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# Pastoral Care UK Regional Training Scheme

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Information Pack

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# 1. BACKGROUND INFORMATION

## 1.1 Introduction

The Association of Christian Counsellors (ACC) was founded in 1992 following discussions with representatives of a number of Christian counselling organisations in the United Kingdom. These discussions demonstrated that there was a need for a nationwide umbrella organisation which could undertake certain activities on behalf of its members. The vision embraced the provision of:

- nationwide standards for Christian counselling and care
- a nationwide system for the accreditation of Christian counsellors broadly acceptable to Christian churches, counselling organisations and the wider community
- a nationwide system for the recognition of training in Christian counselling and pastoral care
- a body which represented Christian counsellors and developed relations with government, with institutions such as social services and health authorities and with denominations and other professional bodies
- a body which encouraged, trained and resourced pastoral carers

As part of its commitment to the encouragement, training and resourcing of pastoral carers, ACC has:-

- developed the role of Director of Pastoral Care (Mar 2012)
- established Pastoral Care UK as a distinct branch under its umbrella (PCUK, Jan 2013)
- produced and revised the Pastoral Care Foundation Course (PCFC) into the Resourcing Pastoral Carers Course (RPCC, Jan 2014)
- launched the Pastoral Care UK Regional Training Scheme (RTS, Feb 2014) to facilitate the delivery of the RPCC widely, coherently and to high standard
- launched a Pastoral Care UK website [www.pastoralcareuk.org](http://www.pastoralcareuk.org) (Nov 2014)
- developed an Overseas Training Scheme to respond to International interest (Jan 2015)
- developed Guidelines for Good Practice in Pastoral Care (Jan 2015)
- developed a new pastoral care membership framework (Jan 2015)
- developed an RPCC Marriage version in relationship with Marriage Resource to specifically equip pastoral carers in supporting marriages (Sept 14)
- developed and continues to develop, other training resources for pastoral carers, churches and Christian organisations (e.g. Developing Quality Relationships Workshop and Exploring Pastoral Care Course)

## 1.2 Pastoral Care UK's Mission and Vision

### 1.2.1 PCUK'S Mission

PCUK's mission is to be a UK Christian resource for individuals, churches and organisations which enables the missional purpose, potential and practice of pastoral care to be developed

### 1.2.2 PCUK'S Vision

PCUK's vision is to see:

- The fulfilment of John 13:34-35 'A new command I give you: Love one another. As I have loved you, so you must love one another. By this everyone will know that you are my disciples, if you have love for one another'
- God's love, expressed in quality relationships and through pastoral care, restoring individual lives, building healing communities and growing disciples of Jesus

### 1.2.3 The Vision recognises

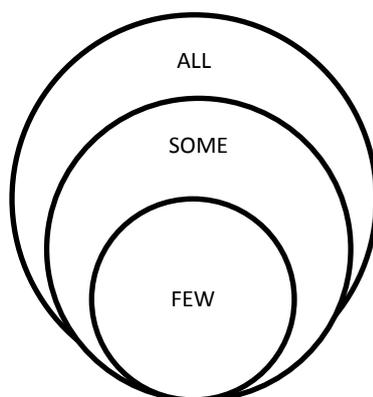
The vision recognises the need to:-

- accept we are unconditionally loved by God and we love others because we are first loved by Him
- understand pastoral care is the activity which flows out of God's love for us and our love for one another
- embrace that loving one another is part of cooperating with God's mission to restore all creation to Himself through Jesus and by His Spirit
- be open to God's continual guidance in order to cooperate with His work of love which sustains, restores, heals, reconciles and celebrates relationships
- be open to the wisdom of others in order to keep us humble, learning, vibrant, culturally and contextually relevant and safe to own incomplete expertise in a complex world
- work outside the walls of the church in being good neighbours and good news and inside the church in sustaining the fellowship of believers
- resource ALL church to develop loving, restorative relationships, SOME of church to develop and exercise their pastoral gifting and a FEW of church to enable and equip the ALL and the SOME, through leadership, training and specialist help
- consider the interface between quality relationships, pastoral care, counselling and the healing ministry
- work respectfully with Christians from all traditions and those from other faiths or of no faith, who are concerned to understand and develop quality relationships and pastoral care and are working to those ends
- be provisional and reflective in thought, whilst radical and courageous in action
- invite those who want to be part of the vision to do so because they want to contribute to it as well as receive from it

