



OLIVER MCGOWAN MANDATORY TRAINING

BROCHURE





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Hello...

We are First Response Training. We have been delivering tailored training solutions for health and social care for over 25 years. We work with local and national care providers, NHS Trusts, dental practices and care recruitment agencies across the UK.

Our health and social care trainers are carefully chosen based on their relevant professional experience and training skills, and undergo regular professional development to keep their knowledge updated and ensure high quality delivery.



We are quality assured to deliver the Oliver McGowan Mandatory Training on Learning Disability and Autism through the Quality Assured Care Learning Service from the Department of Health and Social Care and Skills for Care. Please read on to find out more...



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firstresponsetraining.com

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What is Oliver's Training?

The [Oliver McGowan Mandatory Training on Learning Disability and Autism](#) is named after Oliver McGowan, whose tragic and avoidable death in hospital at the age of 18 shone a light on the need for staff in health and social care services to have better training in how to meet the needs of autistic people and people with learning disabilities.

Following years of tireless campaigning by Oliver's family, the [Health and Care Act 2022](#) introduced the statutory requirement that all CQC-regulated service providers must ensure their staff receive learning disability and autism training appropriate to their role.

Developed by [Health Education England](#) and [Skills for Care](#), in collaboration with people with a learning disability and autistic people, the Oliver McGowan Mandatory Training is the government's preferred and recommended training for health and social care staff. It provides them with the right skills and knowledge to provide safe, compassionate and informed care to people with a learning disability and autistic people, with the aim of preventing anyone else from experiencing what Oliver went through.



Oliver McGowan's Story

As an infant, Oliver contracted meningitis and, as a result, received diagnoses of mild hemiplegia, focal partial epilepsy, a mild learning disability and high functioning autism. As a teenager, with several sporting accomplishments under his belt, Oliver began to train as a Paralympian.

In 2005, Oliver experienced seizures and was admitted to hospital, where he was given antidepressants. Later that year, his seizures worsened and he was readmitted. Despite having no diagnosis of psychosis or a mental health disorder, Oliver was held against his will and given antipsychotic medication.

This had a hugely negative impact on his mood and doctors noted that Oliver was sensitive to antipsychotics. After the medication was withdrawn, both his mood and the seizures returned to normal. In April the following year, Oliver was admitted again, experiencing partial seizures. Again, antipsychotics were



administered and Oliver experienced a range of distressing side effects. However, medical staff believed his symptoms were behavioural and Oliver was moved to a specialist adult hospital where staff restrained him, prescribed him further antipsychotic medication and denied him privacy during his daily care. Oliver was then transferred to a Psychiatric Intensive Care unit where he received support from a specialist learning disability team who immediately recognised that he did not need to be detained. They removed all antipsychotic medication from his treatment.

Oliver's Story continued



In October 2016, Oliver experienced a cluster of partial seizures and was admitted to a general hospital. Staff sedated Oliver and again gave him antipsychotic medication. Oliver became extremely unwell and staff suspected he was experiencing a life-threatening reaction to the antipsychotic medication. His brain was now so badly damaged that he would be profoundly disabled, have no speech or understanding of language, and no way of communicating.

Oliver died on 11th November 2016. He was just 18 years old. An independent learning disability mortality review (LeDeR) unanimously concluded that Oliver's death was potentially avoidable. Oliver's family believe that he died because clinicians did not understand learning disability and/or autism and how this affects a person, and did not understand how to make reasonable adjustments for Oliver.

"I believed that all health and social care staff should receive appropriate and meaningful training to help them understand people who have a learning disability or are autistic or both."

Paula McGowan, OBE
Oliver's mother

Our Vision & Mission

At First Response Training, we believe Oliver's story should never be repeated...

Our Vision

To empower staff to transform their practice by embracing the lived experiences of autistic individuals and those with learning disabilities. Through the collaborative strength of our trios—facilitating trainers and experts—we aim to inspire lasting change on how individuals are understood, supported, and valued.

We want to create a culture of genuine understanding, reflection, and action across health and social care. We do this by embedding the voices of people with lived experience at the heart of every session and by equipping professionals to offer respectful, person-centred care.

