

Tier 1: your route through the training

Tier 1 has two parts. You need to finish both to be fully trained.

Key

A step to do

A question to check

Help and support

Start: you work in a CQC-registered health or social care service

Which tier does your role need?
Your employer tells you, based on your job.

Tier 2 route
For staff who give care and support. Same eLearning, then a 1-day face-to-face session.
[See the Tier 2 route](#)
[Enquire with MDT Online](#)

1 Read Oliver's story first
Watch the video and read about Oliver on our Oliver McGowan page.

Need help?
Stuck registering or logging in? Call MDT Online.
[01420 377333](tel:01420377333)

2 PART 1 • ABOUT 90 MINUTES
Complete the eLearning

- Register free at portale-lfh.org.uk
- Search “Oliver McGowan” and launch Part 1 of 2
- Do the short surveys before and after, then save your certificate

3 PART 2 • 1 HOUR, LIVE ONLINE
Join the interactive session
Co-delivered by a trainer, an autistic person and a person with a learning disability. Book it soon after Part 1 while it's fresh.

Was Part 2 within 6 months of Part 1?
NHS England guidance

Refresh Part 1
Redo the eLearning, then book Part 2.

4 Record your training
Give both certificates to your manager. Your employer keeps them as evidence for CQC (Regulation 18: Staffing).

Tier 1 complete
Ask your employer when you need to refresh