### 1.3 All, Some, Few

Pastoral Care UK is committed to equipping and enabling church at every level to develop quality and caring relationships which reflect the love and concern of God. It adopts the all, some, few model which is non-hierarchical in its attempt to embrace the ministry of all believers and which recognises:-

- **all** have responsibility to love one another (John 13:34-5) and are given gifts to use for the common good ((1 Corinthians 12:4-7)
- **some** are given pastoral gifts which need recognising and developing (Romans 12:6-8)
- **few** are called to lead, equip and enable the all and the some (Romans 12:8)



### 1.4 Training Resources

PCUK has produced several core training resources to meet the needs of the all, some and few:

#### 1.4.1 Developing Quality Relationships - DQR

A 2 hour trainer led workshop, for **all** of church which helps people to think about loving one another

### 1.4.2 Exploring Pastoral Care Course - EPC

A 6 x 1½ hr self led course for small groups, for **all** of church which helps people to think about caring for one another and identify the **some** of church who are called to and show some gifting for, pastoral care

### 1.4.3 Resourcing Pastoral Carers Course - RPCC

- A 10 x 2 hr trainer led course with 20 hours of reflective practice for **some** of church which helps to equip pastoral carers
- Additionally, an RPCC Marriage version of this course is available for **some** of church who seek a more tailored approach to better pastorally care for marriages

### 1.4.4 Training the Trainers - TtT

- A 3 day residential, trainer led course, enabling participants to become part of the PCUK Regional Training Scheme and to deliver the RPCC in the UK or Overseas
- A similar Training the Trainers course will also be available for those who are called to deliver the RPCC Marriage version, working closely with Marriage Resource. Such trainers will also be part the PCUK Regional Training Scheme and thus subject to the Scheme's processes, Financial Model and Agreements
- For existing RPCC trainers who also wish to deliver the RPCC Marriage version, abridged training will be available to highlight the main differences between the core RPCC and the Marriage version
- These courses are by application only and are for the few who are called to equip the all and the some

## 1.5 Regional Training Scheme

The original Pastoral Care Foundation Course (PCFC) was in wide circulation for several years and was able to be purchased off the shelf by any individuals, churches and organisations to use.

Feedback and evaluation highlighted the material had been greatly valued in resourcing pastoral carers but identified that in some instances, it was either being purchased and not delivered or not delivered well (i.e. by individuals without the appropriate training and facilitative skills required).

In response to these instances, as well as the growing number of requests from churches, denominations and organisations for pastoral care training, PCUK decided to take the PCFC off the shelf for general use, to revise it in the light of the feedback received and to begin to develop a Regional Training Scheme to deliver it to a high standard.

The new course is renamed the Resourcing Pastoral Carers Course (RPCC) and will only be available through the Regional Trainers Scheme (RTS).

## 2 GENERAL GUIDELINES

### 2.1 Transitional Period

#### 2.1.1 PCFC use

As we step out in faith to launch the RTS, there will undoubtedly be a transitional period whereby individuals, churches and organisations who have previously purchased and been running the old PCFC will continue to use it. PCUK cannot and does not want to be prohibitive of this but will make clear in these instances, that such training will not be part of the RTS and will encourage connection with the RTS and transfer to the newly revised RPCC material where possible.

### **2.1.2 RTS Application Criteria**

Whilst the criteria to apply to be a trainer in the RTS, asks for applicants to have had some prior experience of the PCFC/RPCC material, this may not always be possible in the early stages of the Scheme. In such instances, PCUK will consider each individual situation and is prepared where appropriate, to offer some flexibility which will accommodate unique circumstances and enable creative working together.

### **2.1.3 Previous Training the Trainer Courses**

PCUK has run Training the Trainers courses prior to the RTS Training the Trainers course, the latter of which was launched in Feb 2014. Courses prior to Feb 2014, will have been based on the old PCFC and will not have had the RTS structure in place. Individuals who have attended a prior course will not therefore be automatically part of the current RTS. They will however, and where appropriate, be given the opportunity to apply to become part of the RTS and update their training.

