



THEiA

Therapeutic Life Story Work

**Handbook
Professional Diploma
(Certified Practitioner)
2026-2027**

THEiA is the 'Academy of Learning' from TLSWi

Shining a light on best practice

www.tlswi.com

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WELCOME



A message from Professor Richard Rose

Dear students,

Welcome to the one-year Professional Diploma in Therapeutic Life Story Work 2026-2027, delivered by THEiA the 'Academy of Learning' from Therapeutic Life Story Work international (TLSWi).

We are pleased you are studying with us and hope your training will be stimulating and rewarding.

This handbook contains academic and practical information relating to this programme, and the support you can expect from the programme partners.

As a Professional Diploma student, you are invited to become a member of TLSWi and you are encouraged to contribute to the development of this professional body.

I look forward to meeting you soon and taking this TLSW journey together.

All the best in your studies,

Professor Richard Rose

Programme Director

Therapeutic Life Story Work International (TLSWi) and THEiA

ABOUT US

THERAPEUTIC LIFE STORY WORK INTERNATIONAL



This professional association aims to collate best practice and to share skills and techniques with all those who work with children and young people through the therapeutic use of life story work. Members will be invited to contribute and shape the association and to support its development.

www.tlswi.com

THEIA - TRAUMA, HEALTH & EDUCATION INTERNATIONAL ACADEMY



THEiA is an academy of learning and best practice for all those working with children and young people and those who care for them within families and out of home care. THEiA stands for Trauma, Health and Education International Academy and it will offer specific training in areas such as Therapeutic Life Story Work, Therapeutic Social Work and Recovery in the Classroom.

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INTRODUCTION TO THE PROGRAMME

Rationale for the programme

The rationale for the Professional Diploma in Therapeutic Life Story Work is to train people who work with the arts therapeutically to understand the creative process and the facilitation of narrative.

The programme is designed to enable students to tap into their own creativity in order to reach a deeper level of connection with themselves and others; to appreciate the potential of the human story and to develop knowledge and understanding of the nature of the inner world and the external presentation so driven by it.

The programme offers:

- An interactive and evolving journey that will provide a certified professional diploma certificate in life story work and is recognised by Therapeutic Life Story Work International as a professional standard in a new intervention approach
- Integrated training in working therapeutically within a trauma-informed environment and utilising multiple therapeutic modalities
- The opportunity to work on personal development through the therapeutic relationship

Duration

The Professional Diploma in Therapeutic Life Story Work is taught on a part-time basis over one year. The teaching year is divided into twelve presentations grouped together in four blocks of three days with the teaching starting from Autumn 2026 and concluding in Summer 2027.

LONDON: 21-23 Sept, 17-19 Nov, 1-3 Feb, 8-10 June.

ONLINE: 5-7 Oct, 24-26 Nov, 8-10 Feb, 15-17 June.

If you are unable to attend one of the teaching blocks, you may be able to attend a teaching block in one of the other locations or online instead. This will depend on the individual circumstances and availability and may result in an additional cost.

Please contact your course administrator: training@theia.ac to find out more.

Programme structure

The programme contains both theoretical and practical components to ensure an on-going interaction between knowledge and experience, allowing a thorough developmental synthesis throughout the duration of training. If the practical component is missing for some reason, this deeper knowledge and learning does not occur, and the course cannot be completed.

Title:

Professional Diploma in Therapeutic Life Story Work (Certified Practitioner)

Duration:

One year, part-time

Credit rating:

Professional Diploma and Certificate of Completion from TLSWi

On completion of this course you will be awarded Certified Practitioner, a legally protected title.

During this programme, you will experience the potential of a therapeutic approach to life story work, which focuses on your ability to develop creative and innovative approaches to direct work with children. The programme will also consider the role of fantasy, not as a retreat or form of escapism, but instead as a means of rediscovering productive imagination. You will also focus on how people acquire a difficult relationship with themselves and others with reference to developmental and humanistic concepts.

The programme consists of twelve seminars within one module:

- The syllabus content consists of three main areas of study:
 - i. The role of the therapeutic life story worker and the therapeutic life story module
 - ii. Integrative, psychoanalytic, neuro-scientific and contextual perspectives
 - iii. The programme is progressively structured to allow increased awareness of the complexity of relationships between theory and practice

Programme aims

- Explore different theoretical perspectives on human development, sense of self, relationship to others and the world and concepts of change
- Explore different models and concepts of psychopathology and psychological health and wellbeing
- Develop key skills in working with the arts therapeutically
- Ensure that the skills and competencies developed by students during the programme may be generalised to wider contexts
- Provide a structure to the intervention which allows for creative individualism and surety of engagement

Programme learning outcomes

Knowledge:

- Demonstrate the core competencies for effective delivery of the therapeutic life story programme and self-supervision techniques in the practice of the use of the arts in a therapeutic context
- Evidence of substantial working knowledge of psychoanalytic, integrative, neuro-scientific, attachment and contextual perspectives on the human condition
- Apply the above working knowledge to direct intervention with children and their families affected by trauma through understanding trauma-informed practice

Thinking skills:

- Take an investigative attitude to academic critical inquiry, self-appraisal and evaluation of clinical outcomes
- Explore ways in which developmental and cultural influences from personal and social history influence the fulfilment of human potential
- Compare and contrast different theoretical perspectives and apply them to artistic, creative, and psychological processes

Subject-based practical skills:

- Show imaginative and innovative expertise in a variety of creative and expressive media and receptiveness to the unconscious through the language of image, symbol and metaphor
- Practice key facilitation skills within the context of the therapeutic relationship
- Offer full access to different intervention strategies in order to give each client the opportunity to work through whichever medium is appropriate for them or a range of creative forms for different presenting issues

Skills for life and work (general skills):

- Adopt a questioning and critically evaluative approach to knowledge and inquiry
- Work effectively both autonomously and as a member of a multi-disciplinary team
- Communicate about what informed therapeutic decisions

Enrolment and programme induction

You can enrol onto this course through THEiA the 'Academy of Learning' from Therapeutic Life Story Work International (TLWi).

Your place on the programme will only be confirmed once we have received:

- Completed application form
- Short bio/CV (one A4-page max)
- Professional reference (a proforma will be supplied for your referee to complete)
- A copy of your most recent DBS/PVG/DS (Disclosure) form (not older than 3 years) and/or Safeguarding form
- Full payment of programme fees

The Programme Director will provide an overview of the training on the first day of Block 1. This will include an outline of the programme modules and the timetable and information about our collaborative partnership. Teaching sessions will introduce study skills and highlight the academic standards that will be expected of you. This student handbook provides details of your training, and you are required to familiarise yourself thoroughly with the contents captured within.

Payment information:

The full programme fee for the Professional Diploma course in Therapeutic Life Story Work is £2,100.00 + VAT (at the current rate).

Once we've received your application form and accompanying documents, an invoice for the full fee will be issued. Payment from organisations will be 30 days from the issue of the invoice.

TLSWi is able to offer an individual payment plan for those self-funding. This will consist of a non-refundable deposit of 25% followed by three further payments. (Details are available on request).

If you apply to attend the programme within 30 days of the start of the first block, full payment will be required immediately. The student will not be able to start the programme, if there is any outstanding debt payable to TLSWi.

No award can be achieved following the successful completion of a course if the fees for that course have not been paid in full. Should your application be unsuccessful, you will receive a full refund.

Please note: Refunds of full or part payment* (*if self-funding) will not be possible should you decide not to attend or leave the course early. Further information regarding refunds and our cancellation policy can be found further below.

Student contract

As a student, you should:

- Follow the regulations as you agreed at enrolment
- Attend all the classes on your timetable and sign the register in each session
- Adhere to deadlines
- Provide documentation when requested
- Behave in a respectful and professional way towards others

The course partners will:

- Monitor its standards and procedures to provide a quality service
- Ensure that every student is treated with equity and fairness
- Answer queries and provide timely, accurate and clear information

General conduct

Conduct that involves the following will not be tolerated under any circumstances:

- Use of swearing
- Shouting
- Any intimidating and/or abusive behaviour under any circumstances to any students or members of TLSWi will not be tolerated
- An invasion of people's body space

Any of the above would result in disciplinary action and could possibly lead to an interruption and/or termination of studies.

