

CASE STUDY

Army Unit Welfare Officer Training



CUSTOMER REQUIREMENT

Support to soldiers and their families is a vital part of maintaining the morale of troops on the front line in order to ensure they are fit and able to undertake operations.

The British Army therefore has a requirement to provide core training for Welfare Officers in order to equip them with the skills and knowledge to provide essential welfare support for Service Personnel and the military community as a whole.

"In the 14 years I've been in the Army, this is by far the best course I have done."

Part 1 UWO Course Attendee



THE PEARSON TQ PROGRAMME

Pearson TQ was appointed as the training partner to deliver this critical training course to Unit Welfare Officers of the British Army in 2011.

We deliver the Welfare Officer courses at the Emergency Planning College in Yorkshire as well as training to Unit Welfare Office staff at various garrisons within the UK and overseas.

The training intervention is split into two parts. A five-day Part 1 course which is completed by over 400 Unit Welfare Officers each year and a four-day Part 2 course which is completed by more than 250 Unit Welfare Officers each year.

"A very worthwhile course delivered in fantastically well provisioned classrooms. The centre is an excellent location with first class facilities. A very enjoyable week."

WO2 Kimsey - ATR(W)

The courses cover subjects such as:

- Mental health first aid
- Safeguarding children
- Domestic abuse
- Housing issues
- Loss and bereavement
- Service Charities
- Army Welfare Policy
- Child Support Agency
- Veterans' welfare

Training also includes development of listening and responding skills, and understanding the role of supporting agencies.

We always endeavour to ensure that the course content and delivery prepares welfare staff fully for the demands and stresses of their critically important role.



MEASURING SUCCESS

We've delivered the programme to over 5,000 learners since taking on the contract in 2011

In 2019, we were reappointed to continue running the contract for a further 4 years.

We have delivered 20 certified Mental Health First Aid courses per year to the British Armed Forces for the past 7 years. This equates to in excess of **1,600** qualified Mental Health First Aiders within Army units worldwide.