An important qualification from The At Work Partnership

qualification >>

Certificate in OH Case Management

27 – 29 January 2027
A Virtual Course

A practical three-day qualification from **The At Work Partnership** designed to train occupational health and other professionals in the theory and practice of case management skills – in order to improve absence management, job retention and return-to-work outcomes.

Course director and chair: *Dr Nerys Williams,* occupational physician

CPD: Self-certification schemes: 18 hours

An important qualification from **The At Work Partnership**

With the support of **Brunel University London**

- Making the case for OH case management
- Applying the biopsychosocial model in your OH practice
- Case management in practice
- Motivational interviewing and communication skills
- Difficult cases
- Long-term conditions
- Mental health case management
- Legal framework

SPECIAL OFFER
Save £100 + VAT for bookings paid by 9 Dec 2026

"Really informative, well thought out and very well delivered by all"
Charlotte Gilley, nurse manager, Center Parcs

"The power and benefits of case management in a nutshell"
Rosie Rutledge, advanced practitioner OT, Belfast HSC Trust

Programme Summary

The full course programme can be found on our website: **www.atworkpartnership.co.uk**

DAY 1: Wed 27 Jan 2027

8.55 Registration

9.00 Welcome and introduction

Dr Nerys Williams

- Introduction to case management in OH
- The five steps: developing a structured approach to case management

10.00 The biopsychosocial model – using the 'psychosocial flags' framework in OH

Dr Kim Burton

- The principles of the flags framework

11.50 Using evidence-based approaches

Dr Kim Burton

- Evidence-based approaches to common health problems
- Putting the flags into practice
- Return to work plans

(Includes lunch break)

14.40 Legal framework – disability and long-term absence

Prof Diana Kloss

- Guidance on Equality Act 2010, disability and long-term absence, consent and confidentiality, reasonable adjustments, ill-health retirement & fitness to work

16.10 Legal & practice Q&A

Prof Diana Kloss* and *Dr Nerys Williams

16.35 Close of day

DAY 2: Thurs 28 Jan 2027

8.55 Registration

9.00 Welcome

9.10 Case conferences

Dr Nerys Williams

- Role of case conferences
- Organising a case

9.40 Making the case (for case management)

Dr Nerys Williams

- Getting case management on the agenda in your organisation

10.05 Managing difficult cases in practice

Dr Monika Misra

- Practical considerations for the OH Practitioner including case studies

11.55 Effective case management reports

Dr Nerys Williams

- The purpose and effective writing of OH case management reports

12.45 Lunch

13.35 Managing long-term conditions and progressive illness

Dr Nadia Sheikh

- Using case management principles to support a worker with a long-term health condition

15.30 Case management in practice

Dr Deirdre Phelan

- Costs and benefits, stakeholder management and tips for success

16.50 Close of day

DAY 3: Fri 29 Jan 2027

8.55 Registration

9.00 Welcome

9.10 Making sense of back pain using a biopsychosocial approach

David Rogers

- Biopsychosocial factors
- How to aid and promote recovery from back pain

11.05 Achieving better outcomes through motivational interviewing and communication

Alan Dovey

- Effective communication skills
- Managing expectations

12.50 Lunch

13.40 Course assignment

14.00 Mental health case management

Alan Dovey

- An interactive look at case studies exploring common mental disorders; management of severe mental illness; disclosure, confidentiality, consent; and, sickness absence and management

16.10 Final questions

16.20 Close of course

Certificate in OH Case Management

This practical three-day course, organised by **The At Work Partnership** with the support of **Brunel University London**, is designed to develop an understanding of case management concepts* to improve the OH management of disability, absence and return-to-work. The course is structured around the **biopsychosocial model of workplace health and disability** and the 'flags' framework for identifying obstacles to job retention or return-to-work. It examines how the adoption of a five steps approach to case management can improve return-to-work and job retention outcomes.

The course brings together some of the top experts in their fields, including Dr Kim Burton, one of the founders of the biopsychosocial and 'flags' approach. The course director, leading OH physician, Dr Nerys Williams, and course deviser, *Occupational Health [at Work]* editor Dr John Ballard, ensure that the course is pitched at the right level to appeal to experienced OH physicians, OH nurses and other specialists.

The outstanding subject knowledge and accessible presentations of the lecturing team will ensure that you come away with a detailed knowledge and understanding of the case management skills that OH professionals need in practice.

** The course adopts the definition of case management from the Case Management Society UK (as adapted) and defines case management as "a collaborative process which assesses, plans, implements, co-ordinates, monitors and evaluates the options and services required to meet an individual's health care and employment needs."*

Who is the course designed for?

- Occupational physicians • OH nurses • Case managers
- Other professionals whose roles encompass case management *(nb: only registered health practitioners can undertake the assignment)*

How will gaining this qualification benefit you and your organisation?