Support while you study

Hopefully, the support of your own therapy, your peers, friends and relatives will provide appropriate resources for each student to negotiate the emotional demands of the course, as sometimes life events and experiences can have an impact on us.

If, however, you find yourself becoming overwhelmed, or circumstances in your personal life are adversely affecting your learning process, then do contact your personal tutor, or course director, as soon as possible, to help address the matter.

Key staff and contact details

PROFESSOR RICHARD ROSE (HE/HIM)

Richard is the Director of Therapeutic Life Story Work International (TLSWi) and THEiA. TLWi provides consultancy and training on Therapeutic Life Story Work and working with 'hard to reach' children and adolescents, and develops academic training programmes in the UK and internationally. TLWi is also a professional body for Therapeutic Life Story Work and engages in research, supervision and professional development of all members.

Richard has worked with traumatised children and families since he was 17 years old and has been shaped by those he has journeyed with over the last 42 years. He qualified in social work in 1989. Since then, he has worked in the UK in local authority child protection and from 1997 with the highly regarded residential therapeutic treatment agency SACCS, including four years as the Clinical Practice Director of the Mary Walsh Institute.

Throughout his career, Richard has worked with children and their families in out-of-home care and within birth family placements, with the aim of enabling these placements to become healthy and nurturing.

Richard is a regular visitor to Australia where he is an Adjunct Associate Professor of Social Work and Social Policy at La Trobe University, Melbourne, and an Honorary Associate of Berry Street, Melbourne. He is a regular visitor to the USA, where he presents for ORPARC (Adoption Services).

Over the last two decades Richard has been engaged with children's organisations and social care departments across the globe, leading to TLSW being provided in many countries as the Rose Model of TLSW has been embraced as a trauma intervention that leads to recovery. Over the last year the TLSW Rose Model has been delivered in Japan and Tonga.

Richard is the author of [The Child's Own Story - Life Story Work with Traumatised Children](#) (2004); [Life Story Therapy with Traumatised Children - A Model for Practice](#) (2012); [Innovative Therapeutic Life Story Work](#) (2017) and [Communication Tools for Working with Traumatized Children and Teens: Creative Ideas and Interventions for Relational Practice](#) (2025).

He is currently writing a guide for the Care Excellence Programme - A Carer's Journey Through Placement - that will be published later this year.

In 2020, he founded Therapeutic Life Story Work International (TLSWi), the new home of TLSW and a new international professional community that impacts across the world.

richard@tlswi.com
+44 7578 675 575
www.tlswi.com / www.theia.ac

Key staff and contact details continued

TRACEY, COURSE ADMINISTRATOR (SHE/HER)

The course administrator for all cohorts can be reached via:

training@theia.ac

www.theia.ac

www.tlswi.com

Student representatives

Linda: linda.huggan@cornwall.gov.uk and Theresa: info@lifestorymatters.co.uk

Teaching staff

The teaching team joining Richard in delivering this year's course:

DR JOHN BATES (HE/HIM)

John is Former Associate Professor and Head of the Department of Social Work, Care & Justice at Liverpool Hope University.

He has a variety of publications including articles, book chapters and edited books. He has spoken at conferences in the USA, Hong Kong, Latvia, Netherlands, Lapland and the UK.

KARLA BURLEY (SHE/HER)

Karla is the Founder of The Open Toy Box (2002), offering Creative Therapeutic Stories for children and Psychotherapy. Her work extends to training and supervising internationally.

She is a BACP Accredited Member, former course director for Postgraduate Certificate/Diploma in Play Therapy, and TlSWi Member and Supervisor. Karla and Co-author Suzanne published Handbook of Therapeutic Life Story Work: The Rose Model, May 2024. Karla is Academic Lead and an Associate Presenter for THEiA.

YVONNE BAYO (SHE/HER)

Yvonne is a Certified Therapeutic Life Story Worker and supervisor based in the West Midlands and is a qualified Social Worker, Practice Educator and Integrative Therapist, currently working as the Senior Therapist in a Regional Adoption Agency as well as working independently.

She is currently completing her Masters in Eye Movement Desensitisation and Reprocessing psychotherapy.

Teaching staff continued

LOU JONES-SULLIVAN (SHE/HER)

Lou is an Independent Certified Therapeutic Life Story Practitioner across Hertfordshire, Bedfordshire and Buckinghamshire. Since qualifying from Professor Richard Rose's diploma course in 2020-21, she has set up independently under 'Connecting-Roots'.

Lou has 30 years' experience in dealing with risk, trauma, child protection and violence and has predominantly worked with SGO, foster families and adoptive families. She offers both face-to-face and online sessions.

Lou holds a certification in Creating Therapeutic Storybooks and is a qualified TSW Supervisor.

JANE HOLLOBONE (SHE/HER)

Jane is a humanistic therapist, qualified lecturer, and experienced foster carer who founded Therapeutic Support in Safe Hands to support young people with attachment, mental health, and identity challenges. Trained in Therapeutic Life Story Work and Dyadic Developmental Psychotherapy, she has nearly a decade of experience as a practitioner, trainer, mentor, and clinical supervisor in her own practice and previously with Beacon House Therapeutic Services.

Before this, she spent 27 years in education, gaining advanced qualifications and specialising in safeguarding and support for young people with special educational needs. She has also delivered bespoke training for local authorities, social workers, foster carers, and large organisations.

Teaching staff continued

PAULA PRICE (SHE/HER)

Paula is a qualified Therapist with a Masters Degree in Life Story Therapy (now known as Therapeutic Life Story Work). She is also a Play Therapist and has a Postgraduate Certificate in Parent-Child Therapy.

She has worked for many years in a pastoral and therapeutic role in a primary school. She is now the school's therapist and runs an outreach service, Creative Child Therapy, delivering therapy to other schools and organisations. Paula works across North West England and North Wales, commissioned by multiple agencies to support children and families.

Paula regularly delivers training and provides supervision for TLSW practitioners. She is the TLSW Regional Hub Co-ordinator for North England and North Wales, and the Chair of TLSWuk.

ROB TUCKER (HE/HIM)

Rob is an Independent Social Work Consultant and Director of RGT Training and Consultancy, an independent agency specialising in sexual abuse, sexual behaviour problems, child trauma, post adoption support and therapeutic life story work.

Rob has over 30 years' experience in social work with government and non-government agencies, primarily in the field of child protection, undertaking investigation, assessment, case management, intervention and consultancy work.

SEAN TWOMEY (HE/HIM)

Sean is a UK trained and registered Social Worker and Team manager with 20 years' experience of working in children's and mental health services in the UK and New Zealand.

He currently manages a multi-disciplinary therapeutic team in Cumbria, having implemented the 'thrive framework for system change' Wolpert et al (2019), when providing support to children and families and carer in care, or on the 'edge of care'.

Sean provides training in Dr Bruce Perry's Neurosequential Model of Therapeutics (NMT) in the Diploma in Therapeutic Life Story Work and is an AMBIT practitioner trainer.

THEiA has a team of professionals that bring a wealth of experience, practice and knowledge to the Academy. Should the need arise, we reserve the right to substitute any of our teaching team.

PROGRAMME OPERATION, STUDENT REGISTRATION & ADMISSIONS

Programme administration

The programme will be administrated by:

THEiA, the 'Academy of Learning' from Therapeutic Life Story Work international (TLSWi)

training@theia.ac

Our admin team will assist you with your registration for the course, including collection of details, collection of course fees and distribution of registration confirmation.

They will also co-ordinate the course venue, the attendance sheet and sharing of contacts, extra materials from the course teachers and the graduation.

Attendance requirements

All teaching sessions have compulsory attendance. All students must sign the register for every day of attendance.

There is an 80% attendance requirement for students, and you will not qualify if you do not meet this minimum attendance requirement. If you have not completed the necessary number of days, you will receive a letter from the Programme Administrator at the end of the course. Students with extenuating circumstances may be exempt from attending but will need to make up the teaching sessions at a later date.

