



BABY FRIENDLY IMPLEMENTATION:

A five-day course for early years services staff

Online course participant pack

This course fulfils UNICEF UK Baby Friendly Initiative training requirements and provides information for those leading in early years services. Please read prior to the course.

Contents

Welcome and overview.....	2
Aims and expected learning outcomes.....	3-4
Timetables.....	5-9
Part 1: Pre-course e-learning via Litmos.....	10-11
Part 2: Taught course via Microsoft Teams..	12-14

WELCOME

We are pleased to welcome you to the UK Committee for UNICEF (UNICEF UK) Baby Friendly Initiative five-day online course for early years services staff. This course provides healthcare staff and other interested parties with a foundation for supporting optimal care for new mothers, their babies and families, and offers the opportunity to develop a training package. There will be a strong focus on the importance of relationship building, involving parents as true partners in care, and supporting breastmilk use and the transition to breastfeeding.

The course is ideal for leads new in post who are responsible for leading on the implementation of the standards in their service (or supporting the lead to do so), as it will cover all four key training areas in a condensed format.

The course consists of two parts: **Part 1: E-learning and pre-course activities** and **Part 2: Five taught course days over two sets of dates**. Each part builds upon previous content, so it is important for your overall learning experience that you complete all aspects of the training.

We hope you enjoy the course and go away from it with new information and renewed enthusiasm to provide optimal care for babies, their mothers, parents/primary caregivers and families.

COURSE OVERVIEW: PARTS 1 & 2

PART 1 (E-LEARNING & PRE-COURSE ACTIVITIES)

A few weeks before Part 2 of the course (the five taught days), you will be given access to our e-learning platform **Litmos**. The e-learning includes several downloadable documents to enhance your training and you will need to complete all of the modules prior to the first taught day of the course. We anticipate the e-learning will take 2-3 hours to complete, however it does not need to be completed at once. Your e-learning access will expire upon completion of the whole course. See page 9 for more information.

PART 2 (FIVE TAUGHT DAYS)

The five-day courses are delivered remotely via Microsoft Teams over an initial three days, followed by two days and with a gap of two weeks in between. Each day will run from 9:15-15:45 with plenty of comfort breaks scheduled. See timetables on pages 4-8.

There is a **planning activity** involved in Part 2 of the course. There will be time allocated at the end of Day 3 to prepare for this. It is expected that this activity will need to be completed **before** Day 4.

You will receive two workbooks in the post ahead of the course start date.

After the five taught days of the course, we strongly recommend that you complete a **practical element** to consolidate your learning and apply it in practice. Further details will be provided during the course, however this should involve you:

- *Supporting a breastfeeding mother to achieve effective feeding:* Carry out a feeding assessment and use props (e.g. dolls and breast models) or other tools (e.g. leaflets and videos) to either confirm what is going well or to make suggestions which could improve the mother's experience of feeding. You could also support a less experienced member of staff to gain confidence with this.
- *Building upon information gained during the course:* Consider the language you use to help build confidence in staff and mothers, including where you can encourage instinctive behaviours
- *Writing a short reflection on your experience:* This will enable you to take time to identify new approaches to the way you practice.

Due to confidentiality and copyright, we ask that you do not record the taught element of the course.

AIM OF THE COURSE

To provide staff in early years services and other interested parties with a foundation for supporting optimal care for babies, their mothers, parents/primary caregivers and families.

EXPECTED LEARNING OUTCOMES

At the end of the course, participants will be able to:

- Describe the UNICEF UK Baby Friendly Initiative standards for early years services.
- Explain how breastfeeding impacts on the physical and emotional health of mothers and babies.
- Demonstrate an understanding of the wider support networks available to support breastfeeding and the value of partnership working.
- Plan and deliver a short training session using materials from the training pack provided.
- Consider how the service can work collaboratively with other local services to provide an effective training programme.
- Describe the purpose of auditing and how this is carried out to support the implementation of the standards.
- Demonstrate an understanding of the vulnerability of infant feeding and parent-infant relationship building within the UK culture.
- Describe the stages of the Baby Friendly assessment process and the role of the Achieving Sustainability standards.

