



RESTORATIVE iQ

Our Training Courses

As one of the UK's premier providers of Restorative Practice training, we aim to give you an unsurpassed learning experience that will equip you to be a passionate, capable and confident facilitator. Developed and delivered by an award-winning team with an international reputation in the field, our highly-rated courses will engage you in understanding the values, knowledge and skills underpinning effective restorative practices. Our friendly tutors are industry specialists with substantial frontline experience. They will provide real world context to your learning and develop your skills to make you work-ready once qualified (see tutor profiles on page 4).

On the following pages you'll find full details of the 3 primary training courses we offer. These are:

Introduction to Restorative Practice (full details on pages 2-3)

When	5 Oct 2019 or 29 Feb 2020
Where	Durham Police Headquarters, Ackley Heads, Durham, DH1 5TT
Duration	3 Saturdays (8.30am-4.30pm)
Entry Requirements	No previous experience required
Cost	£495 (£247.50 for public and third sector organisations). If you go on to pursue our Level 4 Diploma in Restorative Practice (below), the cost of this course will be refunded to you.
Registration	To register, please visit: https://eventsframe.com/e/sMTXxtclO/

Introduction to Community Mediation (full details on page 4)

When	26 Oct 2019 or 21 Mar 2020
Where	Durham Police Headquarters, Ackley Heads, Durham, DH1 5TT
Duration	3 Saturdays (8.30am-4.30pm)
Entry Requirements	Although not essential, you will benefit from completing the Introduction to RP first.
Cost	£495 (£247.50 for public and third sector organisations). If you go on to pursue our Level 4 Diploma in Restorative Practice (below), the cost of this course will be refunded to you.
Registration	To register, please visit: https://eventsframe.com/e/m13b6zizm/

Level 4 Diploma in Restorative Practice (see separate course prospectus for full details)

When	5 Oct 2019 or 29 Feb 2020
Where	Durham Police Headquarters, Ackley Heads, Durham, DH1 5TT (Saturdays) Police Regional Dog Training Unit, DurhamGate, Spennymoor (Evenings)
Duration	2 years, part-time. Year 1 comprises 6 Saturdays (8.30am-4.30pm) & 24 Thursday evenings (6-9pm). Year 2 comprises 10 Monday evenings (6-8pm).
Entry Requirements	No prior experience is necessary, but you must be able to study and complete assignments to a Level 4 standard, though we will support you with this.
Cost	£2400 (£120 deposit followed by instalments of £22 a week or £95 a month. 10% discount for full payment. Options for low incomes available on request.)
Registration	To register, please visit: https://eventsframe.com/e/sbTKZ8zyE/

If you'd like to chat about any of our courses, feel free to call or email our course leader, Andrew Hancock, by telephoning 07779 305987 or emailing training@restorative-iq.org.

Introduction to Restorative Practice

This 3-day course will equip you with the skills and knowledge to facilitate Restorative Justice processes safely and effectively.

You'll be introduced to host of tools and strategies for behavioural change, including evidence-based approaches in relationship-building, problem-solving, mediation, negotiation, conflict resolution and de-escalation, to help others handle their own issues and achieve their own goals.

The course is experiential, fun, lively, and interactive, using a variety of activities to ensure that sessions are stimulating and appeal to all.

“The course was **absolutely brilliant** and truthfully, is the **best course I have ever attended** and one which has so much potential to be transformative in so many ways. I feel incredibly lucky to have been involved in one of the best events of my entire career.”

Kath Keenan, Violence Reduction Officer, HMP Durham

What is Restorative Practice?

Restorative practice is a term used to describe a way of being – an underpinning ethos – which enables us to build and maintain healthy relationships, resolve difficulties and repair harm when relationships breakdown.

It provides participants with essential life skills around dealing with conflict and harm, and provides staff with a better way of holding people accountable for their behaviour, whilst at the same time supporting them through a positive learning process.

The Restorative Ethos

The principles, models and techniques employed by Restorative Practitioners were inspired by the philosophy and practices of indigenous populations who've used this approach for thousands of years.

It embodies a set of core beliefs, principles and a way of being with people that builds community and develops social capital. It provides a common language and a common approach to fostering social responsibility and shared accountability.

It emphasises the fact that when we work 'with' and alongside people (rather than make decisions about them in isolation), the impact and outcomes are far greater.

In modern western societies, restorative practice is increasingly informing our individual and collective response to conflict and wrongdoing – placing the repairing of harm done to relationships and people over and above the need for assigning blame and dispensing punishment.

Why train with us?