On occasion an online block may be recorded for students to access should they have missed part of the training due to extenuating circumstances. Should a student wish to access the recording, this will not be counted as attendance towards the course.

Cancellation policy

Cancellation by you:

We must receive your cancellation notice in writing by email. Cancellation takes effect on the date we received your written cancellation instruction. If you make a cancellation, then you must pay **TLSWi** a charge to compensate for the expense and losses which they will incur as a result of your cancellation. The cancellation charges will be calculated in accordance with the table below and payable to **TLSWi** within 14 days.

TIME BEFORE SCHEDULED SERVICE PROVISION:	% OF FEE PAYABLE:
Earlier than 42 days (seven weeks)	25% (deposit)
42-35 days (six weeks)	50%
35-28 days (five weeks)	75%
Less than 28 days (four weeks)	100%

In the event of a cancellation during, but before completion of the programme, we will retain one hundred per cent (100%) of the cost.

If a train/bus or other delay for any reason prevents you from joining the programme, or a specific day/block of the programme, you will be considered a no-show, and we cannot provide a full or partial refund or credit toward a future diploma course, but you may join the same training block at the other locations or online if circumstances and availability allow it. In this case, you will have to inform the Course Administrator immediately.

Please find further information under 'Attendance requirements' (above).

Cancellation by us:

Whilst every effort is made to avoid changes to our programme, we reserve the right to withdraw or cancel the programme. If we are forced to postpone an individual teaching block (i.e. due to trainer illness), we will identify an alternative date of training. If for any reason we cancel the programme, all course fees will be returned in full.

We cannot, however, reimburse the cost of any pre-booked travel arrangements and suggest that you might like to consider travel insurance to cover any significant costs incurred.

Deferral policy

We understand that events and circumstances in our lives can change unexpectedly. With this in mind, we support students in deferring for up to 2 years* from when such a need is raised for an administration fee. Acceptable reasons for deferral are outlined in the extenuating circumstances listed on pg.35.

*Please note, the length of time a student is able to defer may change dependent on individual circumstances, therefore it is recommended to speak with the course administrator for more details.

Should students feel a refresher block would benefit them this can be discussed with our admin team and may be facilitated for a fee.

Note: Students are not permitted to pass their place to another student from their organisation or otherwise.

TLSWi membership

As a student of this year's course, you will have free access to the membership pages of the TLSWi website [www.tlswi.com] for 12 months. Membership of TLSWi gives students access to a global community of Therapeutic Life Story Workers.

As a member, students will have access to:

- Latest research and blogs
- A forum for discussion and debate
- Access to local and national TLSWi Hubs
- Invitation to regular Drop In Sessions
- Downloadable training and support documents
- CPD video training sessions
- News space for announcements and training opportunities

Membership further offers a discounted price for attendance of alumni events, and to contribute to articles and new learning tools.

TLSWi currently has presence in Australia, England, Japan, Republic of Ireland, Portugal, New Zealand, Scotland and the United States, an international community of practitioners that is constantly growing.

How to access TLSWi membership:

Students will receive joining instructions at the start of the course.

TEACHING, LEARNING AND ASSESSMENT

Learning approaches

This programme has been designed to suit a variety of learning styles. You are encouraged to be able to work within a range of approaches from creative, experiential, reflective, and academic. This will encourage you to become actively involved in your learning and to work with other students. There will be some reading material that you will need to complete with before lectures and you will also need to engage in your own independent study.

Teaching and learning:

Knowledge is developed through:

- Lectures and PowerPoint presentations
- Knowledge-based activities with feedback
- Discussion of case material

Thinking skills are developed through:

- Reflective activities with feedback
- Group process
- Self-supervision techniques in the practice and use of the arts in therapy

Practical skills are developed through:

- Clinical simulation exercises
- Research skills-based activities with feedback
- Arts workshop sessions

Skills for life and work (general skills) are developed through:

- Managing independent learning and research
- Planning activities with feedback
- Self-awareness as part of personal psychotherapy sessions

Assessment

Evaluation of all learning outcomes is via a combination of formative and summative assessment. There will be one essay, two reflective pieces around supervision and a presentation, which involve critical analysis of theory and insights into how working creatively within the therapeutic life story model can facilitate psychological change, health and well-being.

Students' therapeutic skills are evaluated during the whole course and informed by the presentation of practice evidence.

Knowledge will be assessed by:

- Case Study Essay
- Two Supervision Reflection Pieces
- Viva Presentation

Thinking skills are assessed by:

- Seminars and group discussion

Practical skills are assessed by:

- Life story workshops
- Facilitation skills
- Wallpaper and case studies

Skills for life and work (general skills) are assessed by:

- Group process and interpersonal work
- Supervision

Course examiner

The course examiner is Dr. John Bates.

Dr. Bates is a retired Head of Social Work from Liverpool Hope University. He has a vast range of experience in academic teaching and programme development. Dr. Bates is an external marker for three academic institutions in the UK and is regarded as an expert in the field of social work and social policy. As an advocate of the TLSWi programme, Dr. Bates has advised and supported its development.

Dr. Bates currently lives in France but regularly commutes to the UK. He is an external marker for all the TLSWi students in the UK, Australia and the USA.

Assessment submission

- You are required to submit your written work by midnight on the day of the deadline to Dr. John Bates. John is the designated marker for all assignments. Submit essays directly to: academicmarker@tlswi.com.
- If a serious breach of ethics comes to light in any assessment, the student will automatically fail the assessment, regardless of the marking criteria outlined on the marking sheet.

- If written work is not submitted by the deadline, or does not fulfil the learning outcomes, you will receive a 'first fail'. It can be resubmitted by an agreed deadline and the new mark will be capped at 40%. If an assessment is failed a second time, you will be required to resubmit via a re-take package (fees will apply)
- All sources must be referenced in the Harvard Referencing style (see further information below)
- Students with disabilities and/or particular learning needs are asked to complete a Learning Agreement with the Programme Director to ensure they are able to fully engage with all assessments within the programme. Students will also be required to provide a copy of their assessment conducted by a registered educational psychologist.
- Students who would need some academic support before submitting their written case study essay can contact Dr. Bates to request a 30-minute online tutorial. This needs to be arranged by the student well in advance of the submission date directly with Dr. Bates via email: johnbates5@icloud.com

Key assessment dates

Supervision Reflective Pieces:

These will need to be submitted to your supervisor to be 'signed off' prior to confirming your Viva presentation date (see page 29)

Viva dates:

You should expect to present your Viva within 4 weeks of completing Block 4. You will be contacted in March to confirm presentation dates.

Case study essay submission dates:

You should submit your case study 4 weeks after your Viva.

Diploma marking classification

Dr Bates works from the following classification guidelines:

70% - 100 %	Distinction
60% - 69%	Merit
40% - 59%	Pass
0% - 39%	Not passed / Fail

Assessment criteria in the style of grade descriptors:

80% - 100 %	An outstanding essay showing extensive knowledge and understanding and an exceptional ability to analyse, synthesise, and evaluate. Evidence of extensive reading and study beyond the course content and independent thought. Writing is fluent, clear, and grammatical. An answer that is relevant to the title, comprehensive, accurate, and presented in a very well-structured and organised manner.
70% - <80%	An excellent essay showing extensive knowledge and understanding and good analysis, synthesis, and evaluation. Evidence of substantial reading and study beyond the course content and independent thought. Writing is fluent, clear, and grammatical. An answer that is relevant to the title, comprehensive, accurate, and presented in a well-structured and organized manner.
60% - <70%	A good essay showing wide knowledge and understanding and some analysis, synthesis, and evaluation. Reference made to relevant course material with evidence of some reading and study beyond the course content and some independent thought. Writing is clear and has few grammatical errors. An answer that is relevant to the title though less than completely comprehensive, mostly accurate and well presented.
40% - <60%	An adequate essay showing reasonable knowledge and understanding derived from the course content but with little or no evidence of reading and study beyond the course content and little or no independent thought. Little or no analysis, synthesis, and evaluation. Writing is less than clear and has some grammatical errors. An answer that is mostly relevant to the title and reasonably accurate but not very comprehensive and with some errors and shortcomings of presentation, structure and organisation.
30% - <40%	A poor essay with extensive errors and omissions, badly written and ungrammatical. A little relevant material but poorly presented with little evidence of understanding.
20% - <30%	A very poor essay lacking in understanding and with serious errors and omissions but with evidence of some knowledge vaguely relevant to the question.
0% - <20%	Little or no evidence of any relevant knowledge and understanding. Any relevant knowledge marred by serious errors.

