

10 Things You Need to Know About Certification Against the RRN Training Standards

1. What are the RRN Training Standards?

The Restraint Reduction Network (RRN) Training Standards were developed following wide consultation between the Department of Health and Social Care, the National Health Service, the National Health Service England and Health Education England as well as individuals with lived experience, human rights charities, training providers and many others.

The Standards were developed following a number of high-profile deaths, court cases and acknowledged human rights violations. They were developed in the wake of a growing body of evidence that indicates that restrictive interventions (in all forms) cannot only cause trauma, injury and death, but can be reduced and possibly eliminated altogether.

The Standards cover the content of staff training, what staff need to know and be able to do and how to test their competence to carry out restraint safely. The majority of the standards focus on how staff can avoid getting to the point where restraint is needed.

The Standards are based on best practice and the best evidence available. The Standards are copyrighted but free to use and can be downloaded at: [The Restraint Reduction Network Training Standards - Restraint Reduction Network](#)

2. Who are Bild Association of Certified Training (ACT)?

Bild Association of Certified Training (ACT) has been set up to certify training services who deliver training that include restrictive interventions, such as physical restraint techniques. They are licenced by the Restraint Reduction Network to certify services as complying with the RRN Training Standards. Bild ACT was formed in 2018 and is a separate and distinct business entity. None of the staff, or trustees work for Bild or the RRN.

Certification of training against the RRN Training Standards must be accredited by the United Kingdom Accreditation Service (UKAS) as complying with the International Organisation for Standardisation (ISO) certification standards to ensure impartiality, credibility and integrity.

Bild ACT have been granted accreditation by UKAS as meeting the ISO standards for certification. (Customer number 10766).

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3. Who needs certified training?

The Mental Health Units (Use of Force) Act statutory guidance (2021) states that staff working in 'Mental Health Units' [as defined by the act] who apply restrictive interventions must receive RRN certified training. It states 'Training providers must be certified as complying with the RRN Training Standards'.

CQC inspectors require specialist commissioned services, and Mental Health units more broadly to use training that is certified. They expect all other services they inspect to have certified training and may in certain circumstances treat its absence as a breach of Reg 18 (staff training).

Training providers can apply for certification where:

1. their training has a restrictive intervention component,
2. they are either in-house (e.g., within an NHS Trust) and/or a commercial organisation, and provide training to health, social care or education settings in the UK.

4. How do I get my training certified?

There are seven stages of the process from application through to certification.

1. Initial Eligibility

To apply for certification, organisations need to complete an [online eligibility form](#). This form will then be assessed by our Certification Director.

2. Familiarisation Workshop

If you meet the criteria, you will be invited to attend a familiarisation workshop where you can find out more about the scheme and decide if you would like to proceed.

3. Commit to the Scheme

At this point you will pay the application fee and commit to the terms of the certification scheme.

4. Self-Assessment

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Once you have signed up, you will be sent a link to the online self-assessment form and begin to submit evidence against the Standards on a secure portal. You have six months to complete this stage.

5. Assessor

Once you have submitted your self-assessment form and submitted your evidence, you will be allocated an external assessor. The assessor will scrutinise your evidence and will also arrange an on-site visit to observe training.

6. Independent Panel

Once the assessor is satisfied that your assessment is complete, you will go to panel stage to review your evidence as meeting the RRN Training Standards. The panel will include people with lived experience.

7. Decision

Once you have met all the criteria to achieve certification, you will be issued with a certificate and your details displayed on our website.

5. How long does it take to get certified?

The application process takes up to one year to complete.

The first 6 months of your application year are allocated to the completion of your self-assessment.

The next 5 months are allocated to the assessment of your documentary evidence and the observation of your training.

The final month is allocated to your attendance at panel and the resulting administrative processes leading to certification.

M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12
Self-Assessment						Assessor Activity					Panel

If any stages are completed before the end of the allocated time period, then your application will automatically move to the next stage.

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For example, if your self-assessment is completed within 4 months, then your assessor will begin their assessment of your evidence. This would not reduce the 12 months available for your application but will free up more time for the assessment stage.

M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12
Self-Assessment				Assessor Activity							Panel

It is possible to complete the application and achieve certification in less than 12 months.

If you fail to submit your self-assessment within the first 6 months of your application year, there will be less time available to complete the remainder of the certification process and it is highly unlikely that you will achieve certification within the 12-month period allowed.

It is your responsibility to keep track of the various deadlines associated with your application.

If you require an extension past these deadlines, you must apply in writing to the Certification Director outlining the reason for the request. Additional fees will apply.

6. What kind of evidence are you looking for?

Your self-assessment is your opportunity to demonstrate how you believe that you are meeting the RRN Training Standards.

There are some items of documentary evidence that we would expect to see as a minimum.

Section 1 of the RRN Training Standards is concerned with your pre-delivery processes, such as the information that you provide, and how you ensure that your training is tailored to the needs of the organisation receiving it. Here we would expect to see evidence of how you carry out this process, the information you request, and the information you give out.

Section 2 of the RRN Training Standards is concerned with the content of your training. Here we would expect to see copies of your training materials (lesson plans, presentations, etc).

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Section 3 of the RRN Training Standards is concerned with post-delivery processes, such as the evaluation and quality assurance of your training, as well as the development and delivery of refresher training. Here we would expect to see evidence of your processes, i.e., training evaluation forms being analysed, and the learning applied. In the case of quality assurance, there is an expectation that you would provide evidence of the policy being implemented and of the actions that flow from reviews, audits, inspections etc.

