ODYSSEY RECEPTION TIMETABLE

TIME	DURATION	PRESENTATION	CONTENT
10:00hrs	10 mins	Discussion	Introduction/orientation
10:10hrs	10 mins	TAS ppt 'what,when,how..'	Overview the introduction of TAS into BFGHS
10:20hrs	10 mins	Reception ppt	What is TAS reception…..
10:30hrs	20 mins	Discussion in groups and feedback	List skills important as a first point of contact for an organisation Consider risks to t/c
10:50hrs	15 mins	Whole group discussion	Confidentiality applicable to role
11:05hrs	15 mins	Handout	Caldicott and DPA quick reference
11:20hrs	10mins	Demonstration quick time	Odyssey Reception simple demo
11:30hrs	30 mins	Demonstration slow time making reference to 'User Guide'	Demonstrate all functions of Odyssey Reception.
12:00hrs	30 mins	**BREAK**	
12:30hrs	60 mins	Practice	Using given scenarios
13:30hrs	15 mins	'live' demonstration	Demonstration of call handling by trainers
13:45hrs	15 mins	**BREAK**	
14:00hrs	50 mins	Delegates demonstrate system with feedback	Demonstration of TAS reception by delegates
14:50hrs	20 mins	Complete 'Trainee workbook'	Complete 'self assessment' and identify further 'learning points'
15:10hrs	10 mins	Evaluation	Complete evaluation forms
15:20hrs		**CLOSE**	