Training Differently, Making a Difference...

As one of the UK's premier providers of Restorative Facilitator training, Restorative IQ aims to give you an unsurpassed learning experience that will equip you to be a passionate, capable and confident facilitator.

Our friendly tutors are industry specialists with substantial frontline experience in the field of Restorative Practice, and will provide you with the 'real-world' knowledge and skills necessary to prepare, assess and facilitate restorative meetings, and embed restorative principles and practices into your day-to-day work.

“**The trainer was genuinely outstanding.** He personified what a Restorative Justice Facilitator should be. It's nice to be trained by someone you can aspire to become.”

(former student)

Leveraging Your Skills and Experience

You are very likely to have completed a number of training courses throughout your career, and will have gained valuable experience from your work and wider life. Restorative training capitalises on this experience by complimenting and reinforcing your existing skills, pulling them together into a structured, evidence-based framework.

“This course is one of, if not **the most valuable piece of training that I have ever been involved with in 23 years of being a social care worker**. I have been involved with a lot of statutory and compulsory training and have yet to be as enthused as I am of seeing the value of restorative approaches. I can already feel the difference with patients – this course has given me a whole new approach to the way I engage with them.” (Kev Gamblin, Adult Mental Health Services, Tees, Esk and Wear Valleys NHS Foundation Trust)

Course Content

Over the three Saturdays we'll cover:

- What current Criminal Justice Statistics tell us about Offenders
- What kind of Criminal Justice System would you create?
- What is Restorative Justice? – The Two Ways.
- Restorative Principles & Values
- The Impact of Brain Physiology, and How the Brain Handles Conflict
- Responding to Poor Behaviour – What the Research Tells Us
- Restorative Language
- The History of Restorative Justice
- Mindful Listening Techniques
- Using the 'STING' model
- Demonstration & Facilitator Skills Practice
- Restorative Justice Videos

....and much more!

“The course has **truly been life-changing**. It's transformed the way I see clients and the person I want to be, and has inspired me to pursue a whole new career.”

(Kelly Gilmore-Craze, Environmental Health Officer, Durham County Council)

Certification

On successful completion of the course you will be awarded a Level 2 Practitioner Certification by Restorative IQ, and advised of further development opportunities should you be interested in developing your practice further.

Any questions?

Please feel free to call, email or pop-in to chat with a member of the team. Call Andrew (course leader) on 07779 305987 or email training@restorative-iq.org.

Introduction to Community Mediation

Our Community Mediation course shares the same ethos and values of Restorative Practice, and builds on the model and techniques you learned during the first course. You'll be taught how to adapt the 'STING' model and apply it to challenging mediation cases where neither party admits fault, such as neighbour and workplace disputes, and school, family and community conflicts. You'll learn advanced techniques that professional mediators use to move parties toward agreement.

Course Content

Over the three Saturdays we'll cover:

- Mediation v Restorative Justice – similarities and differences
- Preparing participants for mediation – activities and interventions that are essential to have in your toolkit
- Introduction to the Mediation Script & Resource Guide
- How to Introduce a Mediation Meeting
- Mediation Skills
- De-escalation Skills
- Reframing
- The Mediation Process (narrated video example & debrief)
- And of course, lots of opportunities to practice your skills using authentic case studies.

Certification

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Any questions?

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Tutor Profiles

Andrew Hancock

Andrew is a psychotherapist, accredited mediator, and accredited RJ strategic manager, with over 12 years' experience in the field. During this time, he established two of the most successful and widely recognised restorative programmes in the UK, the latter of which was visited by HRH The Princess Royal, the Ministry of Justice, the Victim's Commissioner and the Restorative Justice Council. Andrew has worked with some 1,300 victims, offenders and mediation clients, and supervised other practitioners working with many hundreds more. He is a popular speaker and workshop leader at Restorative Justice conferences nationally and internationally, and has supported other areas in the UK and overseas in establishing restorative justice, community and school mediation schemes of their own.

Andrew is the author of the 'STING' model of Restorative Justice, which is taught in our training and increasingly used by trainers and practitioners throughout the UK and abroad. Andrew was the subject of a fascinating BBC documentary on Restorative Justice in 2011, when a film-crew followed one of his cases from beginning to end.

Julie Hunter

Formerly Head of HR for a large organisation, Julie currently works as a HR consultant and trainer. She brings decades of experience of managing teams, developing people, handling conflict and discipline issues in the workplace, and winning employee engagement. Julie is also a talented and experienced mediator and restorative facilitator.

Andrew & Julie are both qualified tutors and assessors.