Our Mission

We don't just deliver training—we deliver change. Our mission is to:

- **Empower learners** through sharing Oliver's story in a way that creates a healthy environment of self-reflection
- **Support Experts** with Lived Experience to share their stories with confidence and grow
- **Draw out the expertise** in the room, by encouraging learners to share their experiences, knowledge, and the local context



Our Impact



35,000+

learners trained in Oliver's Training across health care, social care and the third sector



80+

Experts with Lived Experience employed across the UK, many of whom were previously out of work



20+

NHS Trusts, 7+ ICBs and multiple national charities have trusted us to build sustainable partnerships, working together to measure ongoing impact



RECOGNISED CONTRIBUTIONS

to national thinking around inclusion, workforce development and co-production. We work closely with NHSE, the Department of Health and Social Care and the Department for Work and Pensions



Rob Brooks, Senior Workforce Transformation Manager Apprenticeships & Education, North East London NHS Foundation Trust (NELFT):

“The impact has been clear: staff have spoken about how powerful it is to hear directly from people with lived experience. One delegate said, 'This training has fundamentally changed how I interact with patients with learning disabilities and autism.' Feedback like this shows the real difference this training is making across our services.”

Oliver's Training



The Oliver McGowan Mandatory Training on Learning Disability and Autism is a standardised training package co-developed by Health Education England (now part of NHS England) and Skills for Care. It has been designed, delivered and evaluated with the help of people with learning disabilities and autistic people. There are two different tiers of training available and staff should complete **EITHER** Tier 1 **OR** Tier 2 depending on their role. It is the responsibility of health and social care employers to ensure staff receive the level of training appropriate to their roles.

Tier 1

eLearning +
interactive online
session

Staff who require only a general awareness of the support that autistic people or people with a learning disability may need. Tier 1 may be suitable for staff who do not have patient-facing roles or do not make decisions about people who use the service.

Tier 2

eLearning +
face-to-face training

Staff with responsibility for providing care and support for autistic people or people with learning disabilities. This includes anyone who may be required to provide a service to an autistic person or someone with a learning disability, or who may be required to make decisions about their care.

We can provide public, open access courses for both the Tier 1 Part 2 webinar and Tier 2 Part 2 classroom training. Please contact us for more information, including available dates.

Delivery Model



Tier 1

Health and care staff who require a general awareness of the care and support that people with learning disabilities or autistic people may need



90 minute eLearning with handbook

and



60 minute online interactive webinar

An autistic expert with lived experience and an expert with lived experience of learning disability will co-deliver the session, supported by a Tier 1 Facilitating Trainer

OR

Tier 2

Health and care staff who may need to provide care and support for people with a learning disability and/or autistic people



90 minute eLearning with handbook

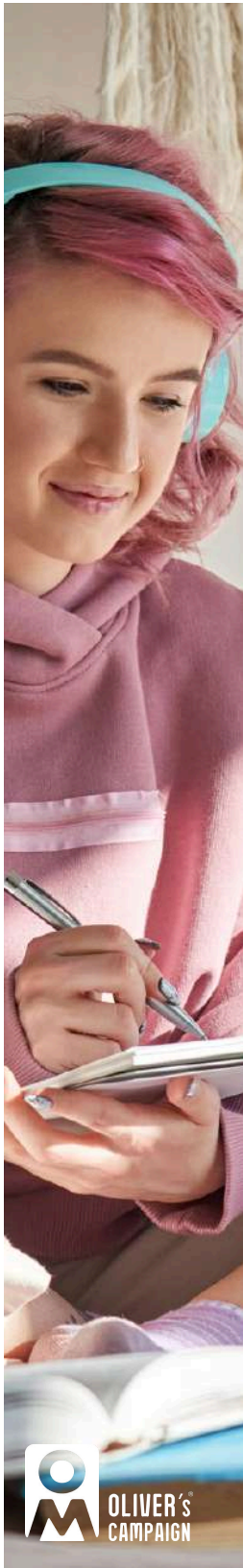
and



1-day face-to-face training course

An autistic expert with lived experience and an expert with lived experience of learning disability will co-deliver the session, supported by a Tier 2 Facilitating Trainer

We can provide public, open access courses for both the Tier 1 Part 2 webinar and Tier 2 Part 2 classroom training. Please contact us for more information, including available dates.



Training Team

During initial evaluations of the Oliver McGowan Mandatory Training, it became evident how important it was to include people with lived experience in the delivery.

As such, both the 60 minute interactive online webinar and the 1-day face-to-face training course must be co-delivered by a trio of trainers. A person with a learning disability and an autistic person, both known as Experts with Lived Experience, will lead the session, supported by an experienced Facilitating Trainer.



