



Understanding and Responding Effectively to Coercive Control

Participant Information

Thank you for signing up to the Women's Aid 'Understanding and Responding Effectively to Coercive Control' Training Programme. In advance of the training, we would like to highlight some areas that will help the training run smoothly. Please read through the entire document.

Logistics

- You will be asked to complete a pre-eLearning questionnaire before you are able to access the eLearning module.
- The eLearning module 'Understanding the Harms and Responses to Coercive Control (Adults)' will cover essential knowledge to understand how perpetrators harm women and women's responses to those harms.
- The eLearning module 'Understanding the Harms and Responses to Coercive Control (Children and Young People)' will cover essential knowledge on how perpetrators interfere with the functioning of the whole family system, focusing on the harms to children and young people and how they respond to those harms.
- Both eLearning modules will need to be completed to access the practice session. As it is an accredited course, participants will be asked to complete a knowledge test which they have to pass to receive their certificate.
- We kindly ask that you **join the online classroom 15 minutes before** the start of the practice session to test your video and audio and resolve any issues that might arise.
- We kindly ask that you join the training from a quiet and private space with a stable internet connection. Each participant will need to use their own device. It is essential that you have access to a working camera and microphone.
- Attendance numbers are kept to a maximum of 15 and a minimum of 6 to aid participation. Last minute cancellations or failure to attend without notice can have a significant impact on the quality of the training experience for those who do attend. If circumstances outside of your control mean that you must cancel at short notice, please email learning@womensaid.ie.
- While we ask all participants to arrive on time, we understand things outside your control may arise. To this end we allow a 15-minute grace period to accommodate any late arrivals. As the training is designed in such a way that each section builds upon the other, any participants arriving past this time cannot be admitted. We appreciate your understanding in this matter.

- Participants will be asked to complete a survey following the eLearning modules and after the practice session. Participants cannot progress to the practice session without completing the post eLearning survey and participants have to complete the post practice session to access the participant pack.
- Should you have any issues accessing the learning platform, completing the eLearning modules and additional tasks, or accessing the online classroom, please contact learning@womensaid.ie.

Technical Preparation

- It is good practice to test compatibility and ensure your IT systems have the required permissions for use of Women's Aid Centre for Learning and Practice Development before the scheduled roll-out of your eLearning course.
- **Allowing pop-ups** in the Learning Platform – If course content does not open, your browser may be blocking pop-ups. Please allow pop-ups for the learning platform using the steps below:
 - Look for a pop-up blocked icon in the browser address bar when opening a course and select "Allow pop-ups for this site."
 - If you can't find that icon, try one of the following steps depending on your browser:
 - Google Chrome / Microsoft Edge: Go to Settings → Privacy & Security → Site Settings → Pop-ups and redirects, then add the learning platform URL to the Allowed list.
 - Safari (Mac): Go to Safari → Settings → Websites → Pop-up Windows, then set the learning platform website to Allow.
 - Mozilla Firefox: Go to Settings → Privacy & Security → Permissions → Block pop-up windows, then add the learning platform website as an Exception.
 - Refresh the page after enabling pop-ups and reopen the course.
 - Tip: If you are using a work or organisation-managed device, browser security policies may block pop-ups. In this case, contact your IT administrator for assistance.
- **Big Blue Button** is an online training platform and may require compatibility testing. If you are using a work or organisation-managed device, this is particularly important as it may have strong IT Security and firewalls. In some cases, you may need to ask your IT Department to 'whitelist' Big Blue Button. Without doing so, you may not be able to access Big Blue Button. To test compatibility, follow the below steps:
 - Click on this link:
<https://gedon.api.reu1.blindsidenetworks.com/bigbluebutton/api/>
 - If the below image appears with the word SUCCESS on it, you will be good to go:

This XML file does not appear to have any style information associated with it. The document tree is shown below.

```
<?xml version="1.0" encoding="UTF-8" ?>
<response>
  <returncode>SUCCESS</returncode>
  <version>0.9</version>
</response>
```

- If not, you will have to get your IT team to add Big Blue Button to the whitelist.
- In the unlikely event that compatibility cannot be achieved, kindly inform learning@womensaid.ie

Participant wellbeing

- Please be aware that participating in training on domestic abuse can be difficult and that participants may experience upsetting emotional and physical impacts as a result. This may be more so for those participants who have experienced trauma. Anyone who is currently or has been subjected to domestic abuse or any other form of sexual violence may find this training distressing. For this reason, Women's Aid strongly recommend that participants plan for their self-care before undertaking the training and take at least a one-hour break following the training.
- Support is available on the Women's Aid Helpline for participants if they are affected by any aspect of the training. The Helpline is open 24/7, 365 days a year. The number is 1800 341 900.
- The training is designed to upskill those supporting other people subjected to domestic violence. If you are experiencing domestic violence yourself, or if you are concerned about someone else, please contact Women's Aid National Helpline on 1800 341 900 or use the Instant Message Support Service available on www.womensaid.ie.

Thank you