounted to or involved harassment of another person, and

- (b) “conduct” includes speech;

**Independent Domestic Violence Adviser:** Trained specialist worker who provides short to medium-term casework support for high risk victims of domestic abuse.

**Independent Sexual Violence Adviser:** Trained specialist worker who provides short to medium-term casework support for victims of sexual abuse

**Local Authority:** A county or county borough council.

**Public service:** Public services are services delivered for the benefit of the public. This can include services delivered through the third sector, through social enterprise or through services that are contracted out.

In the context of the National Training Framework the public service is defined based on an estimate of 'devolved public sector workers' in Wales – this includes the devolved civil service, local authorities, health, education authorities and WGSBs. Although not devolved, Police Authorities are included as they are partly funded by WG. 'Devolved public sector workers' excludes non-devolved civil servants (such as those working for HMRC and the DVLA), military personnel and people employed by Public Corporations (such as S4C and Cardiff Bus etc) in Wales.

**Relevant authorities:** county and county borough councils, Local Health Boards, fire and rescue authorities and NHS trusts.

**Sexual exploitation:** Something that is done to or in respect of a person which (a) involves the commission of an offence under Part 1 of the Sexual Offences Act 2003 (c. 42), as it has an effect in England and Wales, or

(b) would involve the commission of such an offence if it were done in England and Wales.

**Sexual Violence:** Sexual exploitation, sexual harassment, or threats of violence of a sexual nature.

**The Act:** The Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015.

**Violence against women:** The experience of gender based violence by women.

### 3. Executive summary

This document describes and provides guidance on the National Training Framework on violence against women, domestic abuse and sexual violence.

Section 4 of the guidance is issued under section 15 of the Act and outlines specific requirements on relevant authorities (as defined in section 14 of the Act) in relation to the Framework.

The remainder of the guidance is issued under section 60 of the Government of Wales Act 2006 and outlines guidance to assist Relevant Authorities in implementing the National Training Framework as well as to assist interested persons to engage with and benefit from the Framework. References in this document to the main National Training Framework guidance is a reference to the remainder of this guidance.

Those who experience violence against women, domestic abuse and sexual violence are some of the most vulnerable in our society. They utilise a broad range of public services whose staff must have an awareness of the issues and their impact, be skilled to identify the indicators of violence and abuse, engage clients effectively and ensure services are provided to families.

Moreover, those whose profession it is to provide specialist services to victims of such violence and abuse must be expert, offering the highest standard of care and working in services with strong leadership.

The National Training Framework has been mapped against the possible journeys a victim of such violence or abuse could take through public and specialist services. The purpose of this mapping is to work from the broadest needs assessment – ranging from awareness and prevention, to proactive identification, assertive and supportive engagement through to longer term recovery and support. A Framework based on this needs assessment will produce training linked to early and crisis intervention, high risk behaviours and vulnerabilities and longer term support around trauma and complex needs.<sup>1</sup>

To ensure a consistent standard of care for those who experience violence against women, domestic abuse and sexual violence and an unfailing standard of service throughout the public service to this client group, the Framework has two main functions:

- 1) To provide consistent, proportionately disseminated training for relevant authorities to fundamentally improve the understanding of the general workforce and, therefore the response to those who experience violence against women, domestic abuse and sexual violence.
- 2) To align existing specialist training to further professionalise the specialist sector, to improve consistency of specialist subject training provision nationally and to set core requirements of specialist service provision.

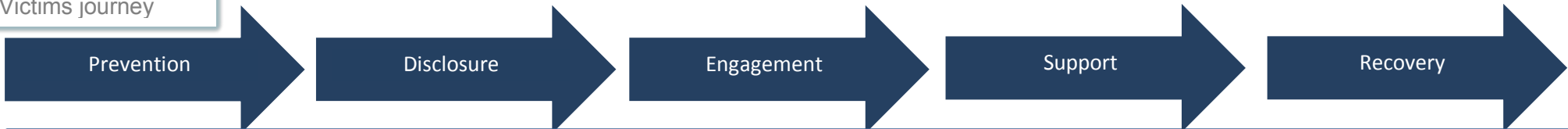
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<sup>1</sup> The Welsh Government acknowledge those who experience gender-based violence, domestic abuse and sexual violence may not identify with the term “victim” and may prefer “survivor” or “client”. The Welsh Government use the term “victim” here to describe the experience of abuse and violence but recognises experiences are individual.

The Framework and the content of this document have been developed in partnership with stakeholders and in consultation with those who have experienced or sought help for using abuse and violence. Quotes from service users are used throughout this document to illustrate the purpose and need for the National Training Framework on violence against women, domestic abuse and sexual violence. The following illustration outlines how the groups within the National Training Framework align to the potential interaction of a victim of violence against women, domestic abuse and sexual violence with the Welsh public service and specialist sector and the purpose such interaction can serve; from prevention and awareness raising through to crisis services.



The Victims journey



Public education	All staff, all public bodies, devolved, non devolved, third sector	Those likely to be meeting those experiencing abuse  Signs/symptoms/risks  "Ask": Broaching the subject  Act: Information sharing Signposting/referring  Care pathways and multi agency work	Those who will provide a service (within a general role) to those experiencing abuse, e.g.  Risk assessment  Immediate Safety  Care pathways and multi agency work	Those who provide specialist crisis intervention (IDVA, Refuge)	Those who provide specialist intervention (Outreach, floating support)
	Domestic abuse, sexual violence, Forced Marriage, "Honour" Based Violence, Female Genital Mutilation, slavery, stalking and harassment <ul style="list-style-type: none"> <li>• What is it? Who does it affect?</li> <li>• What should be done about it?</li> <li>• Who can help?</li> </ul>				

Group 5: management training

National Occupational Standards

Accreditation

Statutory, mandatory training: safeguarding children, safeguarding vulnerable adults

Group 6 STRATEGIC ENGAGEMENT: Strategy, Policy, Effecting change

General minimum standards (10,000 safer lives)

Specialist service standards for specialist service provision

Improved awareness

Increased disclosure

Improved engagement

Effective support

Long term cessation/shorter abusive relationships

#### **4. Guidance issued under section 15 of the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015**

This section of the guidance takes effect from the 1 April 2016.

This section of the guidance is issued under section 15 of the Act. The majority of the guidance is issued to all relevant authorities as defined in section 14 of the Act<sup>2</sup>. Where the guidance is only to apply to a single, or a particular number of relevant authorities, specific reference is made. Where no reference is made, all relevant authorities must adhere to this guidance.

In accordance with section 17 of the Act relevant authorities, or particular relevant authorities to which specific requirements in this section of the guidance are addressed, must follow the course set out in this section of the guidance.

A relevant authority is not however required to follow this section of the guidance if:

1. It thinks there is a good reason for it not to follow the guidance in particular categories of case or at all,
2. it decides on an alternative policy for the exercise of its functions in respect of the subject matter of the guidance, and
3. a policy statement issued by the authority in accordance with section 18 of the Act is in effect.

Section 18 of the Act provides that the policy statement issued by a relevant authority must set out how the relevant authority proposes that functions should be exercised differently from the course set out in this section of the guidance and the authority's reasons for proposing that different course. The policy statement must be published and a copy sent to the Welsh Ministers.

Section 19 of the Act enables the Welsh Ministers to direct relevant authorities to take any action which the Welsh Ministers consider appropriate for the purpose of securing exercise of functions by the authority in accordance with this section of the guidance where the Welsh Ministers consider that the authority's alternative policy (in whole or in part) is not likely to contribute to the pursuit of the purpose of the Act<sup>3</sup>. A direction is enforceable by mandatory order on application by, or on behalf of, the Welsh Ministers to the High Court. Failure to follow a mandatory order is contempt of court and is punishable by fine.

#### **Local training plans**

Relevant authorities must prepare a training plan which must be submitted to the Welsh Ministers by the 31<sup>st</sup> March 2017.

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<sup>2</sup> Local Authorities (defined in section 24(1) as councils of a county or county borough in Wales), Local Health Boards, fire and rescue authorities and NHS trusts.

<sup>3</sup> The purpose of the Act is defined in section 1 of the act as: to improve – (a) arrangements for the prevention of gender-based violence, domestic abuse and sexual violence; (b) arrangements for the protection of victims of gender-based violence, domestic abuse and sexual violence; and (c) support for people affected by gender-based violence, domestic abuse and sexual violence.

A training plan template will be issued to all relevant authorities by the Welsh Government. The template must be used when drafting the training plan.<sup>4</sup>

Local training plans must either be submitted on a regional basis as per the regional footprints identified under group 2 or as a single relevant authority (see page12).

Where relevant authorities develop training plans upon the regional footprint:

- The local authorities and Local Health Board for each region must elect a Local Authority (“elected authority”) within the regional footprint which will submit the local training plan on behalf of the other relevant authorities within the region.
- The elected authority must nominate a person within the authority that will be a regional lead for co-ordination and implementation of the National Training Framework on violence against women, domestic abuse and sexual violence (“regional lead”). This person will co-ordinate the production of the local training plan.
- Where a regional co-ordinator for violence against women, domestic abuse and sexual violence is in place they should lead this work.
- When producing the local training plan, the regional lead must consult with any Local Authority Domestic Abuse Co-ordinators.
- The Local Health Board, NHS trusts and Fire and Rescue Authority for every region must nominate a person that will lead on the local training plan. The regional lead must consult with this person when producing the local training plan.

Where relevant authorities develop training plans as a single relevant authority:

Each relevant authority must nominate a person that will lead on the local training plan. This person will co-ordinate the production of the local training plan. In preparing the local training plan, relevant authorities must have regard to a local training needs analysis undertaken by the authority (see further below in respect of the local training needs analysis), any needs assessments made in pursuance of the Social Services and Well-being (Wales) Act 2014<sup>5</sup> and any assessments of local well-being under the Well-being of Future Generations (Wales) Act 2015.

The local training plan must (as a minimum):

- provide a five year delivery plan of training which meets the requirements of the National Training Framework;
- provide details on the steering group/board or partnership which will oversee and monitor delivery of the local training plan;
- identify the local professional or professionals who will lead and co-ordinate the delivery plan;

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<sup>4</sup> The Welsh Government aim to publish this template in September.

<sup>5</sup> At the time this guidance was issued, the Care and Support (Population Assessments) (Wales) Regulations 2015 had been made under the Social Services and Well-being (Wales) Act 2014. The Regulations state that the first population assessments should be produced by 1 April 2017

- explain how regional training consortia will be established, including the partnership formation based on the Local Health Board regional footprint to meet the requirements of groups 2 and 3 of the Framework.<sup>6</sup>
- address how the regional training consortia will be co-ordinated and sustained;
- provide details on how relevant authorities will implement the requirements in relation to groups 1 to 5 and the specialist subject syllabus as set out below;
- include a quality assurance plan to assess the standards of training offered at a local level and a plan to address any dropping level of quality. Quality Assurance must include learner feedback.

Under section 5 of the Act, a Local Authority and Local Health Board must prepare a local strategy. Under section 6 of the Act, the local strategy must be published by the Local Authority and Local Health Board.

Prior to the development of the local strategy, a Local Authority and Local Health Board must publish their local training plan on their website. The local training plan must be published within 12 weeks of the 31st March 2017 (23rd June 2017).

When a Local Authority or Local Health Board has a local strategy, the local training plan must form part of this document<sup>7</sup>.

NHS Trusts and Fire and Rescue Authorities must publish their local training plan on their website. The local training plan must be published within 12 weeks of the 31st March 2017 (23rd June 2017).

### **Local training needs analysis**

The local training plan must be based upon a local training needs analysis, which in turn, is based around the requirements of each group within the National Training Framework.

The training needs analysis must include (as a minimum):

- consideration of the experience of adult victims, children and perpetrators of violence against women, domestic abuse and sexual violence as defined by the Act;
- an outline of the training delivered locally which pre-dates the introduction of the National Training Framework but which addresses the learning outcomes within the Framework and the reach of this training;
- an outline of the gaps in local training provision, based around the requirements of the Framework;
- Consideration of the local population and how this affects local professional training need (including delivery of training in both the English and Welsh language );
- how many professionals within the Local Authority fall into each group.

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<sup>6</sup> This is required even where an authority works alone to develop a training plan and must align to the supplementary delivery model linked to “Ask and Act. See Welsh Government guidance on “Ask and Act”.