An approved Facilitating Trainer for the Oliver McGowan Mandatory Training will support delivery of the 60-minute interactive online webinar (for Tier 1) or the 1-day face-to-face training course (for Tier 2)



An expert with lived experience of learning disability co-trainer will deliver the training



An autistic expert with lived experience co-trainer will also deliver the training

Tier 1 Part 2

Oliver's Training



LEARNING OUTCOMES

- Talked with a person with a learning disability and an autistic person
- Thought about information that is wrong within society, about people with a learning disability and autistic people
- Listened to examples about how a disability or difficulty, cannot always be seen
- Understood that everyone is different and has different needs
- Explained the importance of not making assumptions about what people need
- Talked about types of reasonable adjustment



60-minute session



Online interactive webinar



Maximum 30 learners



Delivered by Trainer Trio

from £300.00 + VAT

Tier 2 Part 2 Oliver's Training



LEARNING OUTCOMES

- Avoiding diagnostic overshadowing
- Frequently co-occurring conditions (co-morbidities)
- The laws: Mental Capacity Act, Human Rights Act, Autism Act
- Reasonable Adjustments including Hospital Passports
- Culture (professional bias and subconscious beliefs); professional behaviour and impact on outcomes and other people's behaviour
- How to communicate in accessible ways
- How to understand what the person (and their family) is saying
- Ask Listen Do
- Learning from LeDer
- Annual health checks



6-hour / full day session



Face-to-face training course



Maximum 30 learners



Delivered by Trainer Trio

from £1500.00 + VAT



Train the Trainer

The [Oliver McGowan Mandatory Training on Learning Disability and Autism](#) also includes a Train the Trainer programme in order to upskill people to be able to deliver Oliver's Training. Learners must be trained in trios - a facilitating / lead trainer and two experts with lived experience co-trainers.

There are two distinct train the trainer routes depending on whether learners want to be able to deliver Tier 1 or Tier 2 of Oliver's Training. Training Trios can be upskilled to deliver both tiers, if they complete both Train the Trainer programmes.

First Response Training can provide Train the Trainer courses for the Oliver McGowan Mandatory Training. [Please contact us on freephone 0800 310 2300 to learn more.](#)



Our Team for Oliver's Training



FACILITATING TRAINERS

We have a large team of approved Tier 1 and Tier 2 Facilitating Trainers based across the UK. Each trainer is carefully selected not only for their qualifications and subject matter expertise, but also for their ability to create a safe, reflective learning environment. Our highly skilled Facilitating Trainers know how to hold space for self-reflection, enable meaningful dialogue, and amplify the voices of our Experts with Lived Experience. We also have 7 Lead Trainers across the UK who provide Train the Trainer and CPD support for the training team



EXPERTS WITH LIVED EXPERIENCE

We work closely with national charities, local job coaches, support workers, and community networks, to identify and recruit people with lived experience of learning disabilities and/or autism to become Expert Co-Trainers. We now have over 80 Experts based across the UK. The presence of Experts in every session creates powerful moments of learning and reflection for participants, while delivering genuine, lasting social impact



OLIVER MCGOWAN MANDATORY TRAINING TEAM

Our dedicated Oliver McGowan Mandatory Training Team oversees national delivery of the programme, ensuring high-quality, person-centred training every step of the way. They coordinate the recruitment, onboarding, and pastoral support of our Experts with Lived Experience—supporting with travel planning, Access to Work, and session readiness. The team also works closely with Facilitating Trainers to maintain session quality and alignment with NHS standards. Through regular welfare check-ins and inclusive practice, they ensure every training event is safe, impactful, and empowering—for both learners and those delivering the training.

Our Experience Delivering Oliver's Training



First Response Training was one of the first providers in the UK approved by Health Education England to deliver the [Oliver McGowan Mandatory Training on Learning Disability and Autism](#).

Since then, we've worked in partnership with over 7 Integrated Care Boards (ICBs) and more than 20 NHS Trusts, delivering Oliver's Training to a diverse range of staff across the health, social care, and third sectors. Our reach spans acute, mental health, community, ambulance and primary care settings, as well as care providers, local authorities, and national charities.

We have delivered over 1,180 Tier 1 webinars and 800 Tier 2 face-to-face sessions—training more than 35,000 learners to date. Our Approved Trainer Trios, comprising Facilitating Trainers and Experts with Lived Experience, deliver sessions nationally with consistently high feedback ratings and a strong emphasis on reflective, impactful learning. We are quality assured to deliver Oliver McGowan Mandatory Training through the Quality Assured Care Learning Service from the Department of Health and Social Care and Skills for Care.