Extensions and extenuating circumstances

If you cannot make a deadline for an item of assessment you must put your request in writing via email to your Course Administrator prior to the deadline and include the reason for the delay in essay submission or reasons why the presentation needs to be delayed. If an extension has been agreed verbally with the Course Director or a member of the teaching team, please email the Course Administrator to advise, as the new submission date will need to be logged.

Please note that you are expected to manage your workload appropriately in order to meet the academic deadlines. Extensions will not be granted due to excessive work pressure.

Re-assessments

In the event of failing an assessment component, you have the right to be re-assessed (fees may apply), i.e. write the essay again. Assessments will be capped at a bare pass rate of 40% for Professional Diploma modules. This will apply to all assessments other than for those with valid extenuating circumstances in relation to first assessments.

If you fail an assessment twice, you will then be given a re-take package and you will need to pay to attend specific days. You can only re-take the module once and then be assessed again at the end of this. If you fail on the 4th attempt, it will not be possible for you to continue your training.

Feedback procedures

Assessment feedback is given alongside your result in the form of written feedback. If you wish, you can discuss this feedback in further detail with the Programme Director.

Results and how notified

The Course Administrator will email the results to you once they are received back from Dr.Bates.

Appealing your mark

If you are unhappy with your mark, please notify the Course Administrator. In the first instance, you will be offered a conversation with the Programme Director and/or Course Examiner where appropriate to discuss this.

Please note that you cannot appeal the mark itself, but that due process wasn't followed in the marking or that there were circumstances the marker failed to take into account (i.e. a Learning Agreement).

Course information

Course title:

Professional Diploma in Therapeutic Life Story Work (Certified Practitioner)

Locations of delivery:

London and Online

Main aim(s) of the module:

Therapeutic life story work induction:

- The aim of the induction is to consider life story work and its value as an intervention in work with traumatised children. The students will be introduced to the process of information gathering and learn how to work with a child to support them in developing their own narrative in the form of a life story book.

Communication with traumatised children:

- During this element of the course, we aim to develop the student's understanding of the theoretical base for the interventions within the life story process, emphasizing the quality of engagement with and listening to the child's narrative. The reflective journal will be introduced as the practical and evidenced-based tasks that will enable students to consider the complexities of communication and the concept of trauma-based challenges.

Therapeutic life story work assessment and action:

- Using case studies from European countries, students will learn the methods of assessment for concluding suitable life story approaches, with due regard to legislation and cultural need. Students will be required to evidence the aims and objectives of their work along with their assessment and planning sheets, session plans and movement charts. Students present their casework, following which there will be a critical evaluation and group supervision, evaluation and completion.

Therapeutic life story work advanced practice:

- Using case study material from European countries, students will have the opportunity to critically evaluate advanced interview skills and to take part in a number of practical exercises to improve their competency. Students will consider current thinking in narrative and life story publications, including studies from recent PhD dissertations as well as more seasoned contributions from Europe, Canada, Israel and Australia. Students will be asked to present their wallpaper work for critical thinking within the group.

Course information continued

Main topics of study:

Therapeutic life story work induction:

- Programme Director and Lead Consultant, Professor Richard Rose, will illustrate the life story approach undertaken by Therapeutic Life Story Work International and from his work with SACCS (specialists in residential therapeutic treatments for children who occupy the very apex of the specialist services sector, having suffered severe early life traumas, including neglect, sexual, physical and mental abuse)
- Students will have the opportunity to consider and reflect on the skills of planning, performing and critically evaluating the intervention techniques required for this approach
- Attachment and psychodynamic approaches to the process alongside cognitive behaviour therapy will also be critically examined

Communication with traumatised children:

- Students will attend lectures to illustrate the differing techniques, communication skills and practical exercises for working with traumatised children. Emphasis will be given to theories of leading commentators, to afford students the opportunity to compare and contrast theory and practice with reference to their client's presenting challenges
- Students will prepare written reports, SDQs, reflective journals and portfolio presentations

Therapeutic life story work assessment and action:

- With an emphasis on debate and task reflection, evaluation and critical analysis will be sought from the group during student presentations of their casework. Students will also spend time considering and reflecting on assessment skills and session planning

Therapeutic life story work advanced practice:

- Students will practise advanced interview skills followed by group-themed debate and reflection. During the training, students will both offer and receive constructive criticism on their current 'wallpaper work'. The course leader will provide key elements to ensure that the focus and tasks remain clear and attainable. The student will have the opportunity to consider and reflect on the skills of interview, recording, individual and group assessment

Course information continued

Learning outcomes for the module:

At the end of this module, students will be able to:

Knowledge [K]

1. Demonstrate a detailed body of knowledge regarding the attachment to and the role of the primary carer. [K1]
2. Demonstrate a detailed body of knowledge regarding the techniques, required for Therapeutic Life Story Work, evaluation and the reflective process. [K2]

Thinking skills [T]

3. Critically evaluate and reflect upon current theory with regard to narrative and life story work, trauma and recovery. [T1]
4. Develop critical evaluation skills in order to self-reflect and evaluate others' practice using current theory with regard to narrative and the therapeutic life story work. [T2]

Subject-based practical skills [P]

5. Demonstrate an ability to plan and carry through direct communication tasks with traumatised children. [P1]
6. Demonstrate a critical approach to assessment and action through case study and summary. [P2]
7. Provide evidence of theory and practice relation between culture, ethnicity and international privacy and human rights law. [P3]
8. Demonstrate a clear ability to carry out advanced interviews and advanced recording skills. [P4]
9. Provide evidence of practice, theory and assessment through evidencing SDQ, reflective journals, wallpaper work and supervision notes. [P5]

Skills for life and work (general skills) [G]

10. Adopt a questioning and critically evaluative approach to knowledge and inquiry. [G1]
11. Demonstrate a clear ability to carry out advanced interviews and advanced recording skills. [G2]
12. Work effectively both autonomously and as a member of a multi-disciplinary team. [G3]

Course information continued

Teaching, learning methods and strategies used to enable the achievement of learning outcomes:

Lectures and video presentations, knowledge-based activities and feedback, discussion of case material, reflective activities, self-supervision, role-play and clinical simulation exercises, and workshop sessions.

Assessment methods which enable students to demonstrate the learning outcomes for the module:

- Two Supervision Reflective Pieces (2 x 500 words)
- Viva presentation and Wallpaper presentation (35 minutes: 20-25 minutes of presentation and 10 minutes of assessor & peer discussion)
- Case study assignment (2500 words)

Reading and resources for the module:

CORE:

- Burley, K and McGladdery, S (2024) Handbook of Therapeutic Life Story Work: The Rose Model (Grosvenor House Publishing Ltd)
- Fahlberg, V (2015) A Child's Journey Through Placement (BAAF/Coram)
- Perry, B. (1995) Principles of Working with Traumatised Children, Houston, Texas: CIVITAS Child Trauma Programs – There is also a YouTube video which pretty much covers the subject... Bruce Perry - Born to Love - <https://youtu.be/M6kDeBaJiOM>
- Perry, B (2017) The Boy who was Raised as a Dog (Basic Books)
- Rees, J (2018) Life Work with Children Who are Fostered or Adopted: Using Diverse Techniques in a Coordinated Approach (Jessica Kingsley Publishers)
- Rose, R (2012) Life Story Therapy with Traumatized Children: A Model for Practice (Jessica Kingsley Publishers)
- Rose, R (2017) Innovative Therapeutic Life Story Work (Jessica Kingsley Publishers)
- Rose, R (2025) Communication Tools for Working with Traumatized Children and Teens: Creative Ideas and Interventions for Relational Practice (Jessica Kingsley Publishers)
- Ryan, T and Walker, R. (2007) Life Story Work: A Practical Guide to Helping Children Understand their Past (Coram/BAAF)

A full list of recommended reading is available under 'Resources' via the dashboard of the student membership area on the TLSWi website.

