

## Online Restorative Skills Course

***It is important to read all four pages of this descriptor before booking a place***

### **Summary**

This course takes participants through all stages of the theory and practice of the restorative process. It consists of 30 hours of direct training over 9 modules plus a further 15 hours of course work and self-directed study. Participants are assessed and, if successful, receive a certificate. The course is credit rated against the Scottish Credits Qualification Framework. Sacro has been delivering Restorative Skills training for over ten years, and feedback from participants has consistently been extremely positive.

### **Is Restorative Skills for Me?**

Our experience is that most people can become competent restorative practitioners – what varies is the time and effort they need to put into learning restorative skills, and the degree of change they need to make in their style of interaction with other people. If you are used to working with people in another capacity, such as counselling, advice, guidance, or housing this will help, but it is not necessary.

If you can answer yes to the following questions, you are likely to enjoy and learn from restorative skills training:

- Do you enjoy meeting people who are different from you and may hold very different views?
- Are you interested in how other people see you, and how you come across to them?
- Do you enjoy working co-operatively rather than competitively?
- Are you interested in what motivates other people?
- Do you enjoy opportunities to discover more about yourself?

### **What Will Be Expected of Me?**

We aim to provide a safe and enjoyable atmosphere for learning. Our style is highly interactive and we use a lot of small group work, group discussion and role-play, as well as some written exercises. You will be assessed on whether you have successfully contributed to the course, but it is important to put this in context. We are looking for evidence of your ability to learn and use basic restorative skills and theory – we do not expect you to be skilled practitioners!

What we look for from you is the following:

- To attend, and be on time for all training days;
- To participate and be open-minded;
- To think about and discuss your own ways of dealing with harm;
- To read the pre-course materials and complete the written exercises on time;
- To participate appropriately in the role-play exercises.

### **Course Objectives**

The learning outcomes of the course are to understand:

- your own and others' responses to harm and offending;
- the main different approaches to dealing with harm and offending;
- the ethics informing restorative practice;
- the legal context in which restorative practice operates;
- how current legislation affects restorative practice;
- the role of the practitioner in different stages of the restorative process.

Specific learning outcomes are as follows:

- L01 Produce a reflective summary on how the course has prompted you to deal differently in your own life with causing harm and being harmed
- L02 Demonstrate your ability to respond to and manage the different needs of persons harmed and persons responsible
- L03 Demonstrate your ability to autonomously manage the restorative meeting, including handling high emotions and ensuring needs are met
- L04 Demonstrate your ability to autonomously manage a restorative intervention and the skills required of a restorative practitioner at different stages of the process
- L05 Demonstrate an understanding of the reasons for the effectiveness of a restorative approach in repairing harm and addressing harmful behaviour together with the limitations of this approach

## The Programme

Module 1 - Handling Conflict Constructively  
- Welcome, introductions and course overview  
- Conflict - what is it and where does it come from?

Module 2 - Responding to Conflict  
- Conflict management styles  
- Effective listening, summarising, and questioning

Module 3 - Defence mechanisms  
- Positions and interests

Module 4 - Formal or informal responses to conflict  
- Mediation or restorative  
- Review of knowledge learnt to in modules 1-4

*Home Learning Package for Restorative Practitioners:* to be completed before Module 5. Knowledge unit with multiple choice questions on key subjects informing restorative practice.

Module 5 - Course aims and methods of assessment  
- Feedback on knowledge unit  
- The role of the restorative practitioner:  
- Explaining restorative practice  
- Getting The Story  
- Being Impartial,  
- Maintaining Confidentiality  
- Agreeing to restorative meeting and questioning motivation

Module 6 - Helping people decide  
- Preparing for a meeting  
- Stages of a meeting

Module 7 - Introducing a meeting: ground rules  
- The practitioner's role during the meeting – engaging with the speakers  
- Building agreements  
- Writing Agreements

Module 8 - Recap of Module 7  
- Practise - facilitating a meeting with two clients  
\*Reflective questions to be handed in on Module 9

- Module 9
- Assessed restorative practice meetings – consolidating your learning with a complete run through with two clients (person harmed & person responsible)
  - Next steps in restorative practice
  - Evaluation and closing

### **Course Structure**

Modules 1 - 4 can be undertaken as a separate unit by anyone wanting to understand their own and others' responses to conflict and how and when to use conflict handling skills to defuse and re-direct conflict.

The trainers are there to help you and the course is designed to produce opportunities for you to learn from

- Written information: pre-course information, the handouts and the exercise
- Discussion: in pair work, small groups and large group discussions
- Practical exercises taking through each stage of the restorative process
- Written work: the opportunity to reflect on key aspects of restorative practice
- Role-play: taking on the role of person harmed/person responsible, observer and practitioner allows you to appreciate
- the input of all the parties
- Participants are required to attend and complete the whole course.

### **Assessment Procedure**

This course is continually assessed by experienced trainers. It is designed to meet the requirements of the standards of the Scottish Credit Rating Framework at level 6. Participants who are assessed as having successfully completed the course are awarded a certificate. This training meets the initial training requirements of the Scottish Government's Guidance for Restorative Justice delivery. All participants need to have completed all elements of the course satisfactorily in order to pass, including submittance of all written work within designated timescale.

### **Cost**

£600 per participant. For organisations interested in commissioning this training, please contact us to discuss course fees.