<sup>7</sup> Local authorities and Local Health Boards must have a local strategy by May 2018.

## Executive responsibilities

The National Training Framework must be incorporated into the responsibilities of a member of the relevant authorities strategic or executive Board.

Relevant authority	Responsible member
LHB	A member of the Executive Board (chair of the Safeguarding Board/Director with corporate responsibility for Safeguarding).
LA	Chief Executive or Director (with knowledge/corporate responsibility for safeguarding or HR).
NHS Trust	A member of the Executive Board (chair of the Safeguarding Board/Director with corporate responsibility for Safeguarding).
Fire and Rescue Authority	Chief or Assistant Chief Fire Officer

- The responsible member will have responsibility for the oversight of implementation and monitoring of the National Training Framework and for organisational co-ordination of the related work. The responsible member must:
- Update the relevant board on issues relating to the National Training Framework on violence against women, domestic abuse and sexual violence;
- Report to the relevant board progress against the training plan;
- Consider, with the relevant board, how the National Training Framework can be integrated with corresponding training arrangements related to safeguarding.

## The annual report

Relevant authorities are required to take reasonable steps to deliver the objectives specified in their local training plan. In respect of each financial year, relevant authorities must prepare an annual report of the progress they have made regionally or locally in delivering the actions specified in the plan.

The annual report must be submitted to the Welsh Ministers within eight weeks of the end of the financial year to which the report relates, the first being due for the 2017-2018 financial year.

The annual report must:

- outline the training delivered within the past year and how that measured against the objectives of the local training plan and addresses the requirements in relation to each group of the National Training Framework as set out below in this section of the guidance;
- report completion rates of training for all groups within the Framework;

- report on the training offered locally (to include the numbers of professionals reached, from which professional groups, in relation to which subjects);
- outline how training was delivered and demonstrate that the training courses offered or funded by the Welsh Government were considered to meet the delivery requirements.
- provide a learner-led evaluation of locally delivered training and an action plan to address any identified issues;
- identify whether the local training plan remains fit for purpose at the end of the reporting period and outline any required delivery changes to ensure planned progress.

The annual report will be used to monitor activity against the national and regional aims of the National Training Framework on violence against women, domestic abuse and sexual violence. The report will be used to identify concerns regarding progress and to monitor the training objectives likely to be included in the National Strategy.

Relevant authorities must also adopt the following approach in relation to each group within the National Training Framework.

### **Group 1**

Relevant authorities are required to provide training which meets the learning outcomes for group 1 of the National Training Framework (as set out in the main NTF guidance) to all staff within the following timeframes:

50% of a relevant authority's staff must be trained within 12 months of the date of issue of this guidance.

100% of a relevant authority's staff must be trained within 24 months of the date of issue of this guidance.

Relevant authorities are required to incorporate training which meets the learning outcomes for group 1 of the National Training Framework into induction training to ensure newly appointed staff have access to the training. This should be implemented within 6 months of the date of issue of this guidance.

Relevant authorities are required to monitor quarterly completion rates of this training and undertake activity to ensure all staff complete the training within the specified time period.

Relevant authorities are required to provide refresher training which meets the learning outcomes for group 1 of the National Training Framework every three years.

### **Group 2**

Local Authorities and Local Health Boards are required to deliver training to meet the outcomes of groups 2 and 3 of the National Training Framework (as set out in the main NTF guidance) through regional training consortia aligned to the Local Health Boards regional footprint, as follows:

- The Aneurin Bevan Health Board with the Newport, Torfaen, Blaenau Gwent, Caerphilly, and Monmouth Local Authorities.
- The Cardiff & Vale University Health Board with the Cardiff and Vale of Glamorgan Local Authorities
- The Abertawe Bro Morgannwg University Health Board with Swansea, Neath Port Talbot and Bridgend
- Hywel Dda Health Board with Ceredigion, Carmarthenshire and Pembrokeshire Local Authorities
- Cwm Taf Health Board with Rhondda Cynon Taf and Merthyr Local Authorities
- Betsi Cadwaladr University Health Board with Anglesey, Gwynedd, Conwy, Denbighshire, Flintshire and Wrexham Local Authorities
- Powys Teaching Health Board and Powys Local Authority.<sup>8</sup>

These consortia must give consideration to the inclusion of, and demonstrate consultation with, the local Fire and Rescue Authorities and NHS Trusts for inclusion within the regional consortia.

These consortia must also invite specialist services (to include those in the third sector), police and probation to participate in the regional consortia.

The Welsh Ambulance Service Trust is required to incorporate training for groups 1,2,3 and 6 into their existing learning and development framework and submit to the Welsh Ministers their own training plan, training needs analysis and annual plan based on this.

Relevant authorities are required to ensure that any members of the regional consortia from relevant authorities are trained on the Welsh Government endorsed and provided Train the Trainer course. Reasonable steps should also be taken so that other members of the consortia receive the same training.

Local Authorities and Local Health Boards are required to provide training (via the regional training consortia) which addresses the learning outcomes for group 2 of the National Training Framework to professional groups which meet the criteria outlined for group 2 of the National Training Framework (as set out in the main NTF guidance), aligned to the local training plan.

Relevant Authorities are required to provide refresher training which meets the learning outcomes for group 2 of the National Training Framework every two years.<sup>9</sup>

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<sup>8</sup> This footprint mirrors that used to implement the training requirements of the Social Services and Wellbeing (Wales) Act 2014.

<sup>9</sup> Section 7 (page 31) outlines the formats in which this can be offered to address capacity issues within organisations.

### **Group 3**

Relevant authorities are required to ensure a proportionate number of members of the regional consortia from Relevant Authorities are trained on the Welsh Government endorsed and provided Train the Trainer course for group 3 of the NTF (as set out in the main NTF guidance).

Relevant authorities are required to provide training (via the regional training consortia) which addresses the learning outcomes for group 3 of the National Training Framework to professional groups which meet the criteria outlined for group 3 of the National Training Framework (see the main NTF guidance), aligned to the local training plan.

Relevant authorities are required to provide refresher training which meets the learning outcomes for group 2 of the National Training Framework every two years.

### **Group 4**

Relevant authorities are required to ensure any employee, and to take reasonable steps to ensure any worker, currently working as an Independent Domestic Violence Advisor, Independent Sexual Violence Advisor, outreach worker, project worker, case worker, floating support worker, refuge worker, key worker, crisis worker, advocacy support worker, children and young peoples worker, perpetrator group work facilitator or any other role which provides specialist support to those experiencing violence against women, domestic abuse and sexual violence is trained to an appropriate level within 12 months of issue of this guidance (as outlined in the NTF). Guidance on appropriate training courses is provided in section 3 of the main NTF guidance.

Relevant authorities are required to ensure any employee, and to take reasonable steps to ensure any worker, recruited to work as an Independent Domestic Violence Advisor, Independent Sexual Violence Advisor, outreach worker, project worker, case worker, floating support worker, refuge worker, key worker, crisis worker, advocacy support worker, children and young peoples worker is trained to an appropriate level within 12 months of the commencement of their employment.

Relevant authorities are required to ensure any employee, and to take reasonable steps to ensure any worker, working as an Independent Domestic Violence Advisor, Independent Sexual Violence Advisor, outreach worker, project worker, case worker, floating support worker, refuge worker, key worker, crisis worker, advocacy support worker, children and young peoples worker, perpetrator group work facilitator or any other role which provides specialist support to those experiencing violence against women, domestic abuse and sexual violence completes an appropriate Continuous Professional Development programme, relevant to the role per year (as detailed below).

The Continuous Professional Development requirements for specialist workers should be applied on a pro rata basis as follows:



<b>Professional contracted hours</b>	<b>Continuous Professional Development requirement</b>
28 hours – 37.5 hours per week	35 hours CPD per year
17.5 – 27 hours per week	21 hours CPD per year
0 – 17 hours per week (to include sessional and out of hours workers)	10.5 hours CPD per year

The Continuous Professional Development of these workers can be evidenced through a personal development plan which incorporates any of the following with a corresponding time allocation:

Formal learning and development accessed through training courses (whether accredited or not). Where appropriate these courses should be aligned to the Specialist Subject Syllabus;

Conference attendance;

Opportunities offered “in house” such as guest speaker attendance at team meetings, shadowing, and team learning events.

These personal development plans should be submitted as an appendix to the annual report. A template document for this purpose will be issued in due course.

## **Group 5**

Relevant Authorities are required to ensure any employee, currently working as a specialist violence against women, domestic abuse and sexual violence community-based service manager, refuge manager, team leader or in a lead/Senior role is trained to an appropriate level, as outlined for group 5 of the Framework (see main NTF guidance).

Relevant Authorities are required to ensure any employee, recruited to work as a specialist violence against women, domestic abuse and sexual violence community based service manager, refuge manager, team leader or in a lead/Senior role is trained in an appropriate course within 12 months of the commencement of their employment.

## **The specialist subject syllabus**

Relevant Authorities are required to ensure that all training offered by their organisation, which relates to any form of violence against women, gender-based violence, domestic abuse or sexual violence meets the learning outcomes of the relevant unit of the specialist subject syllabus.

Relevant Authorities are required to ensure that all training attended by employees of their organisation on any form of violence against women, gender-based violence,

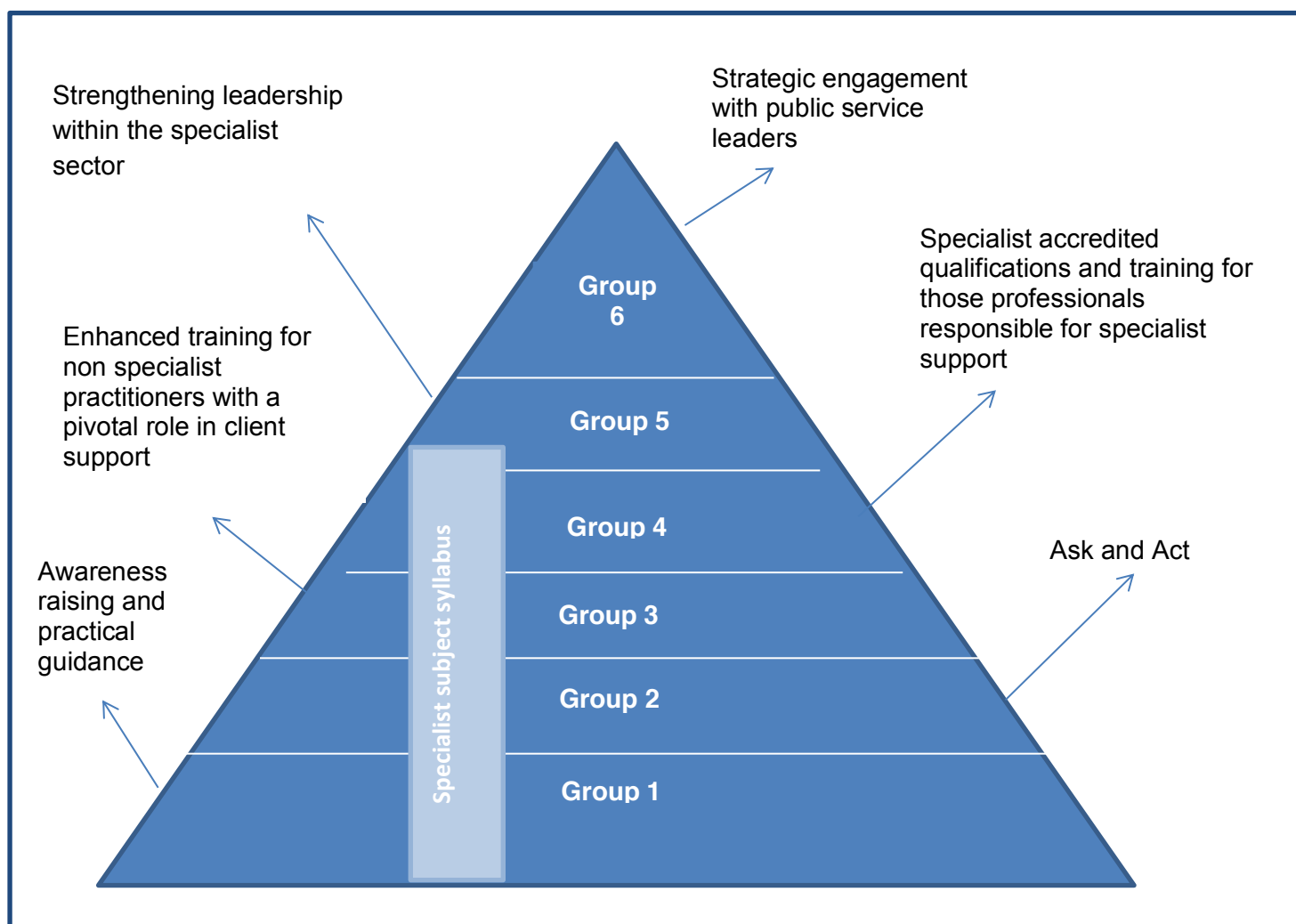
domestic abuse or sexual violence meets the learning outcomes of the relevant unit within the specialist subject syllabus.