### **2.1.4 RTS Systems and Structures**

In the early stages of the RTS development, PCUK aspires to balance safe structure and guidance for trainers with flexibility and creativity. It hopes to develop good administrative and financial systems which uphold the work ethically, safely and easily for all concerned. Some of these systems will be more readily established than others, some will be grown as the Scheme develops and most will be subject to review and adjustment based on the collective and collaborative experiences of how well they work in practice. PCUK invites trainers in the RTS to contribute their ideas to the development of good systems and structures and asks for their patience and cooperation in these early but exciting days.

## **2.2 RTS Training the Trainers Course**

### **2.2.1 Aims of the Course**

The RTS Training the Trainers Course will usually be run residentially over 3 nights and 4 days and is designed to familiarise potential trainers with the:-

- Vision, Mission and Strategy of PCUK
- Various training resources of PCUK
- RPCC material and how to use it
- Regional Trainers Scheme and all the various process involved

For Training the Trainers of the RPCC Marriage version, trainers will also be familiarised with the work of Marriage Resource as an organisation. The courses do not intend to equip trainers with generic training skills but require applicants to the Scheme already have these. The course is designed to enable trainers to apply their training skills and experience to the RPCC material and has practical components.

### **2.2.2 Application Process**

The RTS Training the Trainers Course is subject to an application process, references and the following criteria:

Applicants will be individuals who have:-

- a mature Christian faith
- membership of ACC/Pastoral Care UK
- connection with the Vision and Mission of Pastoral Care UK
- passion about the work of pastoral care and have sufficient experience of being in it
- generic training/facilitative skills and experience
- experience themselves of the PCFC/RPCC as a course member or leader but as the Scheme is becoming established, this requirement will hold some flexibility
- ability to respond to requests ACC/Pastoral Care UK receive from Churches and organisations who want to run a RPCC
- ability to be proactive in initiating and running the RPCC course themselves i.e. independent from requests ACC /PCUK receive

- commitment to be part of a pool of vibrant trainers who will support and resource one another

In addition to these, trainers who are seeking to deliver the RPCC Marriage version and applying for the Training the Trainers course, will be individuals or couples who have:

- connection with the Vision and Mission of Marriage Resource
- passion to support the pastoral care of marriages and have sufficient experience
- ability to respond to requests ACC/Pastoral Care UK/Marriage Resource receive from Churches and organisations who want to run a RPCC Marriage version
- ability to be proactive in initiating and running the RPCC Marriage version themselves i.e. independent from requests ACC /PCUK/Marriage Resource receive

### **2.2.3 Right to Decline**

PCUK does reserve the right to decline a RTS Training the Trainers participant a position in the RTS, if during the residential training they deem them, for whatever reason, to be unsuitable. Similarly, participants have the right to decline an invitation to be part of the RTS if during the RTS Training the Trainers they do not feel this appropriate for them. PCUK will aspire to manage such circumstances with transparency, integrity and respect.

### **2.2.4 In House Trainers**

Some denominations and organisations may wish to train their own trainers in house to offer the RPCC to a wide group of their members. In such circumstances a trainer or trainers from the RTS will be involved in setting this up but any identified in house trainers will not automatically be part of the RTS. They will be responsible to their denomination and organisation and only permitted by PCUK to deliver the RPCC within the in house parameters agreed. The in house trainers or the denomination or organisation involved, will however, be required to work with and manage the levy system as outlined for RTS trainers.

## **2.3 Finances**

### **2.3.1 Financial Model and Agreement**

This General Guidance needs to be read in conjunction with the RTS Financial Model and Agreement which will outline in more detail the financial components and requirements of the Scheme.

### **2.3.2 ACC/PCUK Income**

As ACC and PCUK develop the work of and respond to, growing interest in resourcing pastoral carers, the need to generate income to make the work viable has been highlighted. Whilst committed in faith to the Mission and Vision it has been given and to God's provision, we are also committed to doing our part to raise income, value the workers involved and to be good stewards. In addition, the RPCC remains the intellectual property of ACC/PCUK and so PCUK is in effect granting regional trainers a licence to use the course. PCUK will therefore expect regional trainers to pay a levy for each course member as outlined in the Financial Agreement.

### **2.3.3 Trainer Income**

In valuing regional trainers and the various contexts and circumstances in which they will offer training, the RTS offers opportunity for trainers to generate income for themselves within the spirit of PCUK's Mission and Vision. It also respects that some trainers will not wish to generate income or may be paid to train the RPCC by their church, denomination or organisation. Where regional trainers do not wish to generate income they are invited to ask the church, denomination or organisation they are undertaking training with, to make a donation directly to ACC for Pastoral Care UK. This will enable pastoral care resources to continue to be developed and will redress some of the balance between trainers working freely whilst others needing to charge a fee.