TIMETABLE: DAY 1

Time	Session	Outline of content
09.15	Participants join, welcome and IT check	Welcome Use of key technology features House-keeping arrangements
	Introductions	Introducing the course Getting to know each other Creating a safe learning environment and outline of the course
	Where are we now?	Infant feeding and relationship building in a UK context Introducing UNICEF and the Baby Friendly standards
11.00	Tea break (15 minutes)	
	Does breastfeeding matter?	Physical and emotional benefits of breastfeeding Taking a closer look at breastmilk
	Protecting breastfeeding	The International Code of Marketing of Breastmilk Substitutes Safer formula feeding
12.30	Lunch (45 minutes)	
	How breastfeeding works	Making milk Getting breastfeeding off to a good start. Importance of skin contact after birth
14.00	Tea break (15 minutes)	
	Supporting confident and effective breastfeeding	What a baby does to ensure a good milk transfer How a mother holds baby to help with effective feeding
15.30-15.45	Wrap up	Q&A Reflection and close

TIMETABLE: DAY 2

Time	Session	Outline of content
09.15	Welcome back	Welcome back Review of yesterday Recap of key messages
	Being responsive	Closeness Responsive breastfeeding and bottle feeding
	Pregnancy	The role of Early Years staff in supporting mothers during pregnancy Sensitive communication
11.00	Tea break (15 minutes)	
	Protecting breastfeeding	Supporting effective breastfeeding Appropriate introduction of solids
	Baby's first relationship	How love and nurture helps with babies brain development Communicating with new mothers
12.45	Lunch (45 minutes)	
	Exploring our role	Scenarios of possible day -to-day experiences
	Comfort break	
	Moving forward	Making plans and thinking about how to put knowledge gained into practice within Early Years settings Understanding our roles, responsibilities and boundaries
15:30-15:45	Wrap up and close	Q&A Reflection and close

TIMETABLE: DAY 3

Time	Session	Outline of content
09.15	Welcome back	Welcome back Icebreaker
	Understanding the learning process	How adults learn Different types of participants Managing challenging participants
11.00	Tea break (15 minutes)	
	Delivering training: Part 1	Overview of the Baby Friendly Training Pack – level 1
12.15	Lunch (45 minutes)	
13.00	Delivering training: Part 2	Overview of the Baby Friendly Training Pack – level 2 Case studies
	Being an effective facilitator	Creating memorable training Teaching and Learning activities Reviewing learning
	Planning training	Working collaboratively to achieve training outcomes
15.15 - 15.45	Planning exercise and close	Group planning exercise Wrap up and close

TIMETABLE: DAY 4

Time	Session	Outline of content
09.15	Welcome back	Welcome back IT check
	Planning a session feedback	Feedback on planning exercise
10.45	Tea break (15 minutes)	
	Evaluating learning and outcomes	Education cycle Assessing learning Why audit Monitoring outcomes
	Staff interviews	Sample staff interview and discussion
12.45	Lunch (45 minutes)	
	Mother interviews	Sample mother interview and discussion
	Scoring and planning	Scoring and using results to action plan
15.30 - 15.45	Wrap up	Wrap up and close

TIMETABLE: DAY 5

Time	Session	Outline of content
09.15	Welcome back	Welcome back IT check Thoughts from yesterday
	Challenges	National and local drivers Vulnerability of breastfeeding in the UK
	The change process	Reactions to and adapting to change Enabling sustainable change
	Leadership	Who should lead the project? Working collaboratively The role of the Baby Friendly project lead Time management
11.00	Tea break (15 minutes)	
	Leadership	Project management tools The role of the leadership team Building support from managers and the wider team
12.45	Lunch (45 minutes)	
	Culture	What does a positive culture look like Mechanisms to support a positive culture
	Monitoring and evaluation	Ensuring standards remain on track Tools and resources to support monitoring
	Assessment process	Planning meeting Building a firm foundation—Stage 1 An educated workforce—Stage 2 Parents' experiences—Stage 3 Achieving Sustainability
15.30— 15:45	Wrap up and close	Queries, evaluation and close at 15.45

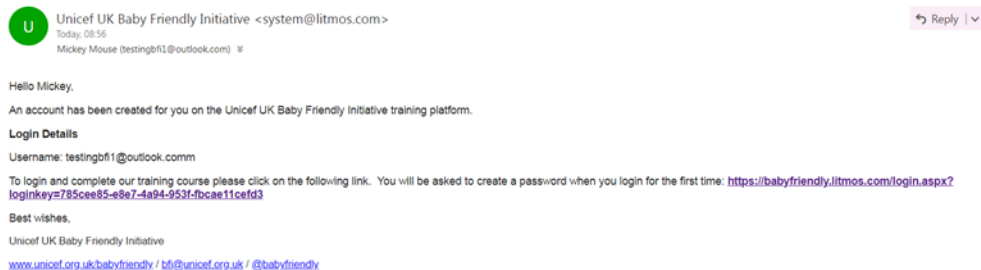
PART 1: PRE-COURSE E-LEARNING

Before the start of the course, you will need to complete the pre-course e-learning. This is accessed via a learning management system called **Litmos** at babyfriendly.litmos.com.