## 5. The National Training Framework on violence against women, domestic abuse and sexual violence.

*Group facilitator: "What do professionals need to know or do better?"*

*Service user: "Everything. Care, awareness, education, know what organisations are available out there, not to judge, listen, multi agency working, resourcing, choice of gender, protection, trust, victim support, believe, understand"<sup>10</sup>.*

The National Training Framework is formed of six groups and a specialist subject syllabus. Although there is some progression within the Framework, generally each part of it relates to a specific group of professions who, following training will form part of a workforce working towards a collective aim; to improve the response to those who have experienced violence against women, domestic abuse and sexual violence.



<sup>10</sup> Comments from service users during a service user consultation session on the National Training Framework

An outline of the target audience, content, learning outcomes, learner competencies and National Occupation Standards which should be addressed for each group of the National Training Framework are provided within this document.

The Framework is essentially in two parts:

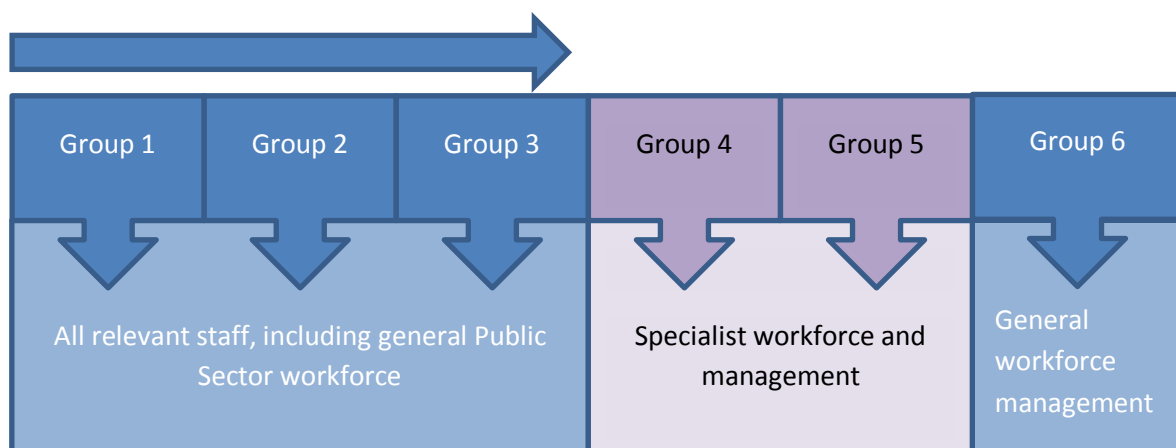
- 1) Consistent, proportionately disseminated training for relevant authorities to fundamentally improve the understanding of the general workforce and, therefore the response to anyone who experiences forms of violence against women, domestic abuse and sexual violence.
- 2) Alignment of existing specialist training to further professionalise the specialist sector, to improve consistency of specialist subject training provision nationally and to set core requirements of specialist service provision (Groups 4 and 5).

The content to be provided to groups 1, 2 and 3 of the Framework builds on that provided to preceding groups, i.e. those in group 2 should complete the training requirements for group 1 and those in group 3 will generally be expected to achieve the training outcomes for group 2.

Together these groups will be able to recognise violence and abuse and provide enhanced support to those experiencing violence against women, domestic abuse and sexual violence.

Groups 4 and 5 of the Framework include only those whose specialism is violence against women, domestic abuse and sexual violence or to specialist subject areas.

Group 6 includes relevant authority leadership to support improvement of the organisational response to those experiencing violence against women, domestic abuse and sexual violence, either as members of the workforce or as service users.



## Audience

The Framework, and the guidance contained in this document, is primarily aimed at the Relevant Authorities named in section 14 of the Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015, i.e. Local Authorities, Local Health Boards, fire and rescue authorities and NHS trusts. However, the Welsh Government strongly encourages participation within the Framework by all

organisations who interact with those at risk or who experience violence and abuse who may therefore also find the guidance contained in this document useful.

## **Supporting local implementation**

The aim of the National Training Framework on violence against women, domestic abuse and sexual violence is to create a consistent and quality assured approach to training on these issues. In order to meet this aim, the framework incorporates central and localised delivery which offers national standards of delivery alongside a flexible approach to local implementation. A summary of these delivery methods is below:

### **Localised delivery**

- **Local training needs analysis**

A local training needs analysis should be compiled immediately prior to drafting the training plan. The training needs analysis should consider the training requirements as outlined within each group of this Framework and map these against any existing training on offer locally. The training needs assessment should also outline the numbers of professionals who require training.

Where existing training fulfils only some of the learning outcomes for each group these courses should be developed to meet the requirements fully. Where existing training is identified which fully meets the requirements, the training needs assessment should specify the reach of that training and use this information when developing the training plan.

It is advised that anyone who was trained on a pre-existing course more than two years ago be offered training through the regional training consortia to ensure the implementation of “Ask and Act” has impetus created through knowledgeable professionals who understand the case for change.

As they become available, the training needs analysis should also be informed by the assessment of care and support needs in the area (the population assessment) under the Care and Support (Population assessments) (Wales) Regulations 2015 and the broader assessment of the economic, social, environmental and cultural well-being of the area (the assessment of local well-being) as defined in the Well-being of Future Generations (Wales) Act 2015. It is noted that these will not be available in early phases of National Training Framework implementation.

- **Training plans**

The training plan should be developed based on an understanding of the training needs analysis and outline of how each area will implement the National Training Framework.

This plan should demonstrate how the National Training Framework will be implemented locally whilst ensuring that local strategic aims and good practice is

taken into account and pre-existing training activity is submitted to satisfy the National Training Framework requirements.

The local training plan should be overseen and monitored by a steering group. Such a group would best sit within existing local structures to ensure appropriate governance and would form an example of an operational partnership referenced in the statutory guidance issued under section 15 of the Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 on effective Multi Agency Collaboration. In terms of overarching governance arrangements the steering group should feed into the strategic board required by the Multi Agency Collaboration guidance. Where an existing Board is utilised for this purpose, Safeguarding Boards are likely to be the most suitable governance partnerships as they draw together senior leadership in relevant fields and provide an opportunity for strong integration of the National Training Framework with other training requirements under the Social Services and Wellbeing Act (2014).

Where relevant authorities have separate Safeguarding Boards for children and vulnerable adults, monitoring of local implementation of the National Training Framework should be allocated to one of these but considered relevant to both. Boards should communicate and cross report with each other.

In due course the training plan should form an integral part of the local strategy jointly prepared by local authorities and Local Health Boards under section 5 of the Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015.

When developing their local training plans relevant authorities should include service user engagement. Local training plans will be enhanced where they are subject to service user advice and scrutiny. This will be particularly important in relation to the prioritisation and planning of local training provision.

Whilst centralised resource for each training activity will be provided separately, the Social Care Workforce Development Programme (SCWDP) grant circular will require consideration and local integration of training linked to the Social Services and Wellbeing Act (2014) and the Violence against Women, Domestic Abuse and Sexual Violence Act (2015) from 2016-2017.

- **Regional training consortia**

Training for groups 2 and 3 of the National Training Framework will be delivered through regional training consortia. Regional training consortia should be formed against the Local Health Board regional footprint.

The consortia will be formed of nominated professionals from within the Local Health Board, each Local Authority and the relevant Fire and Rescue Authority. Local specialist services, police and probation should also be invited to participate in the regional consortia to address identified local need and utilise local expertise.

In order to ensure that those within the regional training consortia deliver training regularly enough to ensure they retain the required knowledge and maintain a level of confidence, it is recommended that members of the training consortia are released

from their core duties to deliver training to group 2 between 3 and 6 times per year and that those trained to deliver training to group 3 are released to deliver training 5 times per year.

Further guidance on the role of the regional consortia is available in section 7.

- **A learning outcome based approach**

Learning outcomes are clearly outlined for each group of the Framework and authorities should look to work towards meeting these outcomes through any training or development product used for this group.

Within the Framework, an accredited suite of units forms the first tranche of a learning outcomes based syllabus of specialist subjects to guide local training delivery.

### **Centralised, funded delivery**

A far-reaching, national programme of training will be funded to ensure that within each region in Wales there is a cohort of practitioners with the skills and knowledge to support regional delivery of training which meets the requirements for group 2 and 3 of the National Training Framework. Such an approach supports regional priorities and flexible implementation within local and organisation specific infrastructure.

- **Provision of training products**

The Welsh Government, in partnership with stakeholders has developed nationally available training products to meet the outcomes for specific groups of the National Training Framework.

A 45 minute eLearning package, designed around the outcomes of group 1 of the National Training Framework will be available on the Learning@NHSWales portal and the All Wales Academy, accessible to all public service staff and available free of charge.

The Strengthening Leadership Series – a series of short films related to strategic leadership and violence against women, domestic abuse and sexual violence are available on the Welsh Government YouTube channel. These films satisfy the outcomes for group 6 of the National Training Framework.

### **Time frame**

Initial implementation planning of the framework is based over five years. Towards the end of this period, national reach and effectiveness will be assessed and further national and regional planning will take place.

### **Alignment to other frameworks and learning models.**

Several other frameworks and learning models exist which offer alignment opportunities for delivery of the National Training Framework. These tend to be

linked to safeguarding and are summarised here and in the table in appendix 2 which outlines potential opportunities for integration, which can be explored locally. There is also further guidance available on addressing the overlap between the National Training Framework on violence against women, domestic abuse and sexual violence and existing Child Safeguarding training on page 45.

Should such an integration approach be taken, it is important that violence against women, domestic abuse and sexual violence are not **only** presented as issues of child protection or safeguarding vulnerable adults. The purposes of the National Training Framework on violence against women, domestic abuse and sexual violence is to acknowledge these issues as significant social care, public health and social justice issues, directly affecting a significant proportion of the Welsh population, including children, young people and older people, as primary issues.

Should other frameworks be preferred to deliver elements of the National Training Framework on violence against women, domestic abuse and sexual violence and elements of other learning models, it is imperative that the learning outcomes of both frameworks are specified and delivered.

#### **The Safeguarding Children and Young people: Roles and Competences for Healthcare Staff 2014 Intercollegiate document.**

This document outlines a competency framework for healthcare staff which focusses on increasing professional capacity to recognise child maltreatment and to take effective action as appropriate. The competences are a combination of skills, knowledge, attitudes and values which are required for safe and effective practice.

The Framework identifies five levels of competence, and gives examples of groups that fall within each of these. The levels are as follows:

Level 1: All staff including non-clinical managers and staff working in health care settings

Level 2: Minimum level required for non-clinical and clinical staff who have some degree of contact with children and young people and/or parents/carers

Level 3: Clinical staff working with children, young people and/or their parents/carers and who could potentially contribute to assessing, planning, intervening and evaluating the needs of a child or young person and parenting capacity where there are safeguarding/child protection concerns

Level 4: Named professionals

Level 5: Designated professionals

#### **Care Council for Wales Continuing Professional Education and Learning: A Framework for social workers in Wales**

The Care Council for Wales is the social care workforce regulator in Wales and is responsible for promoting and securing high standards across the social services and social care workforce.