Course information continued

WORKING WITH A CHILD OR YOUNG PERSON:

To complete TLSW you must work closely with a child or young person (in some instances you may select an adult to work with).

- The young person you work with must be over the age of 5
- The contact time required for the course is 10-18 hrs
- These meetings should take place between Block 2 and Block 4
- To sit the Viva **at least 10 sessions** should be completed. Additional time should be spent with the child/young person/adult as the course is designed to provide an entry point to this work
- You must have signed permission documents from the young person's parent /carer to work with them before you commence any TLSW

INDICATIVE LEARNING AND TEACHING TIME:

1. Student/tutor interaction	Lectures, case material presentation and analysis, group work, seminars, tutorials, practical facilitations, work based learning = 100 hours
2. Student learning time	Seminar reading, research skills and preparation for essays, background reading, personal learning journal, preparation for group work activities, case material portfolio, facilitation notes, summaries, online group discussion and supervision Pre-reading and assessment preparation work = 40 reading hours Post-module reading = 30 reading hours Online group discussion, supervised practice and supervision = 30 hours Total = 100 hours
TOTAL HOURS (1 AND 2):	= 200 HOURS

Assessment details

During this course, you will be required to complete the following assessments:

- 2 Supervision Reflective Pieces (2 x 500 words)
- Viva presentation and Wallpaper presentation (35 minutes total)
- Case study assignment (2500 words)

Supervision Reflective Pieces (2 x 500 words)

Students will be expected to write two 500 word reflective accounts detailing how supervision played a role in their reflective practice.

The first 500 word reflective account should be submitted to your supervisor detailing the first 5 sessions and the second submitted to your Supervisor after the 10th session. These would then be used as part of the supervision session following each submission.

Supervisors will be required to read both accounts and sign them off to confirm they are an accurate account of the supervision process.

These reflections will allow you to consider your role and the practice, emotional and cognitive involvement within your TLSW with the children/young people you are supporting.

Reflection is a conscious process, a descriptive accounting that either informs us of what we do or enables us to change what we are doing.

Through your supervision relationship it encourages your growth and development as a TLSW practitioner, and it invites you in making essential links between theory, practice and the supervision process that highlights areas/issues/concerns/matters that may arise that can be resolved.

The Supervision Reflective Pieces will help to stop, think, feel and consider possible ways of assisting you and your work further.

Students will also be required to complete and return the TLSWi Confirmation / Evidence of Supervision Hours form, this needs to be signed off by their supervisor prior to presenting their Viva.

Viva and Wallpaper presentation (35 minutes)

To be presented at a date TBC around block 4 of the course.

A 20-25 minute presentation on the work with the child/young person and the adults and systems engaged by utilising the progress detailed on the wallpaper work – this presentation will be in groups (a minimum 3 participants) and is subject to assessment. There is also allowance for 10 minutes following the presentation for questions from the group and assessors.

Case study essay (2500 words)

Title:

Describe a recent intervention explaining the objectives of the work, how you carried it out and offer an evaluation as to its effectiveness. You should refer to the literature where appropriate.

Date of submission:

Four weeks after your Viva and Wallpaper presentation.

The case study will be marked under the following areas:

1. Presentation, structure and organisation of the case material. How well does the study 'hang together' as a coherent whole with material well organised and which follows a clear structure? [G1] (10%)
2. Clarity of process and importance of life story work. Does the work give sufficient evidence of practical life story skills which reflects course learning? For example, is there evidence that the work shows careful, thoughtful planning of the whole process? [K1; K2; P1; P2; P4; P5] (40%)
3. A clear reference to concepts, which inform interventions and the overall integration of theory and practice. Does the work demonstrate a detailed knowledge of current issues in relation to life story work such as attachment theory and other reading beyond the core materials? [P3; K1; T1] (30%)
4. Ability to analyse and reflect critically on the intervention including an evaluation of the efficacy of treatment. To what extent does the work adopt a questioning approach? [K2; G3; T2; P5] (20%)

Please note:

The essay mark is subject to change following external moderation.

You can find the associated learning outcomes on page 26 of this document.

Personal journals

No submission.

The personal journal is a reflective understanding of the work undertaken and takes the form of a diary. The journal needs to contain two reflective accounts per week (once engaged in a piece of therapeutic life story work with a child/young person). The content of this is not formally assessed but is used as a supervision and tutorial contribution and should support the case study.

Students must make use of them throughout the course, as a support and record of their creative development, reflections and thinking. Students are encouraged to bring them to the presentation days and be prepared to share them, or aspects of them, within the student's home groups at the end of the course.

Some notes on writing essays

Students need to demonstrate that they have understood and applied what they have learnt on the course. Original and creative ideas of their own are also highly valued.

Students need to ensure that they have answered the essay title set and have not written material that is irrelevant.

Structure:

- Your essay needs a beginning, middle and end
- Introductions: this can be brief, and should introduce the reader to the territory of your essay, the argument(s) you will be making and the conclusion(s) you come to
- Each subsequent point you make should have a new paragraph
- Arguments both for and against (e.g. directive versus non-directive approaches) need to be backed up by literature wherever possible. You need to substantiate your claims with the use of specific examples from your own experience as a client, from your workshop experience, or from your clinical work as a therapist/facilitator
- All concepts, terms and theoretical ideas need to be referenced
- Your conclusion should sum up and draw together the various strands of thought you have explored

Some notes on writing essays continued

Presentation:

- Your essay should be typed and double-spaced or 1.5-spaced
- Use Arial font size 12
- Leave a one-inch margin on either side of the page
- Write on one side of the page only
- Include page numbers
- Submitted as a Word document - please ensure the document is saved using your name, ie: TLSW Case Study Essay - Joe Smith
- The essay should be 2500 words (10% over or under is accepted); failure to do so will result in a 5% deduction in your marks
- You must include the word count on your essay; failure to do so will result in a 5% deduction
- Your word count should include the referencing cited within the essay, but does not include the bibliography
- You may include images within the text; these should be clearly annotated (i.e. Fig 1, etc.) and referenced if necessary
- Referencing must follow the Harvard referencing system; please ensure you understand and apply this throughout your essay and in the bibliography (you can find more on Harvard referencing at the end of this handbook)
- The bibliography should be composed of all your references and source material
- Your essay should be submitted to academicmarker@tlswi.com

Please note:

All students must keep a copy of their essay in case of loss. Assessments can be emailed to the academic marker email provided above.

Supervision

Each student will be required to have supervision for the duration of the course.

The supervisor's role is to:

- Ensure that the supervisee is clear about their roles and responsibilities
- Ensure that the supervisee is accountable for their practice
- Assist in the supervisee's professional development
- Be a primary source of support for the supervisee
- Provide regular feedback to the supervisee on their performance
- Enable the supervisee to perform to the standards specified in the role of a Therapeutic Life Story Worker

Supervision continued

Supervision will focus on:

- Case discussions, practice, policy, theory, and philosophies
- Professional development, training, and education

Feedback should be concrete, constructive and timely.

Ideally, formal supervision should take place on a monthly basis either face-to-face or online. An agenda should be drawn up by both parties and is the joint responsibility of each. The agenda will be agreed by all parties at the beginning of the session.