INSTRUCTIONS

1. You will receive an email to register on the system:

E-learning login information - Unicef UK Baby Friendly Initiative



2. Click the link in the email and complete the registration page:



Section 1 – Enter your first and last name

Hello Mickey Mouse

1. Confirm your name
* is required field

Please make sure that we have your first and last names correct.

First Name*

Mickey

Last Name*

Mouse

Section 2 – Create your password

Next time you login you will use the following username and password

Username: testingbf1@outlook.com

Password*

Your password must be at least 6 characters long

Confirm password*

Confirm your password by entering it again

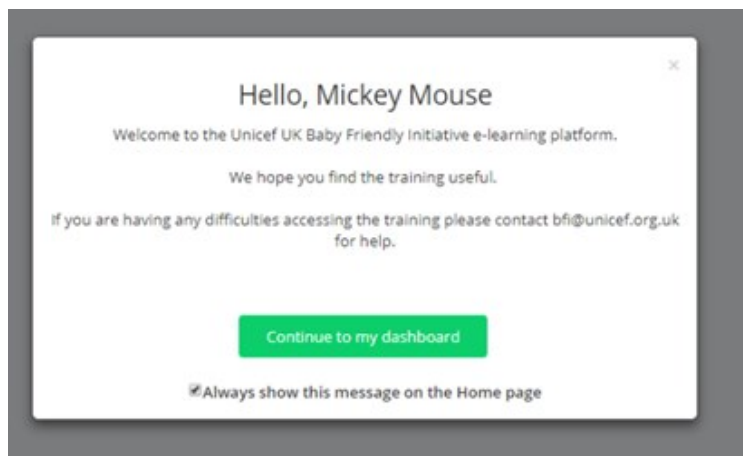
Section 3 – Optional – you can enter any additional information, but this isn't required, so you can skip this section

3. Additional information

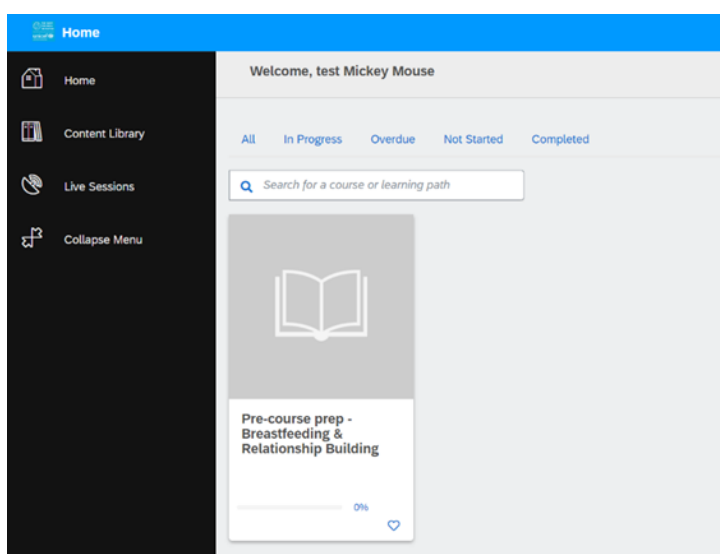
Job title

Note: if you are already registered in Litmos for one of our other e-learning courses, you will only need to repeat this step if using a different email address. Otherwise you should log in with your existing password, and the course will be assigned to your account.

3. Click the green **continue** button. You will be logged in and will see the following welcome message:



4. Click the green **continue to my dashboard** button and you will see the training courses that have been assigned to you. Click on the course title and picture to begin:



The course is made up of short pieces of content called **modules** (either text and images, slides or videos). The course doesn't have to be completed all at once. You can stop working and come back later to resume where you left by visiting babyfriendly.litmos.com to login with your username (your email address) and password. If you have forgotten your password, you can reset it from here.

