



Ileostomy & Internal Pouch  
Association

Registered Charity



## EFFECTIVE COMMUNICATION SKILLS

### Information Sheet

#### ***What is it?***

It is a course developed by **IA** to train support volunteers.

#### ***Who's it for?***

Anyone who is, or hopes to be, a support volunteer on behalf of **IA**. Applicants must be at least 12 months post completion of surgery and be a member of **IA**. We recommend that applicants have some involvement with their local **IA** member organisation, as the majority of referrals will come via the One2One support co-ordinator of that group.

#### ***How much time is involved?***

- The course will be delivered online in 5 half day (3 hour) sessions
- The sessions need to be completed sequentially
- Total teaching is 15 hours with additional assessment time and one-to-one tutorial.

#### ***What's the course like?***

The course content is a mix of theory-led sessions and practical role plays to allow you a safe environment in which to put your learning into practice.

#### ***Will I be assessed?***

Yes. To successfully complete the course and be awarded **IA** certification, you have to provide evidence of your ability as a support volunteer. This is done through writing an account of your own learning called a Personal Reflective Learning Log. You are shown how to do this during the course. There is no exam.

#### ***Who runs the course?***

The course is run by members of **IA** and associates who have experience in training, counselling and One2One support.

#### ***What does it cost?***

The course is free to **IA** members.

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Ileostomy and Internal Pouch Association is a company limited by guarantee.

Registered Office: IA National Office | Danehurst Court | 35-37 West Street | Rochford | Essex | SS4 1BE

Phone: 0800 0184 724 or 01702 549859 | Email: [info@iasupport.org](mailto:info@iasupport.org) | Web: [www.iasupport.org](http://www.iasupport.org)

Company Number: 10375943 (England and Wales). Registered Charity: 1172338 (England and Wales) and SC048658 (Scotland).

President: Professor Gordon L. Carlson CBE, BSc (Hons), MB ChB (Hons), MD, FRCS, FRCS(Gen), FRCSEd (Ad Hom)



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### ***What certificate will I get?***

On successful completion of the course, you will receive **IA's** Certificate in Effective Communication Skills. Whilst skills learned will be transferrable outside of **IA**, the certification is internal to IA and will enable you to offer One2One Support.

### ***What equipment do I need to participate?***

- Internet connected computer to connect to an online meeting (Zoom software or a Zoom login is not required in advance of the training, a link will be provided to connect to registered participants ahead of each training session).
- Ability to connect to the online meeting software (Zoom) using a webcam and audio facilities (externally connected or built into the PC/tablet)
- Ideally a printer to print handouts in advance of the training session, although, where required, these can be sent out in advance for anyone who does not have black and white printing facilities.

### ***How do I get a place on the course?***

You will need to apply for a place by completing a course application form which you will find attached.

### ***How can I find out more?***

Contact IA National Office (address and contact details below)

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