Holding the potential for all these variants and navigating a way through is not an easy process and will be under continual review, particularly as the Scheme begins to get underway. PCUK acknowledges that the setting of all fees is the responsibility and prerogative of the regional trainer but as an informative exercise to assess the market, PCUK would be grateful if regional trainers would provide information on the breakdown of costs for each course they initially run. PCUK will be transparent in its communication with churches and Christian organisations about variable costs at and will continue to monitor the advantages and difficulties these highlight.

### **2.3.4 Co-Trainers and Assistants**

The RPCC is written so that it can be delivered by one trainer. However, there are inevitable benefits to having a co-trainer e.g. in offering different voices and styles, in looking after some of the listening demonstrations, in having fuller support for course members, in enabling trainer's reflective practice. Some regional trainers will be partners, others may be linked up through the same organisation or denomination and others will come independently but may discover a co-trainer from amongst the RTS pool. Some trainers may desire to work with another trainer from the RTS, some may desire to train alone.

Another alternative is for a regional trainer to have a suitable local assistant who must clearly be identified as such i.e. not part of the RTS and who assists the regional trainer with certain non – training aspects of the course e.g.s. course administration, welcoming, setting up and clearing away, refreshments, demonstrations, prayer slots, flipchart writing. Assistants need to be carefully chosen as whilst they will not be upfront trainers, their involvement still needs to reflect good relational, caring and communication skills which will be part of the inherent experience course members will learn from.

### **2.3.5 Co-Training Cost**

Where 2 regional trainers are co-working the issue of income generation again presents itself as a challenge. PCUK wishes to respect the needs of each individual trainer, but asks all its trainers consider the spirit of PCUK's Mission and Vision when setting fees to make courses accessible, affordable and possible. As part of assessing the appetite for and affordability of RPCC, PCUK will keep a transparent dialogue open with all regional trainers to monitor various arrangements, needs, ways of working and costs.

## **2.4 Livedrive**

All of the RPCC material (and RPCC Marriage Version, if appropriate) will be made available to regional trainers through Livedrive. Head Office will provide trainers with instructions on how to use Livedrive and an invitation to access the material for downloading, once a Regional Training Scheme Agreement has been signed by both parties. Livedrive has the advantage of keeping the material readily updated and accessible e.g. if an alteration is required this can be done centrally in Livedrive and trainers informed of the update to download. Trainers will be provided with a named person at ACC Head Office so that any advice needed or difficulties arising can be centrally and readily managed.

## **2.5 RTS Codes and Evaluation**

### **2.5.1 Trainer Code**

Once the Regional Training Scheme Agreement has been signed, trainers will be issued with a trainer's code which will be personal to them and which they will keep throughout their Agreement with ACC/PCUK and which will need to be quoted in all correspondence to ACC/PCUK for accounting purposes.

### 2.5.2 Course Code

Trainers will need to complete a Trainer's Registration Form for each course they deliver, which will be made available to them through Livedrive and which they will need to return to Head Office before a course starts. This will enable trainers to be issued with a course code for each course they deliver, which they will then need to quote in all correspondence to ACC/PCUK and for accounting purposes. The course codes will also be used with survey monkey questionnaires (see below), which will ensure that feedback is course related.