Supervision records:

- Will be written up and kept in a confidential location
- Students will be expected to share session plans for discussion in supervision, and supervisors will be asked to confirm that they have seen them
- Supervisors will be asked to provide confirmation that the student has taken part in reflective supervision sessions, this may include the number of sessions undertaken
- Students will be expected to write two 500 word reflective accounts detailing how supervision played a role in their reflective practice. Supervisors will be required to read the accounts and sign both to confirm they are an accurate account of the supervision process
- Students will be required to complete the TLSWi Confirmation / Evidence of Supervision Hours form which must then be signed off by their supervisor, prior to presenting their Viva
- Supervisors will be required to send the completed TLSWi Confirmation / Evidence of Supervision Hours form to training@theia.ac (Viva date will not be confirmed until this has been received)
- A brief summary of supervision themes and outcomes may be requested by the course director at any point during the process
- Any practice or professional concerns should be reported to the course director as soon as possible
- When the supervisory relationship ceases, notes are to be archived in line with the policy and procedure of the agency/organisation providing such supervision

Supervision is a formal collaborative process to maintain ethical and professional standards and enhance competence and creativity. TLSW Diploma students can join group supervision, consisting of 3-4 students, covered by course fees, or opt for individual supervision at an additional cost.

TLSWi Supervision Policy requires monthly supervision for a minimum of one hour for direct TLSW work with up to four children/young people. *Eight online group supervision sessions will be included in the course fees. Any additional sessions will be at cost to the student.*

Who can be a supervisor:

- TLSWi Supervisor who has attended the TLSWi Supervision Course (see TLSWi Group Supervisors List)
- TLSW alumni (including teaching staff) from the TLSWi Supervisors List

Both lists will be made available to students via their TLSWi student membership. [For more information regarding the requirements of supervision, refer to the TLSWi Supervision Policy downloadable from the 'Resources' area of the website.](#)

PROGRAMME MANAGEMENT

Management

The Programme Management is led by Professor Richard Rose, and each year previous alumni will be asked to contribute to the programme, delivery, and quality assurance.

Student feedback is valued and respected as it is considered to be a vital ingredient in the appraisal and development of our work. We may seek students' views on the programme through a feedback sheets to share with Programme Management.

Students are encouraged to approach the Programme Director or other members of the Programme Management team should they have any feedback on the programme delivery and support systems. Students are encouraged to resolve any issues informally wherever possible.

Complaints

If you feel that THEiA /Therapeutic Life Story Work International (TLSWi) or any of the programme partners have not delivered the standard of service which it would be reasonable to expect, students may be entitled to lodge a complaint. The Complaints Procedure (see further below) should be used for serious matters, and not for minor things such as occasional lapses of good manners or disputes of a private nature between staff and students.

Complaints can be lodged by students, prospective students and members of the general public, but cannot be made by a third party.

Separate procedures exist for the following, which therefore cannot form the substance of a complaint:

- Appeals against the decisions of THEiA / TLSWi
- Complaints about the behaviour of other students

Extenuating circumstances

It is intended that students should invoke extenuating circumstances procedures infrequently and only for circumstances which are serious in nature.

In considering claims for extenuation, wherever possible, the identity of the student will not be made available to the decision maker. The decision maker will be a member of the Programme Management – excluding the Programme Director.

What are extenuating circumstances?

Extenuating Circumstances are circumstances which:

- Impair the performance of a student in assessment or re-assessment
- Prevent a student from attending for assessment or reassessment
- Prevent a student from submitting assessed or reassessed work by the scheduled date

Such circumstances would normally be:

- Unforeseeable – in that the student could have no prior knowledge of the event concerned
- Unpreventable – in that the student could do nothing reasonably in their power to prevent such an event
- Expected to have a serious impact

Students are expected to make reasonable plans to consider commonly occurring circumstances, even those which, on occasion, may have been unforeseeable and unpreventable.

Examples of circumstances, which might normally constitute grounds for extenuation include:

- Serious personal illnesses which are not permanent medical conditions (which are governed by other procedures), i.e. an illness requiring hospitalisation
- The death of a close relative immediately prior to the date of assessment

Examples of circumstances, which would not normally constitute grounds for extenuation include:

- Minor illnesses – even if covered by medical certification
- Computer failure of equipment or storage media
- Transport problems

- Moving house
- Holidays
- Inadequate planning, organisation or time management
- Misreading of assessment timetables
- Family, work, social, financial or other general problems

Procedures for the submission of claims for extenuating circumstances:

For an extenuation claim to be considered, it is the student's responsibility to ensure that for each component affected:

- They submit details of the circumstances in writing to the Course Administrator
- Details are submitted by the designated date and time (see below)
- Details are submitted with accompanying documents and evidence

The designated date and time for submission of claims for extenuation are:

- **For assessment by examination** (i.e. presentations): one calendar week after the scheduled date and time for sitting the examination
- **For assessment by submission of assessed work:** no later than 5 pm one calendar week after the scheduled date and time for the submission of the assessed work

Late submission of claims for extenuating circumstances:

Normally, late submission of a claim for extenuating circumstances is not accepted. However, it is recognised that there may be cases where a student is unable to submit a claim for extenuation within the time period (e.g. emergency in-patient hospital treatment occurring during the period).

In this case, the submission of the claim at the earliest opportunity should be made. This must be accompanied by evidence as to why the claim is being submitted late.

Please note:

Late submission through unwillingness earlier to disclose the grounds for claiming extenuation will not be regarded as sufficient grounds for late submission.

Electronic submission:

Provision will be made for the submission of email including evidence to be sent electronically to the Course Administrator.

Academic misconduct and plagiarism

For the purposes of this course, academic misconduct is defined as any action(s) or behaviour likely to confer an unfair advantage in assessment, whether by advantaging a candidate for assessment or disadvantaging (deliberately or unconsciously) another or others. Examples of such misconduct are given below: the list is not exhaustive and the use of any form of unfair or dishonest practice in assessment not itemised below can be considered potential misconduct.

Plagiarism:

- Work that students submit for assessment will inevitably build upon ideas that they have read about or have learnt about in lectures. That is perfectly acceptable, provided that sources are appropriately acknowledged. It should be noted, however, that the wholesale reproduction of the ideas and words of others, however well referenced, is likely to lead to failure in assessment
- The submission of work that borrows ideas, words, diagrams, or anything else from another source (or sources), without appropriate acknowledgement, constitutes plagiarism. Plagiarism is not limited to unattributed cutting-and-pasting; it includes the reproduction, without acknowledgement, of someone else's work, taken from a published (or unpublished) article, a book, a website, a friend's (or anybody else's) assignment, or any other source
- When an assignment or report uses information from other sources, the student must carefully acknowledge exactly what, where and how they have used them. If someone else's words are used, they must be within quotation marks and a reference must follow the quotation
- Where a concept or argument in another source is paraphrased (rather than directly quoted), quotation marks should not be used, but it will still be necessary to acknowledge the source. Remember, however, that the making of simple changes to the wording of a source, while retaining the broad structure, organisation, content and/or phraseology of the source, is unacceptable academic practice
- The submission of material (written, visual or oral), originally produced by another person, persons or oneself, without due acknowledgement, so that the work could be assumed to be the student's own is also considered plagiarism

Academic misconduct and plagiarism continued

- For the purposes of these regulations, this includes the incorporation of significant extracts or elements taken from the work of (an)other(s) or oneself, without acknowledgement or reference, and the submission of work produced in collaboration for an assignment based on the assessment of individual work (such misconduct is typically described as plagiarism and collusion)

Note: To avoid potential misunderstanding, any phrase that is not the student's own or is submitted by the student for a different assessment should normally be in quotation marks or highlighted in some other way. It should also be noted that the incorporation of significant elements of (an)other(s) work or of one's own work submitted for a different assessment, even with acknowledgement or reference, is unacceptable academic practice and will normally result in failure of that item or stage of assessment.

- Being party to any arrangement whereby the work of one candidate is represented as that of another
- The submission of work that is not one's own (e.g. work that has been purchased, or otherwise obtained from a "cheat site")
- Using AI to write sections of assignments
- Offering an inducement to staff and/or other persons connected with the assessment

Collusion:

Collusion is the term used to describe any form of joint effort intended to deceive an assessor as to who was actually responsible for producing the material submitted for assessment. Clearly, students are encouraged to discuss assignments with their peers, but each student must always ensure that, where an individual assignment is specified, the report/essay submitted is entirely the student's own. Students should, therefore, never lend work (in hard or electronic copy) to friends. If that work is subsequently plagiarised by a "friend", an act of friendship might lead to a charge of collusion.