Several areas of the work of the Care Council for Wales offer integration or delivery options for elements of the National Training Framework on violence against women,



domestic abuse and sexual violence. Moreover, the work already underway in local areas, in relation to activity linked to the role of the Care Council may assist in discharging the requirements outlined in this guidance. Some potential examples to explore at a local level are below:

### **Basic awareness in Safeguarding Training Pack**

A training pack is available for use across each of the Local Authorities to provide basic safeguarding information and development. This training pack is available for use in the induction of Local Authority social care workers, social care workers and volunteers in third sector organisations and for the induction of social care staff in the independent care sector in Wales. This training resource will be amended to convey a basic awareness of violence against woman and domestic violence.

### **The Social Care Workforce Development Programme (SCWDP) Plan**

The Social Care Workforce Development Programme grant is provided to local authorities to support social care workers to further develop skills and knowledge. The award of the grants is based on rigorous planning related to workforce development. It is suggested that local areas incorporate the requirements of the National Training Framework into their Social Care Workforce Development Programme (SCWDP) planning to ensure opportunities for cross pollination are exploited, duplication is limited and existing training needs analysis is utilised.

As outlined later in this document, separate resourcing for training to meet the requirements of the National Training Framework is also planned.

### **The Continuing Professional Education and Learning (CPEL) Framework**

The Care Council for Wales are developing a Continuing Professional Education and Learning (CPEL) Framework for Social Workers in Wales. The overall aims are to improve the standard of social work practice and to support social workers as they progress from being newly qualified to experienced social workers at the top of their profession.

The CPEL Framework describes the minimum arrangements for the continuing professional education and learning of social workers after initial qualification. The requirements of groups 2 and 3 of the National Training Framework align with the ethos and standards outlined in the CPEL Framework and reflect well the existing direction and development of the Social Care workforce.

### **Diverse and marginalised service users**

Training under the Wales National Training Framework on violence against women, domestic abuse and sexual violence includes training on the experience of these issues by any potential or direct victim. It will be delivered within a gendered context which will acknowledge the disproportionate experience of women and girls.

It is acknowledged the experience of violence against women, domestic abuse and sexual violence differs where associated to, or connected to protected characteristics

listed in the Equality Act 2010<sup>11</sup>. It is important training is on offer in Wales which explores the inter-relationship between the protected characteristics and the experience of gender-based violence, domestic abuse and sexual violence. The specialist subject syllabus of the Framework will offer a specific focus on the protected characteristics and how they can affect vulnerability and risk, increase the impact of abuse and require additional skills and knowledge of the professional.

However, the Welsh Ministers are clear that marginalised groups and those with diverse needs should not be considered as an add-on to any training. An ability to respond to and consider the needs of these individuals must be integral within the skill set of public service teams and as such the content on offer for each group will inter-weave issues of diversity and consider a breadth of individual needs in its presentation.

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<sup>11</sup> Age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, sexual orientation.

## Outcomes

Group 6: Strong leaders creating a culture which acknowledges VAWDASV as public service issues, requiring a quality response

Group 5: Capable, specialist managers, running strong services and managing effective practitioners

Group 4: Expert practitioners able to offer efficient, informed intervention to every referral received

Group 3: Key staff, ready and able to support colleagues and clients when victims of VAWDASV are identified.

Group 2: Skilled practitioners, in the right place, proactively identifying and offering support to victims of VAWDASV

Group 1: A workforce, alert and aware to violence against women, domestic abuse and sexual violence

## The National Training Framework learning outcomes and competencies

	Proposed learning outcomes: Following completion of this training participants will:
<p><b>Group 1</b></p> <p>Participants will have heightened awareness of violence against women, domestic abuse and sexual violence</p>	<p><b>LO1.1: Understand what violence against women, domestic abuse and sexual violence is.</b></p> <p>The learner can describe forms of violence against women, domestic abuse and sexual violence</p> <p><b>LO1.2: Recognise the signs of violence against women, domestic abuse and sexual violence</b></p> <p>The learner can recognise the types of behaviours linked to violence against women, domestic abuse and sexual violence</p> <p><b>LO1.3: Understand their role in tackling violence against women, domestic abuse and sexual violence</b></p> <p>The learner is aware of the helpline number and Live Fear Free website as a professional resource (in addition to a service user resource).</p>
<p><b>Group 2</b></p> <p>Group 1 + Recognise signs and symptoms, respond appropriately to unprompted disclosure, ask appropriate questions and respond to answer.</p>	<p><b>LO2.1: Recognise the signs and symptoms of violence against women, domestic abuse and sexual violence</b></p> <p>The learner can recognise indicators of violence against women, domestic abuse and sexual violence.</p> <p>The learner can describe how violence against women, domestic abuse and sexual violence can affect anyone and the experience of it is not linked to any particular culture, religion or socio-economic status.</p> <p><b>LO2.2: Understand the purpose of and demonstrate an ability to undertake targeted enquiry</b></p> <p>The learner can state the reason the targeted enquiry is required and their role in this work.</p> <p>With client safety as primary concern; the learner can ask questions of those displaying signs and symptoms which relate to their possible experience of violence against women, domestic abuse and sexual violence.</p> <p>The learner can respond to the client's response appropriately and understands their potential responsibilities if receiving "first disclosure".</p> <p>The learner can describe additional diverse and complex needs they will consider as they ask questions.</p> <p><b>LO2.3 Demonstrate knowledge around data protection and the duty of confidentiality</b></p> <p>The learner can reference information sharing legislation</p>

The learner demonstrates understanding of their duties/ ethical considerations in relation to confidentiality and data sharing.

The learner demonstrates legal, good practice record keeping.

**LO2.4: Understand the purpose of risk identification in relation to some forms of violence against women, domestic abuse and sexual violence<sup>12</sup>**

The learner understands the meaning of risk in relation to violence against women, domestic abuse and sexual violence.

The learner can use a nationally agreed Risk Identification Checklist if necessary.

**LO2.5: Be able to implement the targeted enquiry care pathway**

The learner is aware of the service choices, referral options and multi agency fora available to those experiencing violence against women, domestic abuse and sexual violence.

The learner can explain these to their clients and facilitate referrals based on the choice of the client.

Where the client or related person is at risk of serious harm the learner can demonstrate the action they will take to safeguard those at risk, including children.

**LO3.1 Be able to consider violence against women, domestic abuse and sexual violence in the context of a whole family**

The learner will have knowledge of the link between violence against women, domestic abuse and sexual violence and the risk to children.

The learner will have knowledge of the common characteristics of perpetrators of violence and abuse within intimate relationship.

**LO3.2 Have an ability to assess risk in appropriate cases of violence against women, domestic abuse and sexual violence**

The learner will be able to consider risks faced by the victim, posed by the perpetrator and experienced by children; and

Take appropriate actions to minimise these risks and address the immediate safety requirements of family members experiencing violence against women, domestic abuse and sexual violence either

Group 1 and 2 +  
Consider the risk posed to the client, take appropriate actions for their immediate safety, engage appropriately in multi agency work.

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<sup>12</sup> Risk identification is not a requirement of “Ask and Act”. Local areas will determine whether this work is done in house or if care pathways are used for this purpose. Relevant staff will be trained to facilitate either approach.

through action or referral.

**LO3.3 Demonstrate an ability to support colleagues in relation to violence against women, domestic abuse and sexual violence.**

Group 3

The learner will be able to demonstrate a process of decision making in relation to data sharing.

The learner will be able to demonstrate an understanding of local multi agency operational fora and the role of their organisation within that.

Group 4

Offer specific, expert interventions with those experiencing violence against women, domestic abuse and sexual violence issues and their children.

Specific, accredited programme with relevant accrediting body for specific role.

Group 5

Management and strategy: specialist providers

**LO5.1 Understand the management and leadership qualities required of those who deliver violence against women, domestic abuse and sexual violence services.**

**LO5.2 Understand the Co-ordinated Community Response and work effectively within this.**

**LO5.3 Demonstrate an ability to plan the strategic direction of the service.**

**LO5.4 Understand the importance of monitoring and evaluation in relation to service provision to those affected by violence against women, domestic abuse and sexual violence.**

Group 6

Strategic engagement plan for Public Service leadership

Violence against women, domestic abuse and sexual violence are issues both for service users and for the workforce. Cultures need to be created where the work of the remaining groups of the NTF are acknowledged as crucial to the work of relevant public service departments and within the workplace.

## 6. Group 1 of the National Training Framework

*“It took a lot to open up. I couldn’t hold a thought in my head, I thought I was crazy”*

*“You are too scared to say how you feel”*

*“No one believes you”*

The purpose of group 1 of the National Training Framework is to ensure that all employees of the relevant authorities have a basic level of awareness of violence against women, domestic abuse and sexual violence. It will be aimed at public service staff as outlined below. The intention of training for group 1 of the National Training Framework is not to specify practice change and there is no increased formal burden or responsibility on the individual learner. Instead it is hoped that this training will challenge attitudes and raise awareness of these issues.

### **Aim**

Participants will have heightened awareness of violence against women, domestic abuse and sexual violence.

### **Audience**

Group 1 of the National Training Framework is intended to capture the widest audience, including at least 284,000<sup>13</sup> public service employees.

### **Delivery**

An eLearning package provided by the Welsh Government delivers the learning outcomes for group 1 of the National Training Framework on violence against women, domestic abuse and sexual violence and it is recommended that this package is utilised by the relevant authorities. Completion of this elearning meets the requirements for group 1 (as outlined above) without an additional cost implication (beyond staff time) to the relevant authorities.

It is recognised that in some cases, providing access to elearning is not possible due to the IT infrastructure of the organisation. For this reason the Welsh Government have produced a workbook which mirrors the eLearning but does not require continued use of a computer. The requirements of group 1 can be met in further alternative ways (such as face to face training) but the cost implication for this will lie with the relevant authority.

The eLearning is free to access and hosted on Learner Management Systems most used by the intended audience. These hosts include Learning@NHSWales and the All Wales Academy.

These sites are most heavily used by Health and Local Authority staff but also offer access to anyone in Wales who wishes to complete the eLearning. The Welsh

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<sup>13</sup> This is 85% of the total Welsh Public Service employee number and does not include the DVLA, HMRC, MoD or Cardiff Bus.

Government encourage access and completion of the eLearning by as wide an audience as possible. The host sites also offer reporting opportunities which will enable local and national monitoring of completion.

The eLearning will be available bilingually and in a variety of other formats to mitigate technological access risks and to increase accessibility for a diverse group of learners.

The Welsh Government eLearning package is complemented by a series of awareness raising campaigns highlighting the signs and symptoms of violence against women, domestic abuse and sexual violence. A series of resource materials are also available to strengthen and endorse the messages of the eLearning. A direct link to the Live Fear Free website is provided in the package. This link will allow the learner to access further learning should they wish to. This will include access to additional learning tools on each of the subjects covered, additional films, practical tools and resources.

### Outcomes

Any training to address the learning outcomes for group 1 of the National Training Framework should be evaluated based on increase in learner knowledge, the confidence of the learner to recognise the signs of possible violence and abuse and to signpost colleagues, friends and family to specialist services.

### Accreditation

There is no requirement that delivery of training for group 1 of the Framework be accredited. However, aligned to the recommendations of the independent review of specialist training provision on violence against women, domestic abuse and sexual violence across Wales<sup>14</sup>, training for group 1 should conform to the following National Occupational Standards (NOS). Moreover, all reasonable measures must be taken to ensure any training delivered for group 1 is CPD compliant across a range of professions.

<b>NOS ID</b>	<b>NOS Title</b>
<b>AG4</b>	Recognise and respond to suspected abuse of people from vulnerable groups
<b>BH202</b>	Challenge public attitudes to domestic violence and abuse
<b>GK504</b>	Provide access to information and support for victims and survivors of sexual violence

### Ongoing support

Practice based feedback based on early implementation of the eLearning has shown that the package can lead to the identification of personal experiences of abuse and

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<sup>14</sup> Agored Cymru final report: The co-ordination of practical, expert-led advice to the Welsh Government on the Content Areas of Part of the Group 4 National Training Framework for Violence Against Women, Domestic Abuse and Sexual Violence.



requests for help and advice from managers. In order to support managers to support staff who require additional help following completion of the eLearning the Welsh Government has published additional guidance for managers which is available on the Live Fear Free website.<sup>15</sup>

This guide is provided for line managers to:

- assist them to introduce the elearning to staff;
- address any concerns or worries they or their staff have about the content and the impact of the elearning;
- offer assistance and support to colleagues experiencing violence against women, domestic abuse and sexual violence.