Section 4 of the RRN Training Standards is concerned with your trainers, their competency to train, and your quality assurance checks on their training delivery. Here we would expect to see evidence of why you think they are suitable trainers, as well as evidence of their specific qualifications. Formal agreements such as contracts and codes of conduct are also expected, as well as evidence that you regularly check the quality of the training they deliver.

If any of the standards are not met by the evidence that you provide, your assessor will give you feedback as to why the evidence did not meet those standards and will agree with you a date by which new evidence should be provided. This information will be logged on a Non-Conformity Action Plan (NCAP).

Applicant organisations must confirm that they hold the relevant intellectual property rights, or written permissions to use, for all of the products that they submit as evidence. If Bild ACT become aware of any fraudulent activity or intellectual property infringement, your application may be terminated, and your organisation suspended from certification.

7. Who can be a trainer?

There are two types of trainers: Associate Trainers and Senior Trainers.

Associate Trainers can only deliver training to participants within their employing organisation. For example, in-house trainers within a service provider organisation. They do not deliver train the trainer / instructor courses.

Senior Trainers can deliver train the trainer / instructor courses and can deliver training to participants outside of their organisation. All trainers working for a commercial training provider would be Senior Trainers.

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All trainers working on your behalf must demonstrably meet all of the competency requirements outlined in Section 4 of the RRN Training Standards. Standard 4.3.4 applies to Senior Trainers only, but the others apply to all trainers.

You should be able to evidence their qualifications and experience and be able to justify why they make a good trainer.

Trainer certification is not transferable to other organisations.

Affiliate Organisations are service provider organisations that deliver certified training services within their own organisations on behalf of a certified training service. Associate Trainers within affiliate organisations must meet the same criteria as Associate Trainers within certified training services.

8. I need help with my application. Who can I ask?

There are a number of independent certification consultants who offer their services to organisations seeking certification by Bild ACT, for the purposes of achieving that certification.

There are 3 typical 'types' of support provided by certification consultants:

- **Type 1: Provide Pre-prepared Resources.** Examples include policies, procedures, forms, presentation slides, handouts, and videos. May be sold to, or licensed by, the applicant.
- **Type 2: Develop Bespoke Resources for The Client.** Examples include policies, procedures, forms, presentation slides, handouts, videos, and risk assessments. Are typically owned wholly by the applicant.
- **Type 3: Provide a Service to Applicants.** Such services can include the screening of potential trainers, the training of trainers, the quality assurance of trainers and training delivery, the review and approval of materials or resources produced by the commissioning organisation or other third party, the representation of the applicant at panel or the facilitation of annual reviews.

In the event an application involves input from a certification consultant, this must be declared to Bild ACT by the applicant organisation. The certification

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consultant would be expected to attend the Familiarisation Workshop, provide documentary evidence detailing their relationship with the applicant organisation and the level of support to be provided, and adhere to specific requirements outlined by Bild ACT.

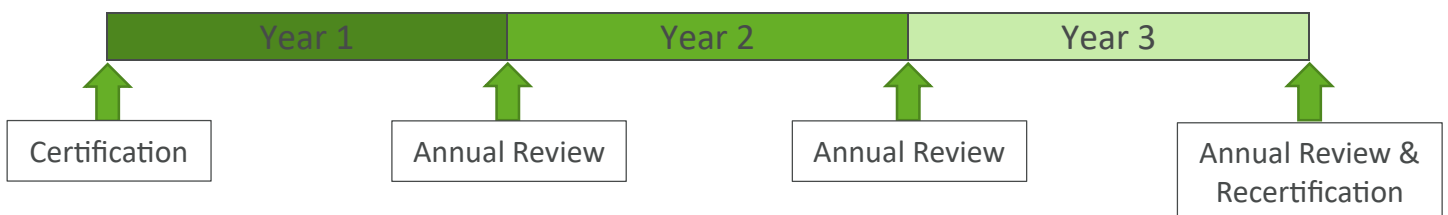
Your assessor is available to answer questions about the certification process and timeframes. They will provide feedback on evidence and will agree next steps.

Your assessor will not write sections of your application, or give advice specifically about the writing, structuring or content of any section or part of your application. They will not give advice on which physical techniques should be included in the application, have meetings with individual applicant organisations or representatives of applicant organisations to advise on any aspect of the process, give specific advice about feedback from the panel (over and above clarification of the panel decision), or offer consultancy, training, or other support.

9. What happens after I achieve certification?

Certification is valid for 3 years.

Each year, you will have an annual review meeting with an assessor and be asked to provide some evidence of your ongoing adherence to the RRN Training Standards. This will include evidence of the quality assurance activities that you have completed each year.



Over the course of the 3-year cycle, Bild ACT will observe 20% of your training curricula, senior trainers, and affiliate organisations (if applicable).

After 3 years, you will attend a re-certification panel. During the re-certification panel, you will give a presentation on the progress you have made over the 3-

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year cycle in several different domains. You will also present a case study that you have prepared.

10. What happens if I fail to meet any of the RRN Training Standards?

Throughout the application process, and the following 3-year certification cycle, if any of the RRN Training Standards are not met you will be provided with an NCAP which details the area of non-conformity and the remedial action that is required.

The NCAP will be logged on Bild ACT's internal system, along with the date by which the actions must be completed and the NCAP discharged.

Failure to discharge NCAPs within the agreed timeframe may result in the suspension of an organisation's certification.

Applicant organisations cannot be certified whilst there are outstanding NCAPs in place.