



## Maybo's Licensed Programme

SAFERcare

giving organisations the capability to deliver the UK's leading conflict management and physical intervention training through their own trainers

SAFERwork

A large, stylized white hand icon with fingers spread, positioned in the bottom right corner of the orange section.



for delivery in SIA  
licensable sectors



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licensable sectors



All Maybo's Licensed programmes  
are accredited by City & Guilds



Maybo's SAFERcare programmes  
are BILD accredited

Maybo has been recognised at the forefront of conflict management training for over 10 years. It now offers suitable trainers the opportunity to use its materials, programmes and methods.

The high level of its training programmes is recognised by several awarding bodies, and Maybo is in the unique position of offering an awarding body accredited physical intervention programme. Organisations that become licensed to run Maybo programmes will have the infrastructure to run accredited courses that have end user certification from the appropriate awarding body.

## Courses available in the Maybo licensed programme

Tutor training specific disciplines are:

- Conflict management
- Physical intervention:
  - Disengagement skills
  - Escort and holding skills
  - Additional holding skills, i.e. horizontal
- Plus programmes on specialist areas e.g. care, ambulance services, children and therapeutic services

## Top quality training materials support the courses

Maybo has developed outstanding training and delegate resources. These include:

- Comprehensive tutor resources including tutor manuals and Tutor CDs with PowerPoint slides and trainer administrative documents.
- Superb A4, colour workbooks for delegates in each discipline and training record cards.

## Administration is simple

Maybo has created a secure web-based management system which provides:

- Simple delegate registration and ordering of resources
- Course administration and recording
- Instant training reports and management information
- Staff survey and training evaluation: post course and workplace options



## Why have a Maybo licence to train in conflict management?

- Maybo is regarded as a leader in the field of violence risk management and trainer development and can advise on organisational policy and risk management.
- Maybo training maps to key standards and qualifications and encourages non physical responses to conflict and violence.
- Maybo's physical intervention skills are based on natural movements that do not rely on strength or aggression. These non-violent skills have been medically reviewed and have earned considerable credibility across different sectors.
- Maybo offers a calming approach and less aversive skill set that has reduced restraint in higher risk environments and inspired confidence when ultimately it has been needed.
- Violence is a complex risk to manage and Maybo helps its clients and tutors to integrate training with other measures to ensure a positive impact.



## What will be the scope of the licences?

An organisation will typically be licensed to deliver Maybo training in one of the following sectors:

**Security and Licensed Retail:** Skills for Security and BIIAB accredited

**Other work sectors:** City & Guilds accredited, accessible for Maybo centres working in housing, local authority, government, justice, retail, transport, utilities, charity and voluntary sectors

**Care:** City & Guilds accredited, accessible for Maybo centres in NHS and independent care, ambulance, general hospital, primary care, plus social services. Includes aspects for adults with learning disabilities or mental health issues

**Children:** City & Guilds accredited, accessible for Maybo centres in care, justice or educational environment for children

Licences are specific to one programme and scope of end-user delivery. Each sector has different needs and requires specific materials, knowledge and skills.



## Who is eligible for the Maybo Licensed Programmes?

Requirements differ between sectors and Maybo embraces those set by the leading body in that sector. Maybo can advise and support.

Maybo will assess the organisation's quality assurance processes, including insurance cover and suitability of nominated tutors. Those that pass the criteria will be invited to apply to become a Maybo centre.

## Tutor commitment

For the conflict management there is 10 to 15 hours of pre-course learning. For the physical intervention course there is 3 to 5 hours of pre-learning.

- Conflict management 5 days
- Physical intervention in disengagement 4 days
- Physical intervention combined disengagement and holding skills 5 days
- Physical Intervention in additional holding typically requires an additional 2 days

**Assessment:** Please note that tutors will be assessed. Those not reaching the required level of competency will be deferred. For those wishing to be re-assessed additional learning support may be necessary.

**Additional Tutor Development and Coaching:** Maybo can provide additional coaching support for tutors on their initial deliveries to further build tutor confidence and ensure a successful launch of the new training programme.

**CPD opportunities:** Tutors can incorporate the relevant City & Guilds qualification (*1886 Qualification in the Delivery of Conflict Management Training*). Maybo includes *affiliate* subscriptions to ConflictPro, within the tutor development costs. (ConflictPro provides an accredited on-line personal development portfolio and access to news, research and guidance.)

**Revalidation:** In order to maintain and build on skill levels trainers will have to attend a revalidation course on an annual basis.

‘My success [in gaining promotion] was due in no small part to your excellent training.’

Former security officer in leading security firm



## End user programme contents

End user sessions are of one to five days duration. The end user training in conflict management maps to City & Guilds 1884 Qualification, (Certificate in Conflict Management) providing further CPD opportunities for delegates seeking qualifications in addition to accreditation.

The professional level of the courses will be emphasised by the high quality workbooks for tutors and delegates. Stress is taken out of the administration because tutors have free user-protected access to Maybo's custom-built on-line management system. This enables tracking of delegate records and ordering of accredited certificates. Fees are charged per delegate and include awarding body accredited certification, quality workbooks and the licence fee. Delegate registrations start at £15 for a conflict management course. All figures are subject to P&P and VAT.

Please do not hesitate to call for further information:

Maybo on 01580 881386,

or email [info@maybo.com](mailto:info@maybo.com)