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<sup>15</sup> <http://livefearfree.gov.wales/policies-and-guidance/elearning-guidance-for-line-managers?lang=en>

## 7. Group 2 of the National Training Framework

*“This is basic training, [asking the question] is just a sentence”*

*“You don’t need the pills, you need someone to speak to”*

Group 2 describes the group of professionals who will “Ask and Act”. This section of the National Training Framework outlines the learning outcomes and competencies to support the principle of “Ask and Act”.

Training for group 2 should only be delivered by Welsh Government endorsed trained trainers and should include the entire Ask and Act training course developed by the Welsh Government for this purpose.

“Ask and Act” is a principles based approach of targeted enquiry for domestic abuse, sexual violence and some other forms of gender-based violence. Further detailed guidance on “Ask and Act” will be published separately by the Welsh Government and will describe the detail of the approach and advice for implementation. It will also refer to this guidance **which concentrates specifically on the training element of “Ask and Act”**.

The Welsh public service has a vital role to play in supporting disclosures by victims of domestic abuse and sexual violence and strengthening the services they receive. A more consistent approach to identifying victims and referring appropriately is required across Wales.

The primary objective of “Ask and Act” is to enable relevant professionals to “ask” potential victims about the possibility that they are experiencing domestic abuse, sexual violence or other forms of gender-based violence in certain circumstances and to “act” so suffering and harm as a result of the violence and abuse is reduced.

The term targeted enquiry describes the recognition of indicators of these behaviours, including medical symptoms, behavioural or emotional signs, information cues and an acknowledgement of the professional settings being accessed.

### Aim

Participants will be skilled, able and confident to “Ask and Act”.

### Audience

Group 2 includes the public service staff who are most likely to be making contact with those experiencing domestic abuse, sexual violence and other forms of gender-based violence as part of their roles (see appendix 1 for further guidance).

In order to assess whether a professional role is suitable for training for group 2 of the Framework the following criteria should be applied:

The professional is:

- in a public facing role, coming into regular contact with the general public; and

- in a role where the experience of their client group of these forms of violence and abuse complicates and impacts on the nature of the clients engagement with the service offered in that role.

Priority for training should be given to those professionals with the greatest face to face contact with potential victims and with families and such professionals should be selected from across the relevant authorities.

There is an emerging body of research which illustrates the impact and co-occurrence of violence against women, domestic abuse and sexual violence with other professional areas including physical and mental health, social care, substance use and education.<sup>16</sup> This research forms a useful starting point for regions to develop their delivery plans. Regional training needs analysis will also help to identify professions to be prioritised.

The Welsh Government have prioritised the following groups for “Ask and Act” training. This list is not exhaustive but over the five year initial delivery plan each region is expected to have provided training to professionals meeting the training criteria within these groups.

Maternity and post partum settings

Primary care

Emergency Departments

Substance misuse

Mental Health

Child and Adolescent Mental Health Service (CAMHS)<sup>17</sup>

Social Work

Education

Housing, Housing options and Homelessness

Youth Offending Teams

Fire and Rescue

Paramedics, emergency medical technicians and urgent care teams

CAFCASS Cymru<sup>18</sup>

## Delivery

Delivery to group 2 of the Framework will take place through a regional dissemination model; local professionals, representative of region, specialist knowledge and audience will be trained to train other professionals within their region to “Ask and Act” using a Welsh Government developed training pack.

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<sup>16</sup> A summary of this research is outlined in the Welsh Government “Ask and Act” guidance

<sup>17</sup> Several service users identified CAFCASS as an organisation requiring training on violence against women, domestic abuse and sexual violence. This organisation was not recognised within the Public Consultation. Moreover, whilst one organisation responding to the Public Consultation referenced the training needs of the Child and Adolescent Mental Health Service (CAMHS) within their response, this was raised more frequently by service users.

Selection for the Regional Training consortia will be managed by Welsh Government funded regional advisors or domestic abuse co-ordinators and should be based upon the following:

1. The prospective trainer has specialist knowledge of domestic abuse, sexual violence or other forms of violence against women gained through practice in this area or;
2. The prospective trainer has a strong working knowledge of the area of work of one of the prioritised audiences and will champion the approach within that profession; and
3. The prospective trainer has experience of training delivery.

All training for group 2 of the NTF should be delivered by two trainers; one who represents point one above, the other who represents the second point. At least one of the two should have experience of training delivery.

These trained trainers will form regional training consortia. These consortia will form part of the delivery model for groups 2 and 3 of the National Training Framework and will allow regions and organisations to take a flexible approach to training local professionals.

The consortia (led by regional advisors or domestic abuse co-ordinators) will be asked to contribute to the development and implementation of the I training plans. These plans should include a five year plan to deliver training to locally prioritised professions to “Ask and Act”.

The regional training consortia model offers an opportunity to include local experts in the training of “Ask and Act”, manage local training needs flexibly, to include organisations which are not named as relevant authorities as is deemed appropriate and to provide regular refresher training. The formation of the regional training consortia should align to the annual priorities outlined in the training plan.<sup>19</sup>

Regional training consortia are likely to form the most effective method through which to reach Local Authority and Local Health Board staff. However, they may not work as effectively for Fire and Rescue Authorities or certain NHS Trusts such as the Welsh Ambulance Service Trust (WAST), Public Health Wales, Velindre or the National Blood Service. These organisations do not always fit neatly within any regional footprint and, specifically, in the case of WAST, have training processes for staff which are rigorously planned years in advance and are not flexible.

In the case of such organisations it is encouraged that they seek training of staff through the regional training consortia (it may be appropriate to link in with several regions for this purpose) and use these trained staff to deliver training for their relevant staff within groups 2 and 3 within their own learning and development plans. These arrangements should be reflected within local or regional training plans. Where this is not possible due to geographical or structural restrictions the organisation should seek further advice from the Welsh Government who will consider whether organisation specific training would be more suitable.

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<sup>19</sup> The regional training consortia should not be confused with local training groups formed for purposes other than the delivery of groups 2 and 3 of the National Training Framework.

The regional footprint identified in the guidance under section 15 in relation to group 2 will be re-considered following any local government reform and further guidance will be provided.

## Outcomes

An evaluation package will be provided within the resources and materials provided to the regional training consortia, to gather pre and post training views from participants. A summary of this feedback should form part of the annual report. Evaluation of training for group 2 will be made against the following measures:

- Reaction criteria: how trainees were affected by the training and any resulting attitudinal change.
- Learning criteria: how the training delivery measured against the learning outcomes. This should consider learner perception of knowledge, confidence and intention to implement.
- Behavioural criteria: the effects of the training on actual performance. This may involve a follow up measure.
- Results criteria: this will involve consideration of the longer term impact of the training, how useful it is perceived to be by the relevant authorities and how relevant the impact of the training is seen to be on practice change. This will be addressed by Welsh Government commissioned evaluations.

In addition to the measures described above, additional outcomes linked to the process of “Ask and Act” will be measured via an independent evaluation of the approach. This evaluation will seek to consider:

- identification rates of violence against women, domestic abuse and sexual violence;
- referral rates to specialist services;
- cessation in abuse;
- local repeat victimisation rates;
- earlier intervention.

## Accreditation

The Train the Trainer Training to skill up the regional training consortia will be accredited. However, the training which will be disseminated through the consortia will not be. The size of the audience to be trained at this level prohibits individual accreditation. However, aligned to the recommendations of the independent review of specialist training provision on violence against women, domestic abuse and sexual violence across Wales<sup>20</sup>, it will conform to the following National Occupational Standards (NOS).

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<sup>20</sup> Agored Cymru final report: The co-ordination of practical, expert-led advice to the Welsh Government on the Content Areas of Part of the Group 4 National Training Framework for Violence Against Women, Domestic Abuse and Sexual Violence.

<b>NOS ID</b>	<b>NOS Title</b>
<b>AG4</b>	Recognise and respond to suspected abuse of people from vulnerable groups
<b>BI101</b>	Communicate and engage with victims and survivors of domestic violence and abuse
<b>GK101</b>	Provide access to information for victims and survivors of domestic violence and abuse
<b>GK401</b>	Address callers sensitively
<b>GK402</b>	Establish requirements of callers
<b>GK502</b>	Communicate and engage with victims and survivors of sexual violence
<b>GK504</b>	Provide access to information and support for victims and survivors of sexual violence

### **Ongoing support**

It is acknowledged that capacity within relevant authorities will challenge the availability of staff to undertake formal refresher training to “Ask and Act” in the same form that the initial training will be delivered (in room training).

The requirement to provide refresher training can be met through the provision of blended and online learning and materials will be made available in due course to meet this requirement.

## 8. Group 3 of the National Training Framework

*“Explore the real problem. Make the extra effort”*

*“Look at the whole family – make a proper assessment”*

*“They don’t understand the impact on children, no one listens to the children’s voices, they need to be heard too”*

Group 3 of the Framework describes those who are working closely with families experiencing forms of violence against women, domestic abuse and sexual violence in their current job role (but who do not specialise in this area) and those who perform a champion role for their organisation (see appendix 4 for a definition of this role).

This section of the Framework outlines the learning outcomes and competencies which must be met through training for the following purposes:

- to ensure that in each of the relevant authorities a proportion of professionals who are currently working with those experiencing violence against women, domestic abuse and sexual violence as part of their existing role, are trained to an enhanced level (beyond that provided to group 2) and;
- to ensure any public service employee who is required by their organisation to act as an officer level “champion”<sup>21</sup> in relation to these issues is trained to an enhanced level (beyond group 2).

Lessons of various Serious Case and Domestic Homicide Reviews repeatedly indicate improved inter agency practice and information sharing is required to better identify and respond to those experiencing domestic abuse. It is also clear many organisations should improve their identification of the indicators of abuse and be better equipped to identify risk factors and issues of concern.

Professionals in group 3 will need an enhanced understanding of domestic abuse, sexual violence and other forms of gender-based violence, the potential impact on the safeguarding of children and risk management of perpetrators. They will support their organisations to mitigate against risk and protect adult victims and their children. They may also work (in a non specialist capacity) with perpetrators and assist colleagues to work through decision making in relation data sharing.

### **Aim**

Participants will hold enhanced knowledge relating to violence against women, domestic abuse and sexual violence and be able to implement effective practice to support colleagues and ensure that all members of a family experiencing violence and abuse are offered effective interventions.

### **Audience**

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<sup>21</sup> Linked to the 10,000 Safer Lives project. A role description is provided at appendix 4.

This training will be relevant to:

- any professional who has a lead responsibility for their profession in terms of violence against women, domestic abuse and sexual violence (e.g. safeguarding nurses, specialist midwives);
- those who are working with a client group experiencing high prevalence of violence against women, domestic abuse and sexual violence (such as social workers, those working in mental health and substance use settings) or;
- Those who are required by their organisation to fulfil a “champion” role within a frontline team.

### **Delivery**

Delivery to group 3 of the Framework will also take place through a regional dissemination model, based on a Welsh Government developed training pack. A smaller group of trainers will be required to disseminate training to group 3 and as such only a selected proportion of the consortia will be accepted onto the group 3 Train the Trainer course. It is suggested that this course will be best delivered by those with specialist knowledge of domestic abuse, sexual violence and other forms of violence against women.

This training will take a blended learning approach utilising both independent and classroom based learning methods.

Delivery of training to group 3 should mirror the delivery plan for group 2 training to ensure all group 2 professionals have access to the support and enhanced knowledge of professionals within group 3.

The suggested ratio for Trainees within group 2 to trainees within group 3 is 1:10. It is expected that there be a higher ratio within departments whose client group tends to include victims of violence against women, domestic abuse and sexual violence, such as social care, mental health and substance use.

In order to ensure a group of professionals with enhanced understanding of violence against women, domestic abuse and sexual violence is known and available to all those working with these issues, a minimum of 100 professionals, per year, per region should be trained within group 3 in the first five years of roll out. This will support delivery to over 3500 professionals with enhanced knowledge across the relevant authorities. (This amounts to 10% of the priority professionals in group 2).

### **Accreditation**

Both the Train the Trainer training and the training to be disseminated via the regional training consortia will involve formal assessment and accreditation. It will also conform to the following National Occupational Standards (NOS) and all reasonable measures will be taken to ensure it is CPD compliant across a range of professions.