### 2.5.3 Course Evaluation

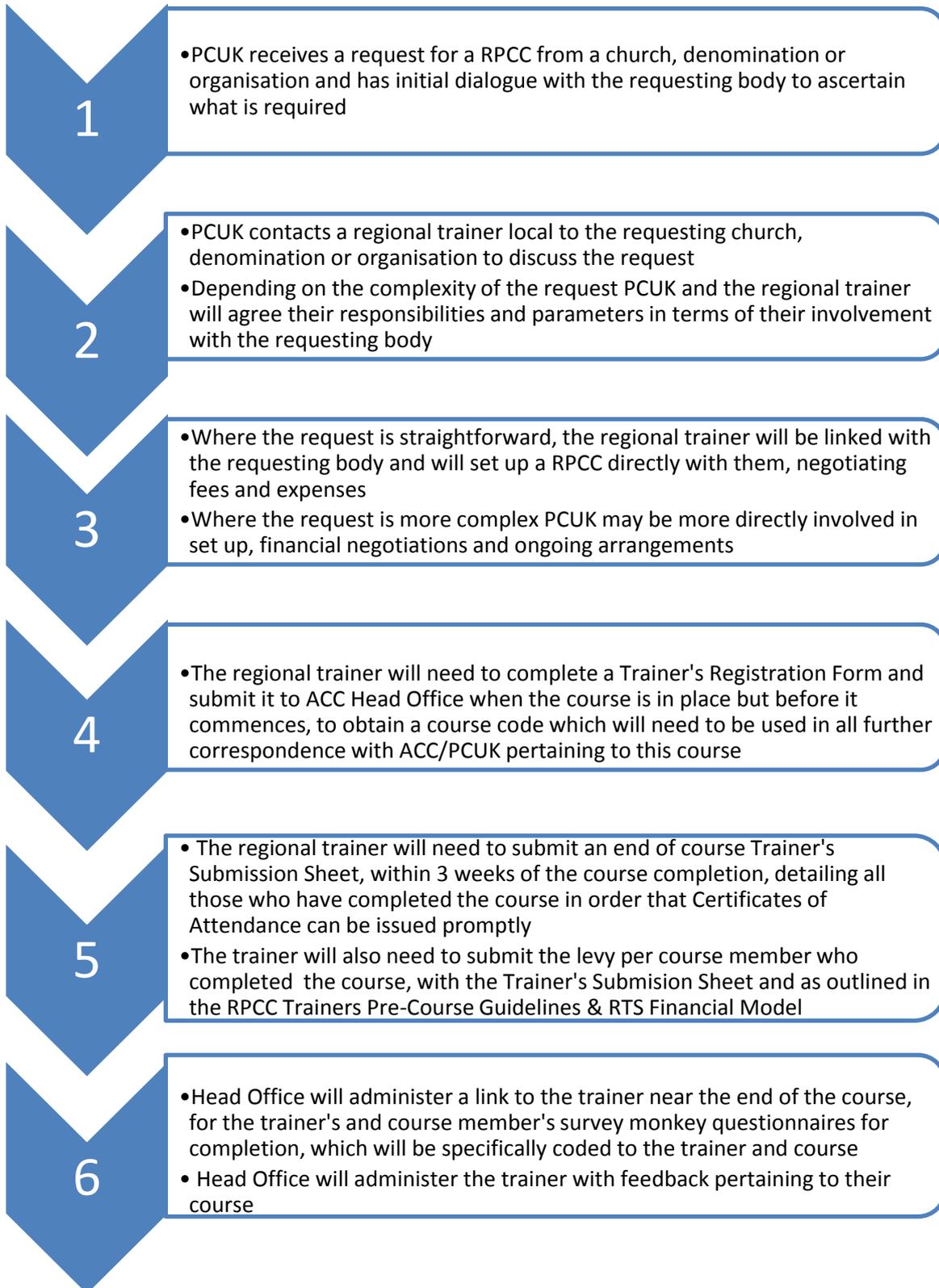
Course evaluation and feedback is undertaken through the use of on-line survey monkey questionnaires both for trainers and course members. From the information provided by trainers on the Trainer's Registration Form, Head Office will be able to note when a course is nearing the end and will send a link to both questionnaires to the trainer(s) concerned which can be coded to their course. In this way evaluation can be specifically attributed to individual courses and Head Office can provide each trainer with the evaluation pertaining to their course.

ACC/PCUK will have access to all the data and will use it for the purpose of developing the course material and processes as well as dialogue with regional trainers. ACC/PCUK additionally may produce reports e.g. board reports, using some of the material but in a general and non-identifiable capacity. Trainers will have access to all the data from their specific course but not from other trainer's courses unless this is dispersed by ACC/PCUK in general form for information and updates e.g. numbers of people involved in courses, feedback on the book reviews, any recommended books.