System requirements for using Litmos

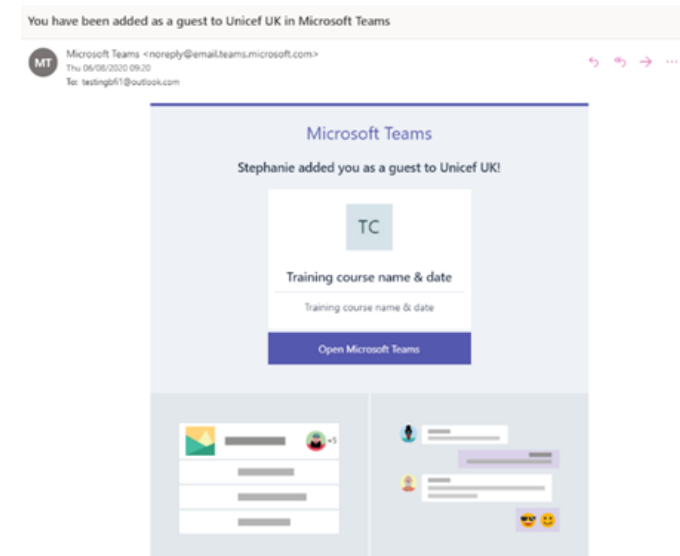
Litmos makes every effort to test and support the most recent versions of all browsers, and recommends using the latest stable versions from: Apple Safari / Google Chrome / Mozilla Firefox / Microsoft Edge.
With JavaScript and Cookies enabled

Internet Explorer is **not** recommended and is no longer supported by Microsoft. We are aware of issues from users accessing Litmos from this browser (e.g., unable to see the course content). Therefore if you are experiencing issues using Internet Explorer, please try a different browser.

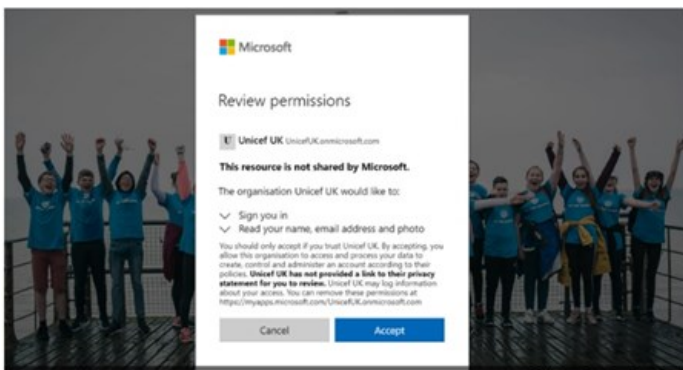
If you have any trouble accessing the course, please contact bfi@unicef.org.uk

PART 2: TAUGHT COURSE VIA MICROSOFT TEAMS

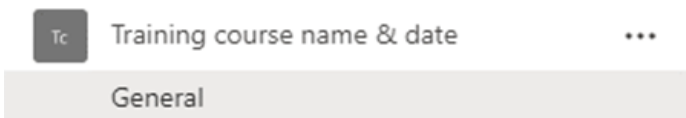
To join the two taught days of the online course, you will need to access Microsoft Teams and have downloaded the **Teams app**. Please let us know the email address that you use to access Teams (either via your workplace or by using a Microsoft account). For information on Teams, please [read this guide](#).



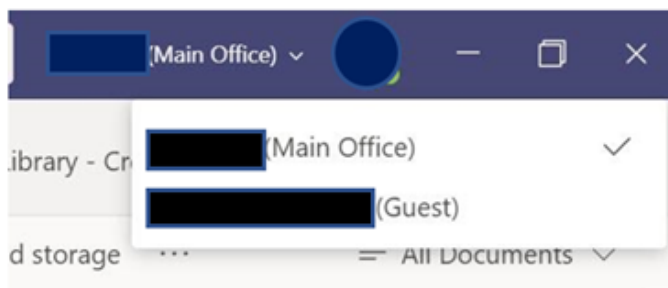
1. We will add you as a guest to a specific **Team** for the training course you are attending. You will receive an email to let you know you have been added to the Team.



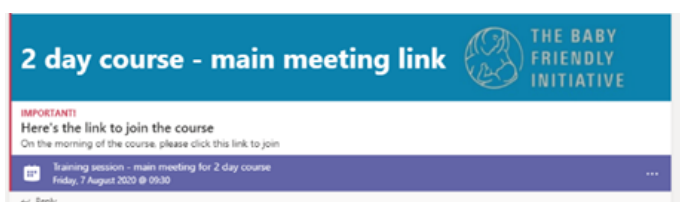
2. You may see a screen asking you to review permissions, click **Accept** to proceed.