<b>NOS ID</b>	<b>NOS Title</b>
<b>AG4</b>	Recognise and respond to suspected abuse of people from vulnerable groups
<b>AG5</b>	Support the safeguarding and protection of people from vulnerable groups
<b>BI101</b>	Communicate and engage with victims and survivors of domestic violence and abuse
<b>BI203</b>	Contribute to the assessment of victims and survivors of domestic violence and abuse
<b>BI302</b>	Contribute to plans which manage the risk of harm to victims and survivors of domestic violence and abuse
<b>GK101</b>	Provide access to information for victims and survivors of domestic violence and abuse
<b>GK102</b>	Deliver interventions towards increasing the safety of victims and survivors of domestic violence and abuse
<b>GK502</b>	Communicate and engage with victims and survivors of sexual violence
<b>GK503</b>	Carry out an assessment to identify the needs of and risks to victims and survivors of sexual violence
<b>GK504</b>	Provide access to information and support for victims and survivors of sexual violence
<b>GK505</b>	Work in partnership with agencies to address sexual violence
<b>GK510</b>	Contribute to the support of people from vulnerable groups who have experienced trauma

## 9. Group 4 of the National Training Framework

*[My specialist support worker] helps me communicate better and brings expertise which is missing otherwise [to family assessments]*

*“They saved my life”*

*“No one else wanted to know. This is the only place that really helped”*

Group 4 of the National Training Framework includes those in specialist roles working directly and only with those who have experienced violence against women, domestic abuse and sexual violence.<sup>22</sup> Whilst the job titles of workers in this field may be replicated across the public service, group 4 relates only to those workers who provide specific services only to those affected by violence against women, domestic abuse and sexual violence. These will most often be placed within specialist violence against women, domestic abuse and sexual violence services.

### **Aim**

To ensure all specialist professionals are appropriately trained to ensure clients have access to expert practitioners at the point at which they seek help resulting in;

uniformity in the resulting practice of the trained professional and improved services to those who experience violence against women, domestic abuse and sexual violence.

### **Audience**

Group 4 includes those in specialist roles who require specialist training in order to practice. These roles include Independent Domestic Violence Advisors, Outreach Workers, Case Workers, Floating Support Workers, Refuge/Key Workers, Independent Sexual Violence Advisors, Crisis Workers, counsellors, children and young peoples workers or group facilitators on perpetrator programmes.

### **Content**

Several roles are utilised within the specialist sector to provide services to those who have experienced violence against women, domestic abuse and sexual violence.

The title, descriptions and commissioned purpose of such roles vary locally. However many of the roles vary more in title than in function and therefore often require a similar skill set. It is not possible in this guidance to provide a comprehensive list of all local roles as many are named to reflect local needs, commissioning fund, or the context of the area in which the role functions. The table

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<sup>22</sup> It is acknowledged the majority of specialist professions are situated outside of the relevant authorities, within the specialist charity sector. The Welsh Government encourages all specialist workers to access appropriate training, regardless of the host organisation.

in appendix 3 categorises the roles into subject area, provides typical job titles linked to these and a brief summary of purpose.

The roles included here relate to practical, advocacy and counselling based support.

All specialist professionals should be qualified to level 3 (Open College Network) or at certificate level on the Qualification and Credit Framework or above on a role-specific training programme. This is a course which is designed to skill up a professional to perform a professional role, rather than a subject specific course which would enhance the professional's knowledge of one particular subject.

For specific roles, such as IDVAs or refuge workers, the training should usually be at 24 credits in total or above. This may be lower in the case of training on perpetrator work, crisis workers, counsellors and children and young peoples workers.

It is recommended that the training completed be vocational, role specific and accredited.

Domestic abuse focussed courses must include content on:

- understanding domestic abuse;
- understanding, planning for and responding to the diverse needs of clients;
- safeguarding children;
- honour based violence, forced marriage, female genital mutilation and no recourse to public funds;
- sexual exploitation;
- sexual violence;
- the impact on health;
- stalking and harassment;
- perpetrator characteristics.

### Skills

- engaging clients;
- the stages of change;
- motivational interviewing;
- risk identification, assessment and management;
- case management;
- multi agency collaboration;
- role definitions, remit and purpose;
- self care and vicarious trauma;
- information sharing.

### Client options

- the Criminal Justice System (working with the police, Crown Prosecution Service and Probation);
- accessing civil law remedies;
- mental health;
- substance use;
- homelessness and housing options.

The sexual violence focussed courses should provide relevant content as above plus additional content on:

- the human response to trauma;
- the impact of historic abuse on children and adults;
- sexual health;
- sexual violence needs assessment;
- the layout and function of the Sexual Assault Referral Centre;
- sexual violence perpetration;
- pre court therapy;
- offering support through the criminal justice system.

The perpetrator focussed courses should provide the following content:

- understanding those who use violence and abuse;
- the process of working in groups with those who use violence and abuse;
- understanding risk in the context of work directly with perpetrators of domestic violence and how to respond to changes in risk;
- making assessments;
- avoiding collusion and holding perpetrators accountable;
- analysing violent incidents;
- sexual respect;
- safeguarding children and vulnerable adults within the context of work with perpetrators;
- case management, supervision and treatment management.

The children focussed courses should provide the following content:

- the impact of violence against women, domestic abuse and sexual violence on children and young people (both in their own and in parental relationships);
- attachment theory;
- trauma responses;
- safeguarding children and young people experiencing violence and abuse;
- engaging children and young people;
- negotiating criminal justice, civil law and contact proceedings involving children

The preferred, suitable courses of the Welsh Government are outlined in appendix 3.

## **Delivery**

Several courses which meet the criteria above are on offer in Wales. Currently the Home Office and Ministry of Justice fund national providers to provide a number of funded training places per year. This is likely to be available until March 2016. The Welsh Government will monitor provision thereafter and consider what additional training needs exist for group 4 of the Framework on an annual basis.

## **Accreditation**

All specific courses for specialist roles should be accredited at the level and credit requirement outlined above.

## **Ongoing support**

Specialist workers must be alert to the changing landscape of violence against women, domestic abuse and sexual violence service provision, legislation and policy to ensure that the advice and support they provide to their client group is expert and up to date. It is for this reason that this guidance introduces a requirement of Continuous Professional Development for group 4 of the National Training Framework. It also aligns the professional standards of these professions with those of other similar professions such as social workers.

## **10. Group 5 of the National Training Framework**

Group 5 of the Framework includes those who manage specialist advocacy and support services for those experiencing violence against women, domestic abuse and sexual violence. These services are often small and rely on effective management in order to offer high quality, sustainable service provision.<sup>23</sup>

The training requirements for this group aim to equip service managers, senior or lead professionals to implement effective case management structures, provide appropriate performance management data and consider staff welfare. It will also equip them to lead their service through commissioning arrangements, fundraising, Domestic Homicide Reviews and Serious Case Reviews

### **Aim**

Training for group 5 should equip participants to understand the processes required to manage a service to those affected by violence against women, domestic abuse and sexual violence and to enhance the performance of frontline workers through strong management and leadership.

### **Audience**

The posts targeted by this training would include community based service managers, refuge managers, SARC managers, team leaders and senior staff such as lead/Senior IDVAs or ISVAs.

### **Delivery**

Training for group 5 of the Framework should be delivered through some classroom training. However blended learning, workshops and action learning sets may also be used where appropriate.

The Welsh Government contracted SafeLives to deliver this training in 2014-2015 with a possible extension into 2015-2016. This is the Welsh Government preferred training for service managers in Wales as it has been developed to a specification based on the National Training Framework and offers a consistent, national message. The training brings together service managers from across Wales, providing networking opportunities and opportunities for peer support across the wider sector.

### **Accreditation**

Training for group 5 should be accredited, no lower than 12 credits at level 4 (OCN) to ensure it is a higher academic level than courses for group 4 of the Framework. This design provides academic progression between group 4 and 5 which will further

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<sup>23</sup> It is acknowledged the majority of specialist professions are situated outside of the relevant authorities, within the specialist charity sector. The Welsh Government encourages all specialist workers to access appropriate training, regardless of the host organisation.

professionalise the specialist sector and offer opportunities which contribute to the retention of skilled staff.

### **Service standards**

The learning outcomes designed for group 5 of the National Training Framework provide a basic standard for the management of specialist services and a starting point for a quality assurance framework for specialist service provision which will be built upon over time.

## **11. Group 6 of the National Training Framework**

Group 6 of the Framework aims to encourage building towards a culture and infrastructure which provides leadership and management support to introduce and implement the knowledge and practice direction held within groups 1 to 5. Delivery to group 6 combines an annually reviewed Strategic Engagement Plan with a series of relevant supporting materials.

### **Aims**

To engage public service leadership through awareness raising and education on violence against women, domestic abuse and sexual violence as both a workforce and service delivery issue.

To create a culture and infrastructure which support the aims of the National Training Framework on violence against women, domestic abuse and sexual violence.

### **Audience**

Group 6 of the Framework is aimed at the Senior Leadership of the public service. This includes (but is not limited to) Chief Executive Officers, Council Leaders and councillors, Personnel Directors, Workforce Directors, Training and Development Managers, Trade Union leaders, Chief Constables, Fire and Rescue Authority Chiefs, relevant commissioners and partnerships.

### **Content**

The content delivered to group 6 of the Framework will evolve depending on strategic priorities and identified implementation challenges. An annual plan for group 6 delivery will be issued by the Welsh Government which will, where appropriate, include case studies and testimonials from service users.

### **Delivery**

Delivery to group 6 of the Framework is the responsibility of the Welsh Government and will be taken forward in two work streams.

- 1) A Strategic Engagement Plan
- 2) The Strengthening Leadership Series

#### **1) A Strategic Engagement Plan**

The Strategic Engagement Plan will involve direct intervention to engage public service leadership and gain commitment to particular courses of action, to raise awareness and to inform on policy and legislative updates.

The Strategic Engagement Plan consists of a timetable of relevant events which are aimed at public service Leadership, which already influence strategy and direction and which Leadership already engage with. A summary of the type of events this will include is below:



<b>Forum type</b>	<b>Specified activity</b>
Boards/meetings/ partnerships	Effective Services for Vulnerable Groups Board Meeting of the Main Delivery Group (G42) Violence against Women, Domestic Abuse and Sexual Violence Advisory Board Fire and Rescue Services Personnel and Organisation Development Group (PODG) Workforce Partnership Council Local Authority Counsellor Leads WLGAs Directors of Human Resources Group Meeting of NHS Workforce Directors NHS confederation Domestic Abuse Co-ordinators Forum
Welsh Government meetings	Business Group Operations Group
Events	Appropriate Conferences Welsh Government convened conferences /events
Publications	Councillor Connect Municipal Journal Staff newsletters
Letters/ communication	Ministerial letters CEO letters – Welsh Government Sponsored Bodies

It is intended Ministerial presentations, the presence of senior Government officials and, in time, attendance of the National Adviser, at these events will offer information and the opportunity to influence public service leadership, in the company of their peers, without making unnecessary additional demands on their time. This is likely to result in stronger engagement and wider reach.

## 2) The Strengthening Leadership Series

The Strengthening Leadership Series will be published to support the messages disseminated through the Strategic Engagement Plan. The series will share the expertise of the specialist sector, provide implementation guidance on Welsh Government policy and direct information from the Minister to offer regular communication on violence against women, domestic abuse and sexual violence issues.

This series will contain content presented through a variety of formats, designed for quick access and maximum engagement. These formats may include:

Video clips: Short vignettes which provide specific information on a topic. This may include a message from the Minister on the progress of implementation of the

Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 or a subject expert talking to a related issue.

Webinars: These may be recorded or live streamed and provide detailed consideration of a subject or area of implementation. They may involve peer to peer learning and the sharing of best practice. Live stream webinars would be interactive, providing for questions, answers and discussion.

Briefings: Video clips and webinars would be accompanied by briefings which would provide additional guidance. These can used to support delegation of related tasks such as review of the workplace policy or creation of referral pathways.

Live streaming: Where possible live events and conferences would be recorded for virtual access. Moreover, recorded clips of such events would be made available subsequently.