## 2.6 RPCC Processes

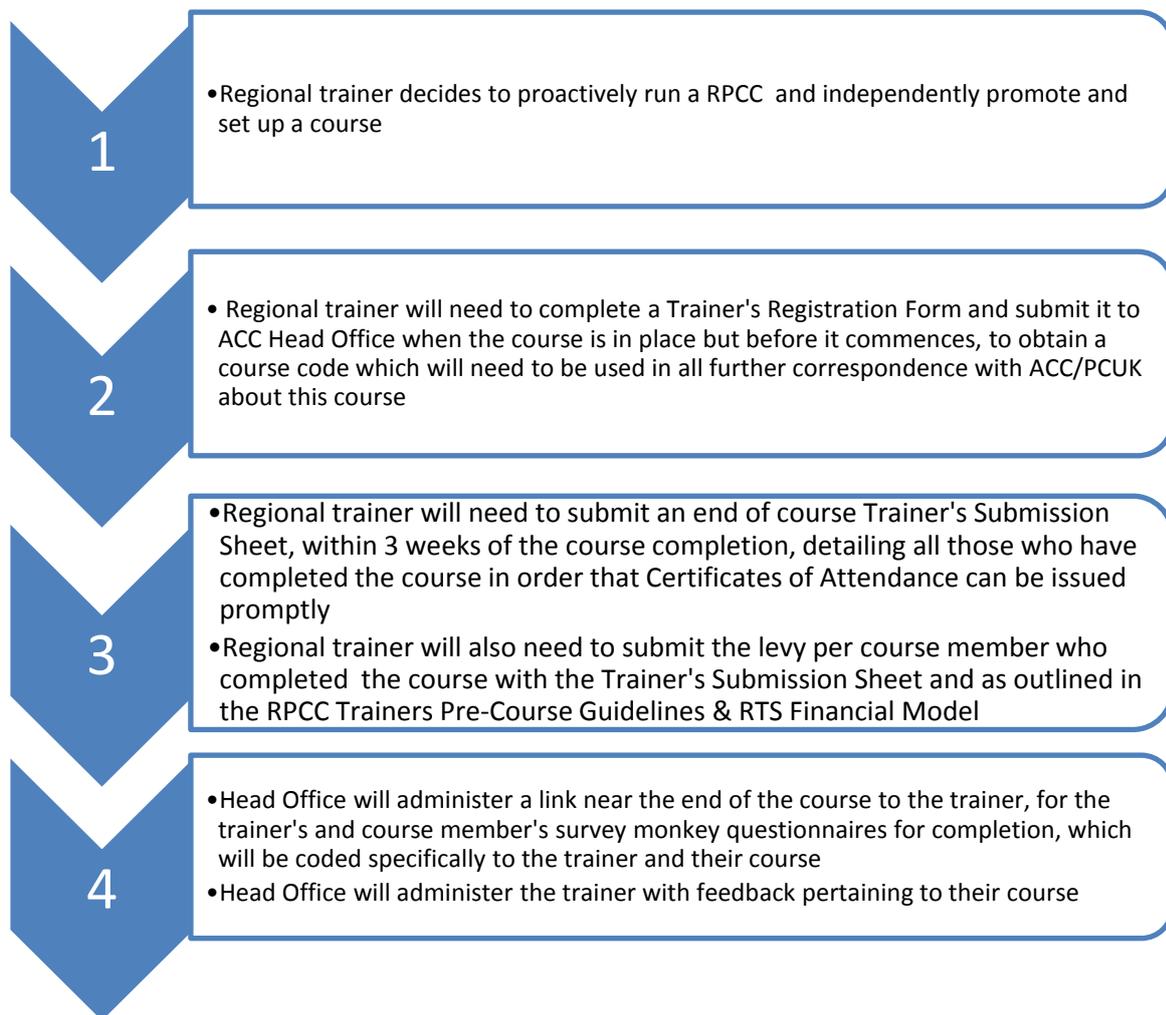
### 2.6.1 Processing RPCC's in response to training requests

Requests for training consist of varying degrees of complexity each of which may require a unique response, whilst maintaining some core processes. The flow chart below provides regional trainers with a general idea of the process involved.



## 2.6.2 Processing RPCC's which are proactively undertaken

In addition to responding to requests from churches, denominations and organisations it is hoped that regional trainers will be proactive in running courses independently. The flow chart below provides regional trainers with a general idea of the process involved.



## 2.7 Other PCUK Training Resources and Potential

PCUK has developed other training resources which we hope regional trainers will be able to promote, along with pastoral care membership. Some of these resources come in the form of self led material (Exploring Pastoral Care), some are more of a promotional 'taster' (Developing Quality Relationships) and some are bespoke workshops or training days that have been specifically requested. Whilst the RTS has first and foremost been established to facilitate the delivery of the RPCC, there will be potential for some trainers within it to offer other PCUK training. This potential is likely to develop organically, will be absorbed into the Scheme gradually and will be supported by appropriate structural arrangements.