Our Delivery Model for Oliver's Training



WE OFFER:

- ✓ Dedicated account management
- ✓ Strategic rollout planning and scheduling support
- ✓ An experienced, office-based Oliver McGowan Training Lead Team
- ✓ Approved and quality-assured Trainer Trios
- ✓ Robust pastoral support for Experts with Lived Experience
- ✓ Full compliance with NHS England's delivery model
- ✓ Extensive cross-sector experience
- ✓ Flexible delivery, including open course dates

Useful Links



ELEARNING FOR HEALTHCARE (E-LFH)

[Click here](#) to find out more about the free eLearning that makes up Part 1 of both Tier 1 and Tier 2 of Oliver's Training, created in partnership with NHS England and Skills for Care



NHS ENGLAND

[Find out more](#) about the Oliver McGowan Mandatory Training from NHS England, including a specially developed information video and related documents



SKILLS FOR CARE

[View more information](#) about Oliver's Training on Skills for Care's website



OLIVER'S CAMPAIGN

[Learn more detail](#) about Oliver's story and his family's campaign, including a wide range of resources



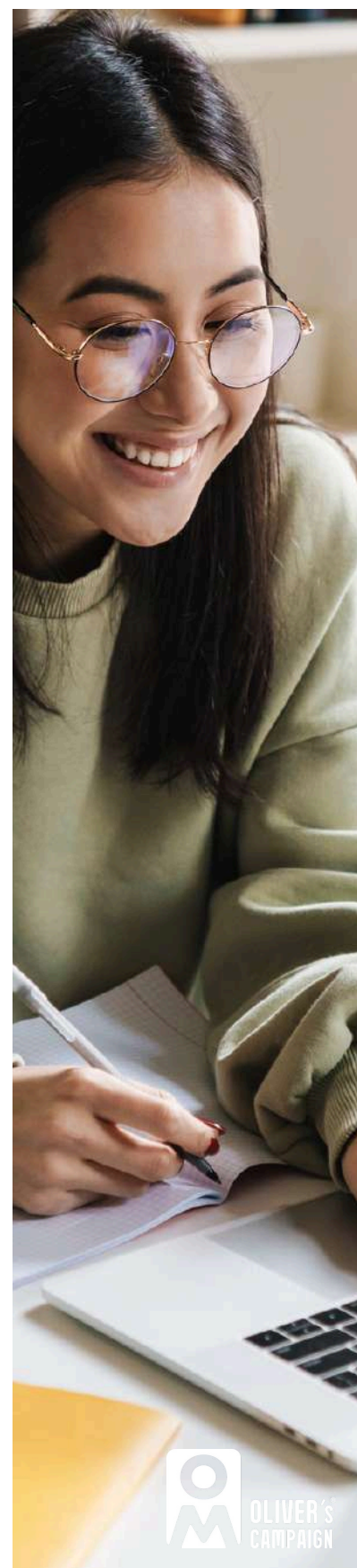
OLIVER MCGOWAN DRAFT CODE OF PRACTICE

[Read the](#) Oliver McGowan draft code of practice on statutory learning disability and autism training



LOCAL GOVERNMENT ASSOCIATION

[Visit the website](#) for more information and guidance for local authorities





Additional Training Solutions

We provide a wide range of training for all industry sectors and across a diverse range of subjects. In addition to delivering the Oliver McGowan Mandatory Training on Learning Disability and Autism, we can also offer the following subject areas:

- Health and Social Care
- Health and Safety
- Fire Safety
- First Aid
- Food Safety
- Asbestos Awareness
- Confined Spaces
- Legionella Awareness
- Personal Protection Equipment
- Sharps / Needlestick Awareness
- Working at Height
- General Data Protection Regulation (GDPR)
- Equality and Diversity
- Environmental Awareness
- Business Skills
- Microsoft Office
- Hospitality
- Early Years, Childcare & Schools



Quality Assurance



OUR COURSES

We have a dedicated Curriculum Team, featuring a Curriculum Manager and external Curriculum specialists. We are accredited by Advantage Accreditation and they quality assure our training courses



OUR TRAINERS

We have a robust recruitment and induction process, hold profiles, certificates and CPD records for all trainers and regular conduct IQA visits on them



OUR SYSTEMS

We have a documented Quality Assurance Policy and Quality Framework in place as well as a robust Incidents procedure and quality KPIs assigned to all business areas, monitored and reported on monthly



OUR ORGANISATION

We are quality assured to deliver Oliver McGowan Mandatory Training through the Quality Assured Care Learning Service and have further links with national awarding and professional bodies.



Clients come to us, and consistently stay with us, because of our robust quality management systems

FEEDBACK

View or leave feedback for us on Facebook, Google or Trust Pilot, or contact our team



Book With Us

If you would like to find out more about undergoing the Oliver McGowan Mandatory Training on Learning Disability and Autism with us, please get in touch with us today.

You can call our freephone 0800 number, e-mail us, submit an enquiry via the contact form on our website or even make a simple purchase on our online shop.

If you already have an Account Manager, you can contact them directly to assist with your requirements for Oliver's Training, they will be more than happy to help.

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shop.firstresponsetraining.com