### **Outcomes**

Outcomes linked to culture changes and strengthened infrastructure will be considered. These outcomes will include:

- ✓ Improved awareness of violence against women, domestic abuse and sexual violence amongst senior public service leadership
- ✓ Reach of events
- ✓ The number of White Ribbon organisations and Ambassadors in Wales
- ✓ Workplace policy monitoring
- ✓ Written commitment to specific areas of work

### **Accreditation**

Delivery to this group of the Framework will not be accredited. It will conform to any relevant National Occupational Standards (NOS) and all reasonable measures will be taken to ensure it is CPD compliant across a range of professions.

## **12. The specialist subject syllabus**

The specialist subject syllabus should form the basis of all training offered or attended by relevant authorities on domestic abuse, sexual violence or other forms of violence against women.

Consideration of how the ongoing training needs of professionals within the relevant authorities are to be met should be aligned to the specialist subject syllabus.

### **Aim**

To compile content, learning outcomes and competencies related to domestic abuse, sexual violence, gender-based violence and specifically violence against women into a centrally managed syllabus which offers consistency and assurance of quality, regardless of locality, resulting in;

uniformity in the resulting practice of the trained professional and improved services to those who experience violence against women, domestic abuse and sexual violence.

### **Audience**

Those who require training on specific subject matters in order to respond to emerging client need. This may include a health visitor who would benefit from training in Female Genital Mutilation in order to identify the risks of this abuse taking place and respond effectively.

There are a significant amount of training courses already available across Wales. Some of these courses are offered as part of a national drive to professionalising the response to those who experience violence against women, domestic abuse and sexual violence, whilst others are borne of local initiatives to address emerging need.

It is not the intention for those training courses which are developed to meet identified need to be stifled by the Framework. It is recognised these often have a valuable role in responding to local circumstances but it is important nonetheless they align with the Framework's aims of consistency and quality assurance.

### **Content**

Group 2 and 3 of the Framework will receive the fundamental content to enable them to provide an effective response to those experiencing violence against women, domestic abuse and sexual violence.

The training offered for group 2 and 3 will be limited to fundamental concepts, principles and practice requirements linked to violence against women, domestic abuse and sexual violence and cannot encompass the breadth of complexity and associated vulnerabilities associated with these issues.

Additional learning on violence against women, domestic abuse and sexual violence should be recognised as a requirement of relevant public service Continuous Professional Development and training for group 2 and group 3 should become the

basis of further learning on these subjects. This learning should be led by individual management reviews, local vision and organisational strategy.

Where professionals, management and leadership identify specific areas in which they or their staff would benefit from improved knowledge the professional training aimed at specialist roles, offered for group 4 are unlikely to be appropriate due to cost and time requirements, however shorter, more focussed, subject specific courses may be suitable.

This type of short, focussed training has been offered across Wales for several years and is often offered by specialist service providers or through partnerships such as the Local Safeguarding Children's Board, Community Safety Partnership or Local Service Boards.

A varied and inclusive set of subject areas are covered in locally derived and delivered training courses and, in relation to subject area coverage, there are very few omissions.<sup>24</sup> However, such training is not coordinated across Wales. All training is not available in all parts of Wales, potential learners are not aware of the availability of different areas of learning and the structure of the courses is disparate.

The specialist subject syllabus provides an accredited, learning outcome-based set of essential units, relevant to the Continuous Professional Development of all professionals. Development of the syllabus will include annual activity, in partnership with stakeholders and the breadth of subject matters covered within it will evolve over time. Up to date versions of the syllabus will be available on [www.gov.wales/livefearfree](http://www.gov.wales/livefearfree).

The Specialist Subject Syllabus will be formed of Quality Assured Lifelong Learning (QALL) units which will be compiled at both a basic and enhanced level to reflect the learning needs of specialist and non specialist professionals and will sit alongside existing accredited learning available at level 3 and above that can be used by stakeholders and mapped against current delivery..

## **Delivery**

The units outline the basic learning outcomes required of any training related to the subjects they cover which is delivered by the relevant authorities either individually or in partnership.

The units will be freely available on the Welsh Government Live Fear Free website and local training providers will be required to use these models to form the basis of Welsh Government endorsed training on this subject. Should the provider of the training be in a position to offer QALL accredited courses, the courses can also be offered with accreditation.

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<sup>24</sup> Agored Cymru final report: The co-ordination of practical, expert-led advice to the Welsh Government on the Content Areas of Part of the Group 4 National Training Framework for Violence Against Women, Domestic Abuse and Sexual Violence.

Useful resources and exemplar materials will also be listed with the units to support consistency of training, as will a set of required evaluation measures. Evaluation of locally delivered training will be monitored periodically by the National Adviser for Violence Against Women and other forms of Gender-based Violence, Domestic Abuse and Sexual Violence to assess the impact of the recommended model of training and address any shortcomings.

It is also important that the delivery and assessment of these units are subject to quality assurance measures. All trainers delivering local training should be experienced in an associated field of violence against women, domestic abuse and sexual violence and have the correct level of learning (accredited or non-accredited) for delivering training. For example, if delivering level 3 (QALL) or certificate level training, they should be qualified above this level.

The minimum expectation for assessment of accredited training is normally set by the relevant Awarding Body. Typically the minimum expectation for assessors and internal quality assurers is as follows.

Assessors must:

- have current and/or relevant experience in assessing;
- have undertaken relevant training if new to assessing;
- have good knowledge and understanding of assessment requirements;
- be familiar with the level of the unit(s)/qualification(s) being delivered;
- have good subject knowledge and understanding and/or experience of the unit(s)/ qualification(s) being assessed (this might have further stipulations e.g. 3 years current experience).

Internal quality assurers must:

- have current and/or relevant experience in assessing and internal verification;
- have undertaken relevant training if new to internal quality assurance;
- have good knowledge and understanding of internal verification requirements.

### **New subjects or courses**

As outlined above, the syllabus will be expanded and developed over time to reflect changing training needs, enhance accreditation options and widen subject coverage.

Where the need for a new course is identified locally, the following steps will be required to list this course within the Welsh Government's endorsed specialist subject syllabus.

The course details should be submitted to the Welsh Government run Content Development Group for consideration, via the Welsh Government Violence against Women and Domestic Abuse team.

These details should include:

- the training needs analysis which demonstrates the need for this course;
- the trainer criteria for this course (to include practice and training experience);
- the proposed audience for the course;
- the course set up (learner numbers, training method);
- learning outcomes, evaluation outcomes and materials; and
- how it maps to relevant National Occupational Standards (NOS).

The Content Development Group will provide a quality control process for the submission of training courses. They will consider whether the course is of sufficient quality for listing on the syllabus, whether the course overlaps with other listed courses, the suitability of the course for multi agency audiences and whether it links in appropriately with national referral pathways linked to specialist provision and Ask and Act.

Where a course is approved for inclusion on the Framework it becomes Welsh Government endorsed and therefore the recommended model of training on a particular subject.

This process will sit alongside the ongoing development work initiated through Welsh Government.

### **Accreditation**

Over time the suite of QALL units will be extended to increase the levels of training available and the breadth of subject areas covered. Integration of all courses into an accredited package of learning, accessible over time, at varied academic levels will form part of a longer term piece of work.

### **The overlap between violence against women, domestic abuse and sexual violence training and training on child protection and safeguarding.**

The National Training Framework utilises the definitions of gender-based violence, domestic abuse, sexual violence and violence against women, as outlined in the Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act (2015). The Act does not provide an age range for the experience of these issues and therefore includes children and young people.

It is expected therefore that a distinction will be necessary between training which relates to safeguarding children, with child protection and safeguarding processes as the focus and courses which relate to violence against women, domestic abuse and sexual violence and the direct impact of these issues. For this reason the specialist subject syllabus will list subjects of violence against women, domestic abuse and sexual violence which are safeguarding issues and which will require setting within this context, it does not however list broader safeguarding children's training which is a mandatory requirement of relevant professionals already and in existence locally.

Whilst violence against women, domestic abuse and sexual violence are safeguarding issues, it is important they are not **only** seen as issues of child protection. To do so may exclude adults from services they require and miss the wider needs of families affected by these issues. The purposes of this specific, focussed Framework is to acknowledge violence against women, domestic abuse and sexual violence as significant social care, public health and social justice issues, directly affecting a significant proportion of the Welsh population, including children and young people, as primary issues.

We accept however, that for many professions integration of elements of the National Training Framework on violence against women, domestic abuse and sexual violence into existing training focussed on child protection will be an efficient and sensible way to deliver its requirements and that, conversely to enforce a seemingly arbitrary separation of training to staff who have little time to dedicate to learning and development, may stifle the required reach of this information.

Where integration of the subjects is planned it is imperative that issues relating to violence against women, domestic abuse and sexual violence are framed appropriately, delivered to the learning outcomes and assessment criteria outlined within the framework and are acknowledged as issues in their own right and separated from concerns to be considered only when focussed on safeguarding children.

### 13. Delivery plan and dissemination of the National Training Framework

	<u>2014-2015</u>	<u>2015-2016</u>	<u>2016-2017</u>	<u>2017-2018</u>	<u>2018-2019</u>
<b>Group 1</b>	Design eLearning package and launch	eLearning package forms part of mandatory induction training	eLearning package forms part of mandatory induction training	eLearning package forms part of mandatory induction training	eLearning package forms part of mandatory induction training
<b>Group 2</b>		Launch test of Ask and Act training	National rollout of Ask and Act begin		→
<b>Group 3</b>		Launch test of training for group 3	National rollout to group 3 training begins		→
<b>Group 4</b>	Welsh Government funded IDVA training to up to 48 professionals.  Encourage Welsh participation of Ministry of Justice funded training for ISVAs	Encourage Welsh participation of Home Office funded training for IDVAs and ISVAs. <sup>25</sup>  Specialist subject syllabus launched  Consider training needs of professionals working with those affected by sexual violence.	Specific Welsh specialist training	Specific Welsh specialist training	Specific Welsh specialist training
<b>Group 5</b>	Launch specialist service management support course to up to 48 service managers	Deliver specialist service management support course to up to 48 service managers (dependent on demand)	National rollout linked to budget and demand		→
<b>Group 6</b>	Strategic Engagement Plan  Strengthening Leadership Series	Strategic Engagement Plan  Strengthening Leadership Series	Strategic Engagement Plan  Strengthening Leadership Series	Strategic Engagement Plan  Strengthening Leadership Series	Strategic Engagement Plan  Strengthening Leadership Series

<sup>25</sup> Relevant specialist subjects will be funded where possible based on identified need.



## Funding plan

NTF training group	Delivery summary	Funding
<b>Group 1</b>	Welsh Government designed eLearning package available to all public service workers in Wales via Learning@NHSWales or the All Wales Academy.	Fully funded by the Welsh Government and free to access.
<b>Group 2</b>	Training on “Ask and Act” should only be delivered by the Welsh Government endorsed regional training consortia.	<p>Development and Delivery of the Train the Trainer course and the time of the regional consortia to train up to 35,000 professionals between 2014 and 2020 will be funded by the Welsh Government.</p> <p>The budget allocation will be split between funding development and rollout of the initial training by a central provider and an allocation to each region to subsidise and support the Train the Trainer model. The allocation over the next five years will be informed by pilot work to be undertaken during financial year 2015-2016. Initial planning suggests a regional allocation of between £10,000 and £14,000 per year will subsidise the required delivery.</p>
<b>Group 3</b>	Training for group 3 should only be delivered by the Welsh Government endorsed regional training consortia.	Development and Delivery of the Train the Trainer course and the time of the regional consortia to train up to 3,500 professionals between 2014 and 2020 will be funded by the Welsh Government.
<b>Group 4</b>	<p>For specialist professional roles:</p> <p>Training courses which meet the criteria outlined within guidance will be deemed suitable to meet the requirements for specialist professionals in group 4. Should an additional course to those</p>	<p>Training for 96 IDVAs was funded during 2013-2015 to subsidise existing Home Office funding.</p> <p>Funding will be available for selected training per annum. Selection will be based on Welsh Government strategy and identified need.</p>

	<p>listed in appendix 3 be under consideration locally, training selection should be verified by the Welsh Government.</p> <p>All locally delivered training in relation to violence against women, domestic abuse and sexual violence must confirm to the outcomes outlined in the specialist subject syllabus.</p>	<p>The development and overall accreditation of the syllabus is funded by the Welsh Government.</p> <p>Local accreditation of individual learners is not funded and would be borne by the learner or the learner's employer. (Accreditation in relation to the syllabus is optional)</p>
<b>Group 5</b>	The Welsh Government preferred training course for service managers will be the procured programme of the time..	Fully funded by the Welsh Government for financial years 2014-2016. Demand led thereafter and subject to re-tender.
<b>Group 6</b>	Responsibilities related to group 6 lie with the Welsh Government. The Strategic Engagement plan and Strengthening Leadership Series will be funded and delivered centrally.	Fully funded by the Welsh Government and free to access.