## 2.8 RTS Relationships

### 2.8.1 Trainers Support of One Another

PCUK hopes that the RTS will be comprised of a growing, dynamic and supportive pool of people who are passionate about its Mission and Vision and who will prayerfully and relationally live out the essence of what they deliver through the RPCC, with one another.

## **2.8.2 Trainers Ownership on Developments**

PCUK hopes that regional trainers will have ownership on ways forward as it continues to serve and enable churches, organisations and communities to develop quality relationships and pastoral care and that a spirit of generosity will be present as ideas and resources are shared.

## **2.8.3 PCUK Support of Trainers**

PCUK will endeavour to provide ongoing support for trainers and to provide an annual opportunity for trainers to gather for updates, support, encouragement, prayer, networking and further training.

## **2.9 Renewal of RTS Agreement and Review**

### **2.9.1 Renewal of RTS Agreement**

The Regional Training Scheme signed Agreement will clarify the date by which the Agreement will be renewed. In the first instance renewal will be between 12-24 months to provide adequate time for trainers to set up and evaluate courses. Thereafter renewal periods will be discussed with the individual trainer.

### **2.9.2 Renewal and Overlapping RPCC's**

Where a RPCC is planned which overlaps the renewal period the trainer will inform the Director of Pastoral Care so a timely review can be arranged.

### **2.9.3 Review Process**

The review process will involve both informal ongoing review between the regional trainer and the Director of Pastoral Care as well as a formal written and verbal review which will provide the trainer with an opportunity to reflect on their practice and involvement in the Regional Training Scheme as well as to discuss any concerns or ideas. The review process will be seen as a 2 way learning and development process for the trainer and Pastoral Care UK.

## **2.10 Pastoral Care UK Publicity Guidelines**

As Pastoral Care UK (PCUK) continues to develop the work of resourcing individuals, churches and organisations in pastoral care, we ask you to respect some simple guidelines as you use its materials so that they remain consistent and are instantly recognisable as belonging to PCUK.

### **2.10.1 Pastoral Care UK logo**

Wherever possible, this should be used once at the top right of printed documents, though websites often display logos top left. Ideally, the logo should be on a plain and preferably white background. We ask that the shape of the logo or print words over the top are not changed.

### **2.10.2 Colours**

We ask that the blue and green colours of Pastoral Care UK, as in the logo, are respected and that any other colours used are blended with these.

### **2.10.3 Font or typeface**

We ask that sans serif fonts, e.g. Calibri or Arial, rather than serif fonts such as Times New Roman are used. We realise that not all computers have the same fonts and rely on your best judgement. Try using one font for headlines, and another for text - hopefully one font may do both.

### **2.10.4 Sign off**

We ask that you don't modify the sign off wording – it helps seekers to easily recognise the mission of PCUK and that it is part of ACC i.e.

Pastoral Care UK is part of the Association of Christian Counsellors,  
29 Momus Boulevard, Coventry CV2 5NA  
Tel. 0845 124 9569 and 024 7644 9694  
Email: office@acc-uk.org  
www.acc-uk.org, www.pastoralcareuk.org

### **2.10.5 Reproduction**

When reproducing the material for use, the trainer must ensure that it is not changed in any significant way, that PCUK ownership is acknowledged and that it is not reproduced as being material produced by another organisation.

## **2.11 Complaints Process**

### **2.11.1 Complaints about a Regional Trainer**

Pastoral Care UK will take seriously any complaints received about a regional trainer. Complaints about a regional trainer will be directed to the Director of Pastoral Care UK who will in the first instance, discuss the complaint with the trainer and identify a way forward between the trainer and the complainant. Where the complaint is of a serious nature PCUK reserves the right to cease an agreement immediately with the regional trainer without a notice period.

### **2.11.2 Complaints about Pastoral Care UK**

Complaints about Pastoral Care UK or the Director of Pastoral Care will also be taken seriously. Where a regional trainer, church, organisation or other individual involved, wishes to make a complaint against Pastoral Care UK or the Director of Pastoral Care this will be directed to the Chair of ACC for investigation and resolution.