3. In your Teams app, you will then have access to the Team for the course. Click the **General** channel to access the meeting link.



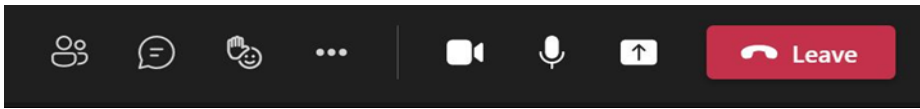
4. If you use Teams for work, you may need to select the **UNICEF UK network** from the drop down by your profile picture to switch between your main account and guest access with UNICEF.



5. We will send an invite for the main meeting link for the course, and the link will also be posted in the **General channel** of the Team. On the day of the course, you can click "join" when the meeting has started from the link on the General channel.

FURTHER GUIDANCE ON MICROSOFT TEAMS

During the meeting, there is a **command bar** which will appear at the top of your screen.



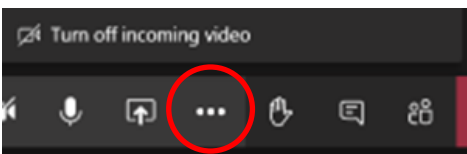
You can change your **video** and **audio** settings by pressing the buttons here:



Camera and audio are on.

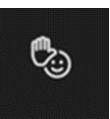


Camera and audio are off. We recommend muting your microphone when you're not speaking to minimise any background noise for others.



You can access more menu options by clicking the **ellipsis**.

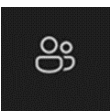
Turn off incoming video will mean you stay connected by audio, but will no longer see anyone else's video feed. Others on the call will still see the video, but this will help if you feel your connection is breaking up, as it may improve call quality.



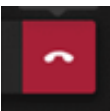
You can **raise (or lower)** your hand to get the tutor's attention or ask a question by clicking this icon. A small yellow hand icon will appear next to your name, and remain until you click the button again to lower it.



Click the **message** icon to show the **conversation pane** that will appear on the far right-hand side. The conversation pane will bring up the chat box which will be used throughout the course.

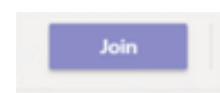


Click the **people** icon to show the **participants pane** that will appear on the far right-hand side.



You can leave the meeting by clicking the red phone icon to **hang up**.

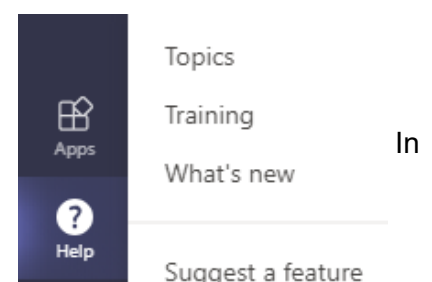
If you accidentally leave a call, you can re-join via the meeting link, or from the meeting chat page where there should be a purple **join** button.



FURTHER HELP

There's a **Help section** in the bottom-left corner of Teams.

Click either **Topics** or **Training** to find out more about how to use Teams. **Training** there's a number of short videos to take you through learning something new, or if you just want a refresher.



TIPS FOR TEAMS

We recommend considering the following aspects for joining the course via video call:

- Test your setup before the course – make sure you have downloaded the Teams app and tested your computer settings and internet connection before the course.
- Find a quiet space to work, if you can, and use headphones to help improve the sound quality.
- Mute your microphone when not speaking to minimise background noise to the group. Remember to unmute if you are asking a question.
- Consider your camera setup – having the light source to the side or in front of you will work best. Please have your camera on at all times during the course, if possible.
- Troubleshooting – if you have connection issues, try closing down anything else on your computer and restarting Teams. You can make a test call and review your devices by clicking your profile picture in the top right, clicking Settings and then Devices.
- We recommend joining from a computer or laptop rather than any other device (e.g., iPad or mobile). Joining on other devices may limit your functionality to take part in the course via chat and breakout rooms and we will be unable to provide specific technical support for this.

Settings

General

Privacy

Notifications

Devices

Permissions

Calls

Plantronics Blackwire 3225 Series

Speaker

Headset Earphone (Plantronics Blackwire 3225 Series)

Microphone

Headset Microphone (Plantronics Blackwire 3225 Series)

Make a test call

Secondary ringer

None

Camera

USB Video Device