## Appendix 1

Professionals identified during public consultation for prioritisation for group 2.

<b>Local Health Board</b>	
<i>Included in original guidance</i>	<i>Additional requests following public consultation</i>
Midwives Health Visitors General Practitioners Accident and Emergency staff Substance misuse staff within each tier of the Substance Misuse treatment framework for Wales Community Psychiatric Nurses Mental Health Crisis team District nurses Child and Adolescent Mental Health Service (CAMHS)	Sexual Health Nurses Children's Nurses District Nurses Practice Nurses Phlebotomists (particularly those working in midwifery) Oncology staff Physiotherapists Chaplaincy within hospitals Dental staff Psychiatric liaison staff Radiographers/Sonographers
<b>Local Authority</b>	
<i>Included in original guidance</i>	<i>Additional requests following public consultation</i>
Child Protection Social Workers Safeguarding Vulnerable Adults Social Workers Teachers Safeguarding leads in Education School nurses Housing, Housing options and Homelessness officers Youth Offending Service caseworkers	Public Service Centre operators Occupational Health Flying Start staff Inclusion Welfare Officers Human Resources staff Domestic care workers All social workers (additional to the specific social workers named in the guidance) Staff in LA centralised customer service centres Education Social Worker's, college and university lecturers, Refuse collectors Carers
<b>Fire and Rescue Authority</b>	
All firefighters with community based responsibilities	
<b>NHS Trusts</b>	
Paramedics, emergency medical technicians and urgent care teams	
<b>The Welsh Government</b>	
CAFCASS Cymru <sup>26 27</sup>	

<sup>18</sup> Several service users identified CAFCASS as an organisation requiring training on violence against women, domestic abuse and sexual violence. This organisation was not recognised within the Public Consultation. Moreover, whilst one organisation responding to the Public Consultation referenced the training needs of the Child and Adolescent Mental Health Service (CAMHS) within their response, this was raised more frequently by service users.

<sup>27</sup> Only professions employed within the relevant authorities are listed here. However it should be noted that the following professions were also suggested during the public consultation on the content and structure of the NTF: 101 call handlers, Police Officers and Community Support Officers, Special Constables, Response officers,

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Neighbourhood beat officers, Charitable stakeholders (suggestion was to change term from third sector), Resolution Family Solicitors, Citizens Advice Bureaux, Youth workers, Criminal justice including court services and probation/Community Rehabilitation Company, Armed Forces, Housing association staff , Agencies dealing with money, debt and welfare benefits

## Appendix 2

### Potential integration of the NTF with existing learning models

		<b>Audience</b>	<b>Aligns to</b>	<b>Specific overlapping content</b>	<b>Suggested delivery options</b>
Intercollegiate Document	Level 1	All staff in health care settings	<b>Group 1 NTF</b>	Child maltreatment including trafficking and FGM The impact of domestic abuse on children	Use the Welsh Government eLearning package (which meets the requirements of group 1 of the NTF) within or in addition to group 1 safeguarding training.  (Where only face to face training) Incorporate learning outcomes of NTF group 1 into community based group 1 safeguarding training.
	Level 2	Non clinical and clinical staff in contact with children and young people and parents and carers	<b>Group 2 NTF</b>	Referring a child at risk of trafficking, child sexual abuse and FGM  Sharing appropriate and relevant information with other teams	Through group 2 (NTF) training
	Level 3	All clinical staff working with children, young people and parents and who could		Participation of SCRs.	Through group 2 (NTF) training

		contribute to assessing the needs of a child or young person where there are safeguarding concerns			
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## Appendix 3

### Appropriate training courses, compliant with the outcomes for specialist professionals of group 4 of the NTF

<b>Specific courses for specialist roles</b>					
	<b>Role</b>	<b>Role purpose</b>	<b>Service provided to those who have experienced:</b>	<b>Client group for whom service provided</b>	<b>Appropriate training courses</b>
<b>Domestic abuse</b>	Independent Domestic Violence Advisor (IDVA)	To offer crisis and medium term support to those at the highest risk and to co-ordinate client centred, multi agency collaboration.	Domestic abuse, sexual violence within intimate relationships, “Honour” based abuse, forced marriage, stalking and harassment within intimate relationships.	All client groups served.	The SafeLives IDVA training <sup>28</sup>
	Outreach Workers/Case Workers	To offer crisis and medium term support to those who are not at high risk.		May be women only, depending on host organisation	The SafeLives IDVA training  Welsh Women’s Aid certificate
	Floating Support Workers	To provide emotional and practical support in a clients own home. May include tenancy support.		May be women only, depending on host organisation	The SafeLives IDVA training  Welsh Women’s Aid certificate

<sup>28</sup> A competitive tender for a provider of training for Home Office funded IDVAs was won by SafeLives (then known as CAADA) in 2011. Safelives are the only organisation currently funded by the Home Office to provide IDVA training. This contract runs until April 2016. The Welsh Government has subsidised the Home Office IDVA training provision to ensure access to Wales-based professionals during 2012 – 2014. This qualification is a requirement of the Welsh Government for the IDVA role.

The funding provision for such training by the Home Office is likely to be reviewed shortly after the time of writing and the Welsh Government will further consider the training needs of professionals in Wales following that decision. We are supportive of including additional training for this purpose.

	Refuge/Key Workers	To provide practical and emotional support to residents within a refuge.		Most refuges are single sex only and the majority in Wales provide services to women (although some male only units are available).	The SafeLives IDVA training  Welsh Women's Aid certificate
Sexual violence	Independent Sexual Violence Advisors (ISVA)	To offer needs led support and expertise on the criminal justice process and forensic DNA retrieval.	Sexual violence within intimate relationships and where perpetrator is a stranger or acquaintance Historic sexual abuse.	All client groups served.	The Survivors Trust ISVA training  Lime Culture ISVA training  SafeLives IDVA-ISVA conversion course (where the ISVA has previously completed the SafeLives IDVA training)
	Crisis Workers/Advocacy workers	To offer immediate support at the time of report and through any forensic or medical examination following sexual violence.	Sexual violence within intimate relationships and where the perpetrator is a stranger or acquaintance	All client groups served.	Welsh Government crisis worker training  The Survivors Trust ISVA training  Lime Culture ISVA training  SafeLives IDVA-ISVA conversion course



	Sexual violence counsellors	To offer medium to longer term, therapeutic services following sexual violence.	Sexual violence within intimate relationships and where perpetrator is a stranger or acquaintance Historic sexual abuse.	All client groups served	Welsh Government sexual violence counsellor course
Perpetrator work	Group work facilitators	To work directly with perpetrators of domestic abuse in a voluntary group work setting	With those who have used (rather than experienced) violence and abuse against partners or ex-partners.	Most groups are men only	The Respect “Running Groups for Men Using Intimate Partner Violence (IPV), Essential Skills for Group work Facilitators” training
Children and Young People work	Children and Young People workers	To work directly with children and young people affected by violence against women, domestic abuse and sexual violence (in either a one to one or group work setting) within a specialist violence against women, domestic abuse and sexual violence service.	Parental domestic abuse, intimate partner violence, “honour” based abuse, forced marriage, stalking and harassment within intimate relationships.	Those under the age of 18 regardless of gender.	It is not possible to identify a well accepted qualification related to this role. Development of such training will be considered in the future.  Well used courses are listed below:  <b>Children’s and Young Peoples’ ISVAs:</b>  The Survivors Trust ISVA training  Lime Culture ISVA training

					<b>Domestic abuse:</b>  Respect toolkit accredited by Respect UK  STAR toolkit accredited by Welsh Women's Aid
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## Appendix 4

### Suggested role of the violence against women, domestic abuse and sexual violence champion (officer level)

In order to work effectively with victims, professionals need to have a common understanding of the issues and be able to provide a coherent and consistent response. Champions will help promote this understanding among professionals within their agencies to ensure the needs of victims and their families are considered when delivering services in their area.

Champions will:

- Be trained to an enhanced level on violence against women, domestic abuse and sexual violence (within group 3 of the National Training Framework)
- Act as a point of contact for information within their organisation (or service area) relating to violence against women, domestic abuse and sexual violence.
- Raise awareness of the issues of violence against women, domestic abuse and sexual violence throughout the organisation and generate action in response.
- Promote national and local domestic abuse campaigns as part of the organisation's communications and social media strategy, including ensuring posters/leaflets are displayed and available.
- Participate in the development and implementation of the Single Integrated Plan (and later Wellbeing Plans) ensuring that it addresses local need and addresses violence against women, domestic abuse and sexual violence and, in due course, support the development and implementation of the Local Strategy on Violence against Women, Domestic Abuse and Sexual Violence.
- Act as the link between your organisation (or service area) and partner organisations to support effective multi agency working.
- Proactively promote good practice within your organisation (or service delivery area), highlighting partnership and multi agency work which is key to providing an effective, consistent and integrated service and improved outcomes for individuals and families experiencing domestic violence and abuse.
- Promote and engage with service user groups in the development and delivery of services.
- Support and promote to staff the requirements of the National Training Framework and the Ask and Act Process.
- Support the organisation's own Workplace Policy and promote to staff.
- Work proactively with the Community Safety Partnership Manager and Domestic Abuse Coordinator and, in due course, the Regional Adviser, relevant Strategic Leads, Directorates and Officers to ensure a co-ordinated and strategic approach to Domestic Abuse across your organisation (service delivery area)
- Work with the relevant officers and partners to highlight any issues or concerns regarding violence against women, domestic abuse and sexual violence and to propose solutions.

- Attend relevant meetings as and when required.

## Appendix 5

### The violence against women, domestic abuse and sexual violence specialist subject syllabus

<b>Domestic abuse</b>	<b>Sexual violence</b>	<b>Violence against women, domestic abuse and children</b>	<b>Understanding modern slavery</b>	<b>Violence against women</b>	<b>Violence against women, domestic abuse, sexual violence and equality and diversity</b>	<b>Multiple, complex needs</b>
<b>Pre requisite (minimum level 2 – initial eight units)</b>						
Domestic abuse awareness	Sexual violence awareness	The impact of violence against women, domestic abuse and sexual violence on children and young people	Modern slavery awareness	Violence against women awareness	Understanding equality and diversity in relation to violence against women, domestic abuse and sexual violence	Violence against women, domestic abuse and sexual violence and working with those with co-existing multiple support needs.
<b>Optional development units (level 3 and above)</b>						
Risk identification and the Multi Agency Risk Assessment Conference (MARAC)	The role of the crisis worker	Young peoples experience of intimate partner violence	The role of the Senior Responsible Officer	Forced marriage	Working with Lesbian, Gay, Bisexual and Trans victims of violence against women, domestic abuse and sexual violence	Dual diagnosis: mental health and domestic abuse
Adolescent to parent abuse	The role of the sexual violence counsellor	The impact of domestic abuse on children		Female Genital Mutilation	Working with those with No Recourse to Public Funds and violence against women, domestic abuse and sexual	Homelessness and domestic abuse

					violence	
Working with perpetrators of domestic abuse		Child sexual abuse		Violence against women and the law	Working with male victims of domestic abuse and sexual violence	Working with sex workers
A whole family approach to domestic abuse		Working with child victims of abuse		Honour based violence	Working with older victims of domestic abuse	Substance use, mental health and domestic abuse – the “toxic trio”
Domestic abuse and the law		Child Sexual Exploitation				Dual diagnosis: substance abuse and domestic abuse

This is provided as an example only. The Specialist Subject Syllabus will develop based on stakeholder engagement and partnership. The table above demonstrates how the syllabus could be formed and the potential for mini qualifications within it. The syllabus may include these units, plus others identified over time which relate to any client group and the issues of violence against women, domestic abuse and sexual violence.