You will gain:

- A comprehensive understanding of the importance of the role that OH can play as case management coordinator
- A detailed knowledge of the biopsychosocial model and how it can be used to identify obstacles to job retention or return-to-work
- A structured approach to case management, from drawing up return-to-work and job-retention plans, to putting these into practice and evaluating their success
- In-depth comprehension of the theory and practical skills required to manage complex cases, from chronic conditions to mental health
- Guidance on legal obligations

This course will equip you with the theory and practice to improve your case management skills – helping your organisation to reduce the burden of long-term absence by improving return-to-work and job-retention outcomes.

Assignment and certification

Delegates must attend at least 80% of the course. Following the course, registered health practitioners can undertake an assignment demonstrating their understanding of the theory and skills taught in the course. Students who successfully complete this assignment will be awarded The At Work Partnership's Certificate in OH Case Management.

ABOUT OUR EXPERT TUTORS

Full tutor biographies can be found at **www.atworkpartnership.co.uk**

Course director: Dr Nerys Williams is an independent occupational physician and the former principal occupational physician and deputy director (wellbeing) for the Department for Work and Pensions.

Dr Kim Burton OBE is a freelance occupational health research consultant, an Honorary Fellow of the Faculty of Occupational Medicine and an expert advisor to the Work and Health Unit.

Dr Nadia Sheikh is a consultant OH physician with Health Partners. She previously worked for the NHS and independent OH organisations.

Dr Monika Misra is an occupational physician and European head of associate health and wellbeing at Mars Inc.

Prof Diana Kloss MBE is a barrister, former employment judge and honorary senior lecturer in OH law at the University of Manchester.

Dr Deirdre Phelan is an occupational physician and brings experience from in-house and externally provided OH services.

David Rogers is a chartered physiotherapist at the Royal Orthopaedic Hospital, Birmingham.

Alan Dovey is a consultant cognitive behavioural psychotherapist and director at Working Minds UK.

Booking information

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SPECIAL OFFER: Save up to £100 + VAT with our early bird rates! Available for bookings paid **before** 9 December 2026

Early bird rate:

For bookings paid **before** 9 December 2026

£1369 + VAT (£1642.80) per delegate

£1169 + VAT (£1402.80) per delegate, reduced rate for NHS Health at Work network members

Main rate:

For bookings paid **after** 9 December 2026

£1469 + VAT (£1762.80) per delegate

£1269 + VAT (£1522.80) per delegate, reduced rate for NHS Health at Work network members

ADMINISTRATION

Format: The course will be held virtually on Zoom.

Cancellation policy: For cancellations received in writing 28 days or more before the course commences, we will provide a refund, less a 10% cancellation fee. If the cancellation is received less than 28 days before the course start date, no refund will be made. At any time before the course commences, we will accept an alternative delegate from your organisation.

Printed documentation: Printed documentation will be posted to arrive with paid delegates 3 working days before the event. Please provide a home address/preferred address at the time of booking for receipt of this documentation.

Attendance requirements: Delegates must attend at least 80% of the course in order to undertake the assignment and gain the Certificate.

Assignment and certification: Following the course, students who successfully complete an assignment, demonstrating their understanding of the theory and skills taught in the course, will be awarded The At Work Partnership's Certificate in OH Case Management

HOW TO BOOK

To secure your place use one of the 3 methods below

1. Book online: **www.atworkpartnership.co.uk**
2. 0208 344 2328
3. E: conferences@atworkpartnership.co.uk

BOOK ONLINE NOW

www.atworkpartnership.co.uk

Zoom: If necessary, we can arrange rental of laptop/iPad for a small additional fee.

Special requirements: If you have any special needs, please let us know in advance and we will be delighted to try and help.

ABOUT THE AT WORK PARTNERSHIP

Dedicated to bringing high quality, good value conferences and courses to OH and allied health professionals, **The At Work Partnership** researches the subjects that really matter to professionals in your field, and sources speakers who are true subject experts.

All delegates receive a Certificate of Attendance and can gain additional CPD by participating in further learning after the conference/course, via The At Work Partnership's CPD scheme.

ABOUT BRUNEL UNIVERSITY LONDON

Brunel University London's College of Health, Medicine and Life Sciences runs the NMC accredited Specialist Community Public Health Nursing (SCPHN) for entry on Part 3 of the NMC register for three pathways namely OH, Health Visiting and School Nursing. Part 3 registration is sought by many OH employers. The College prides itself in delivering high quality professional and public health education in line with the University's mission "to bring benefit to society through excellence in education, research and knowledge transfer".

Find out more at: **https://ohaw.co/Brunel-1**

This programme was correct at time of going to press. In unavoidable circumstances, we reserve the right to change or cancel this event. If we do need to cancel this event, our liability is limited to a refund of fees.

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