When to reference:

Our regulations do not distinguish between deliberate and accidental plagiarism, but you will not be accused of plagiarism, provided that you properly reference everything in your work that was said, written, drawn, or otherwise created by somebody else.

Academic misconduct and plagiarism continued

You need to provide a reference:

- When you are using or referring to somebody else's words or ideas from an article, book, newspaper, TV programme, film, web page, letter or any other medium
- When you use information gained from an exchange of correspondence or emails with another person or through an interview or conversation
- When you copy the exact words or a unique phrase from somewhere
- When you reprint any diagrams, illustrations, or photographs

You do not need to reference:

- When you are writing of your own experience, your own observations, your own thoughts or insights or offering your own conclusions on a subject
- When you are using what is judged to be common knowledge (common sense observations, shared information within your subject area, generally accepted facts etc)

As a test of this, the material is probably common knowledge if:

- You find the same information undocumented in other sources
- It is information you expect your readers to be familiar with
- The information could be easily found in general reference sources

How to reference:

The Programme Management has agreed on a single version of the Harvard referencing system (the School of Psychology uses the American Psychological Association (APA) referencing style) and this (along with APA) can be found in Cite Them Right:

Pears, R. and Shields, G (2008) Cite Them Right. Newcastle: Pear Tree Press

Cite Them Right is available online [www.citethemrightonline.com] and hard copies can be found in libraries and bookshops.

Other useful websites for referencing are...

[The Open University](#)

[Scribbr](#)

Plagiarisms or unacceptable academic practice:

If work that you submit for assessment includes substantial and significant elements of other sources and all of those sources are appropriately acknowledged, you will not have plagiarised, but you will be culpable of unacceptable academic practice, because there will be too little of your "own voice" to allow your knowledge to be assessed.

Academic misconduct and plagiarism continued

Work that you submit for assessment must:

- Use your own words
- Provide a critical commentary on existing literature
- Aim for novelty and originality
- Demonstrate your understanding of the subject area by paraphrasing.

Work that does not meet those criteria will fail.

Student complaint procedure

The views of students are sought by a variety of means; however, students should be provided with the opportunity to express concerns about all aspects of its operation through making a complaint.

What does the procedure cover?

The regulations are intended to cater for situations where a student has a serious complaint concerning:

- The conduct of a member of staff towards the student
- The delivery of a programme upon which the student is enrolled, which cannot be resolved by informal processes

Please note that no complaints can be made that relate to a matter of academic judgment.

If you have a complaint:

The first thing to do is to write an email (limit of 500 words) to the attention of the Programme Management. Your email should be sent to your Course Administrator. The Programme Management will help you with how to proceed and who to see. Usually this means initially following informal complaint procedures.

Informal procedure:

Most concerns can be resolved quickly and informally through discussion between the parties involved. If a misunderstanding with a member of staff or a fellow student arises then, if possible, you should try to resolve the matter directly with the person(s) concerned.

If your complaint is of a general nature concerning, for example, resources or facilities, it may be appropriate to refer the matter to the Programme Director for him to raise it at the meeting with the Programme Management.

Student complaint procedure continued

If the informal complaints procedure does not resolve the problem, you should continue in accordance with the formal complaints procedure.

Please be aware, however, that unless exceptional circumstances regarding possible gross misconduct or grave disquiet about the wellbeing of someone, complaints can't move from informal to formal until the informal meeting/s with relevant parties have taken place. In other words, the informal complaints procedure should be exhausted prior to instigating the formal procedure unless the particular circumstances are sufficiently serious to proceed directly to the formal complaints procedure.

Any complaint must be raised within 21 days of the subject matter of the complaint taking place, or 21 days of the date upon which you became aware of the subject matter of the complaint.

Investigation:

If the complaint raises real concerns, legal or possibly disciplinary action, you would be informed that the complaint is being investigated.

The Committee may require you to attend a meeting to discuss your complaint. If so, you will be entitled to bring a friend to support you. However, you yourself will be required to answer the Committee's questions directly.

After initial consideration, if the complaint is deemed trivial, unsupported or vexatious it will be rejected immediately.

Decision:

Once the Committee has completed its investigations and any meetings have taken place, you will be informed in writing of its decision without unreasonable delay.

Final decision:

The final decision will be confirmed to you in writing.

Please note, in making a complaint, you are strongly advised to avoid using inflammatory language and take a more temperate approach in order to avert any legal implications such as may occur under the law of defamation.

PROFESSIONAL DIPLOMA

FAQs Section 1: Course Details

1) Q. What are the dates of the course?

A. The dates for each venue are listed on page 6 of the handbook. The course is delivered part-time over the academic year in four blocks of three days.

2) Q. How long is each teaching day?

A. Each day, whether face-to-face or online, will be delivered from 10 am to 4.30 pm.

3) Q. What if I miss a teaching day due to unforeseen circumstances?

A. All teaching sessions have compulsory attendance. There is an 80% attendance requirement for students, and you will not qualify if you do not meet this minimum attendance requirement. Should you not be able to attend one of the teaching days, we will endeavour to ensure that you are able to catch up on any days missed. For those attending face-to-face, we suggest you keep the online dates free as a backup.

4) Q. Who delivers the training?

A. Each block is delivered by Richard Rose along with his team of teaching staff, details of which are listed on pages 12-15 of the handbook.

5) Q. Where is the course held?

A. The course takes place over multiple locations which may be changed depending on student numbers and capacity. Currently, they are at:

London - Twickenham Training Centre, 53 Grimwood Road, Twickenham, TW1 1BY

Online - Live virtual sessions via Zoom

For those arranging travel/accommodation, we advise that you take out travel insurance as TLSWi will not be liable for any cancellation charges should the need arise to amend a venue or rearrange dates due to unforeseen circumstances.

6) Q. Is it possible to attend different blocks in different locations (ie London or online) for the course?

A. This is possible provided the venue has availability, as we have a limit on spaces at our face-to-face venue. For example, should you sign up to attend online, but then wish to join a specific block face-to-face in London, it will depend on the venue capacity/availability.

PROFESSIONAL DIPLOMA

FAQs Section 2: Getting Started

7) Q. Do I need to have completed prior training before taking part in the Diploma?

A. You must have at least 2 years of experience in working with children, young people and/or adults and be able to identify a child/young person/adult that would benefit from the intervention. You must be able to author a brief professional bio that details your professional development and the reasons for wanting to attend and complete the course. Experience of the Child Protection system and some proficiency in counselling/therapeutic skills are beneficial.

8) Q. The application process asks that I provide a professional reference, who provides this on my behalf and is there a proforma/format for the reference?

A. There is a proforma. This will be shared with you upon your application. A line manager, or if you are an independent worker, someone you have provided work for previously, should provide a short professional reference confirming who you are, your role and your suitability for the course. We expect that you source and provide this.

9) Q. My Disclosure & Barring Service (DBS)/ Disclosure Scotland (DS) has recently expired, will I still be able to apply to attend the Diploma?

A. Yes, we ask that you send us a copy of your new DBS/DS certificate once received and before you have any TLSW contact with the child/young person.

10) Q. I don't have a copy of my DBS/Disclosure Scotland certificate as I am registered with the online update service.

A. We ask that you provide us with your certificate number and your permission to check your DBS/Disclosure Scotland online before you have any TLSW contact with the child/young person.

11) Q. Do I need to complete the 6-day Professional Certificate course before the Diploma course?

A. No, they are standalone courses. Some will attend the 6-day and go on to practice the Rose Model of TLSW, and others will then 'top up' by attending 6 specific days on the Diploma.

12) Q. What is the difference between the 6-day Professional Certificate and Diploma courses?

A. The 6-day Professional Certificate course is a 'classroom' course. You would be 'taught' the tools of communicating and working with children and all 6 days are delivered by Richard Rose. The 12-day Diploma covers all the elements of the 6-day course, however, is competency-based. Therefore, there are two assignments, a Viva presentation and you would be expected to work directly with a child or young person to put the tools into practice. The 12 days are delivered by Richard and guest speakers who practice TLSW. Some will attend the 6-day and 'top up' by attending 6 specific days on the Diploma.

