

WAVE

Welfare and Vulnerability Engagement Course



The Welfare and Vulnerability Engagement (WAVE) course is designed to equip individuals in customer-facing roles with awareness of vulnerability and their responsibilities towards customers. It includes two key components: WAVE training, which provides knowledge on recognising and assisting vulnerable individuals, and the Ask for Angela campaign, enabling people in unsafe situations to discreetly seek help from trained staff using a code word.

Areas covered

- What is the WAVE programme?
- Key principles
- Defining vulnerability
- Recognising vulnerability
- Interventions
- Reporting and recording (vulnerability log)
- Spiking
- Ask for Angela



Who is it aimed at?

This course is designed for anyone working in a customer-facing role or licensed premises, focusing on identifying vulnerability and making appropriate interventions.



Multi-device compatible

This course is compatible with most popular desktops, tablets and mobile devices.



Key details at a glance

- Duration:** 45 minutes
- Assessment:** Multiple-choice questions
- Certificated:** Yes – Highfield Completion Certificate
- Support:** 01302 363277
support@highfield.co.uk
- Localisation:** UK