PROFESSIONAL DIPLOMA

FAQs Getting Started continued...

13) Q. Will I have to work directly with a child/young person/ adult?

A. Yes, you will be expected to find a 'case study' to work with as part of the course is to put into practice the tools that you are taught.

14) Q. When will I have to start the work with my 'case study'?

A. The direct work with the child/young person/adult will not start until after Block 2, however, you need to confirm on the application form that you have the necessary permission to secure a person to work with during the period of the course.

15) Q. How do I find a 'case study' to work with if I am an independent worker?

A. We suggest that you contact an organisation and offer to provide TLSW free of charge. The person you work with doesn't have to be a child; for example:

- Parent with child/ren in care
- Patient in a hospice
- Prisoner/young person in a Young Offender Institution (YOI)
- Adult with mental health issues
- Young person via adoption services
- Any person that might benefit from understanding their life story to make sense of their current challenges

16) Q. Is there an age limit to whom I can work with as my 'case study'?

A. The minimum age will be 5, with no maximum.

17) Q. Am I able to start the course if I am not currently working?

A. If you have the necessary background knowledge and are able to find a 'case study' to work with, are able to provide a professional reference and current DBS/Disclosure Scotland certificate, then you are able to take part in the Diploma.

18) Q. Do I need to be in work or employed in a specific area?

A. You do not need to be employed in a specific area, however, the course is to be used in a professional capacity, i.e. you are not allowed to work with your own child/child in your care. This course can be beneficial to those wishing to re-enter work.

19) Q. Do I need a supervisor whilst doing the direct work?

A. Yes, eight online group supervision sessions are included in the course fees, full details of supervision and who is able to supervise you are available on pages 32 & 33 of the handbook.

PROFESSIONAL DIPLOMA

FAQs Getting Started continued...

20) Q. Do I need insurance to undertake my case study?

A. If you are undertaking your case study within your current employment you should be covered for this work under the terms of your employment, but it is advised you check this with your employer. You should also check that you are covered by your current employer if anyone you are working with has a concern about your professional practice, conduct or in relation to damage they feel you may have caused to themselves or their possessions.

If you are undertaking your case study outside of any social care organisation, with someone you know or on a self-employed basis and the person you are working with is adopted or care experienced, you will need to have Public Liability and Professional Indemnity Insurance in place (this is the case for the UK and Australia, in the Republic of Ireland the insurance you need is called Professional Indemnity Insurance and Fitness to Practice Legal Expenses Cover). This ensures that you would be covered in the event that anyone you are providing the TLSW intervention to makes a claim that you have caused damage to themselves or their possessions.

There are several companies and organisations who provide Professional Indemnity and Public Liability insurance, the usual requirement for a self-employed practitioner is for 10 million GBP for claims against you. Conditions and costs vary and as with any insurance, it is wise to compare services and find the most suitable one for you.

A few providers in the UK are mentioned below:

- *Counce O'Hara*
- *Hiscox*
- *Holistic*

For registered social workers:

- *NAGALRO*
- *BASW*

A workshop on Becoming an Independent TLSW Practitioner is run several times a year by Suzanne McGladdery, an independent practitioner. Private consultations are also available. See the news section for a flyer with upcoming dates, or contact smcgladdery@hotmail.com

PROFESSIONAL DIPLOMA

FAQs Section 3: Successful Completion and Beyond

21) Q. **I am starting the course in September, what do I need to do to prepare myself?**

A. We advise you to read the books: **Life Story Therapy with Traumatized Children: A Model for Practice (Rose, 2012)** and **What Happened to You?: Conversations on Trauma, Resilience, and Healing (Oprah, Perry et al. 2021)**. There are multiple "serve and return" videos on Youtube available to familiarise yourself with the concept.

22) Q. **Do I have to read all of the books suggested in the reading lists on page 27 of the handbook?**

A. We recommend that you concentrate on this 'Core Reading List'. The list contains a mixture of books, articles and YouTube videos. You can always arrange to share the cost of other books with fellow students. A full list of recommended reading is available under 'Resources' via the dashboard of the student membership area on the TLSWi website.

23) Q. **How much self-study is expected outside of class?**

A: Approximate time for self-directed study is 6 hrs/month. This is at your discretion.

24) Q. **What are the requirements to complete the course i.e. practical placement hours/study hours?**

A. Full details of the indicative learning and teaching time is available on page 28 of the handbook. You will also have to allow for the weekly/fortnightly session time with your 'case study' for at least an hour per session.

25) Q. **How will I be assessed?**

A. You will be required to complete two supervision reflective pieces, a case study essay and a Viva presentation during the course. Full details are available on pages 28 – 30 of the handbook.

26) Q. **Can I get support if I have additional needs?**

A. Students who have specific needs and would like some academic support before submitting their written case study essay can contact Dr Bates to request a 30-minute online tutorial. This needs to be arranged by the student well in advance of the submission date directly with Dr Bates via email (available in the course handbook page 21).

PROFESSIONAL DIPLOMA

FAQs Section 3: Successful Completion and Beyond

27) Q. Do I get TLSWi membership within my course fee?

A. Yes, the student membership fee for the first year is included in the course fee. Once you have completed the course, you will be able to rejoin for a fee of £120 for the standard membership, or £180 for the plus membership. Benefits of being a member include:

- Membership of a global community of Therapeutic Life Story Workers
- A forum for discussion and debate
- Access to resources and learning tools
- Discounted price for alumni events
- Invite to member 'Drop In' sessions
- Invite to Hub Support & Study Groups via your Hub page
- CPD training modules / videos
- Digital membership card for full paying members

TLSWi Plus members also have the option to be added to the directory on the website to allow commissioners and other members to contact them with referrals. This area of the website has recently been updated and made more user-friendly for those wishing to 'Find a TLSWi Qualified Practitioner'

28) Q. Can I practice in TLSW once the course is completed?

A. Yes, you can practice within your organisation or independently, once you have qualified.

29) Q. How do I set up as an independent TLSW Practitioner?

A. This will be covered as one of the modules on the Diploma. A separate training opportunity delivered by TLSWi alumni is also available, for those interested, after completing the Diploma course.

30) Q. Who recognises the Rose Model in TLSW?

A. The Rose Model in TLSW is recognised by the Adoption and Special Guardianship Support Fund (ASGSF), the British Courts and by Local Authorities as an intervention of choice.

31) Q. After completion of the Diploma are there any further courses to allow me to 'train' the wider workforce with the skills I have learnt?

A. TLSWi doesn't currently offer a 'Train the Trainer' course.

PROFESSIONAL DIPLOMA

FAQs Section 3: Successful Completion and Beyond

32) Q. Is the course accredited?

A. The course is a 'Certified Practitioner' course, as TLSWi is trademarked and is able to certify practitioner competence under the Intellectual Property Office UK.

33) Q. Is the TLSW Rose Model evidence-based?

A. Yes, a research paper by Deakin University in Australia evidencing that the Rose Model in TLSW supports our practice and purpose is available via the link below or the 'News' page of our website. [Research evidence underpinning the Rose Model in Therapeutic Life Story Work - Therapeutic Life Story Work International \(TLSWi\)](#)

34) Q. Can I defer my place?

A. Currently students will have the option of deferring through TLSWi for up to 2 years*. In this instance, students should contact the Course Administrator to make arrangements. More details related to deferral and the cancellation policy are available in the course handbook page 18.

*Please note, the length of time a student is able to defer may change dependent on individual circumstances, therefore it is recommended to speak with the course administrator for more details.

35) Q. If I can no longer attend can I transfer my place to someone else?

A. No, students are not permitted to pass their place to another student from their organisation or otherwise. See page 18 for more details.

[Further information and course specifics can be found in the Course Handbook.](#)



THEiA

Thank you

**We are looking forward to
welcoming you to this course**

Shining a light on best practice

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