

Train as a Wellness Coach

Level 3 Expert by
Experience Course



Learn to lead 1:1 Wellness Coaching sessions
rooted in Lived Experience Peer Support

Level 3 Expert by Experience Course

Overview

StoriBoard's Level 3 Expert by Experience course equips you with the practical skills and vital knowledge to become a Wellness Coach or advanced level Peer Supporter. Our course has a key emphasis on Lived Experience Peer Support, teaching you how to use your own experience to support others through similar challenges. Peer Support extends beyond mental health, offering assistance in various aspects of life, including physical health, work, family, neurodiversity, relationships, and more. If you have a deep desire to make a difference, then you can learn how to use your life experience to help others by taking this course.

The course takes around 10–15 hours of guided study time, in addition to a 1 hour assessment. As part of the learning package, you have the option for (unlimited) 30 minute 1:1 video supervision calls with a member of our dedicated Academy Team, who will help answer any questions, deepen your understanding of core topics and expand the limits of your knowledge. We also provide learners with ample material for self-study, including practical worksheets for future use with clients.

Following Course Completion

Upon passing the course assessment, you will receive a Level 3 certificate from NCFE.

You will also be eligible to practice as a Wellness Coach on the StoriBoard app (following a qualification interview), gaining access to a growing client base of 20,000+.

Previous learners have used their learning to help establish or boost their own private practice as Wellness Coaches, or applied the learning to lead Peer Support Groups. Our training is a valuable asset for interviewing for or levelling up skills within Peer Support or mental health roles in the NHS or charitable organisations. The problem-solving, conflict resolution and communication skills you will learn in this course can be used to boost your personal and professional life.

To Enrol

Eligibility

You must be 18+ to take this course. No previous qualifications are required. Study online, from anywhere in the world!

Enrol via our website: <https://storiboard.co.uk/ebe-course>

Fees

£275, in one payment or divided into three or four instalments.

Key Learning Objectives



Develop the knowledge and skills to deliver 1:1 Wellness Coaching Sessions



Learn to use your lived experience to support & empower others



Complete comprehensive training in Lived Experience Peer Support, recovery-focused strategies, safeguarding, suicide-prevention & emotional wellness



Grow your communication, conflict resolution & problem-solving skills

Modules Overview

Unit 1: Introduction

- Defining & Understanding Peer Support
- Characteristics of a Peer Support Relationship
- Skills of a Wellness Coach/Expert by Experience
- Introduction to Link Working
- Deescalating Difficult Situations in a Peer Support Relationship

Unit 2: Empowering Boundaries and Safeguarding

- Setting Boundaries for a Peer Support Relationship
- Maintaining a Professional Peer Support Relationship
- Principles of Suicide and Self-Harm Prevention Training
- Safeguarding and Peer Support
- How to End a Peer Support Relationship

Unit 3: Core Skills for 1:1 Support

- Adopting a Recovery-Focused Approach
- Unconditional Positive Regard within a Peer Support Relationship
- The Difference between Personal and Clinical Recovery
- Goal-Setting with your Client
- Sharing Your Own Lived Experience Story
- Developing and Teaching Effective Coping Strategies and Self Care
- Recognising Burnout
- How to Run 1:1 Support Sessions

Unit 4: Inclusive Community Building

- Unconscious Bias
- Diversity and the Law
- Building a Community and Client Base on StoriBoard
- Considering Your Own Background

Unit 5: Consistent Engagement

- Working in Groups with a Variety of People
- Live Meetings on the StoriBoard App
- Troubleshooting in Live Meetings on the StoriBoard App
- Creating your Wellness Coach profile on the StoriBoard App

Testimonials



"I can now confidently utilise my lived experience to help empower others. I'm able to apply many of the skills I learnt across my life in general. This course is such a fantastic learning opportunity."

Reuben Sam



"This course is incredibly rewarding – I've learnt so much! I feel ready to turn my lived experience into a valuable asset, transforming lives in the process."

Michelle Leigh

Meet the Academy Team

The StoriBoard Academy Team is dedicated to delivering best-in-class training and supervision to the next generation of Wellbeing Coaches and Peer Support professionals. We continuously update and refine our course to meet learners' needs and to incorporate the latest academic advancements in the fields of Wellbeing and Peer Support. Our supervision model allows learners to benefit from personalised 1:1 academic support from our Academy Team, empowering learners to deepen their understanding of core topics and broaden their knowledge. We are committed to providing safe, inclusive and supportive supervision, no matter your background, identity or experiences.



Amy Shackleton, LPC Distinction, she/her/hers

**Head of StoriBoard Academy
Dedicated Safeguarding Lead
Supervisor**

Recent certification:

- *Level 3 Peer Supporter Training, OCN*
- *Suicide Awareness Training, Zero Suicide Alliance*

Education:

- **LPC Distinction, BPP Law School**
- **LLB Law, BPP Law School**

I am StoriBoard's General Counsel, responsible for the company's in-house legal function and regulatory compliance with primary oversight for Safeguarding. Having previously worked as a knowledge lawyer responsible for educating a legal team, I came to StoriBoard to set up the StoriBoard Academy.

I have developed our NCFE Level 3 accredited Expert by Experience course, as well as the StoriBoard Academy's further courses.

Prior to joining StoriBoard, I practised as a corporate lawyer focussing on M&A, private equity and angel investment.



Natalie Reyhanian, MSc, she/her/hers

**Course Development Lead
Supervisor
Workplace Psychologist**

Education:

- **Msc**, *Organisational Psychologist, City of London University*
- **PG Cert**, *Child, adolescent and family mental wellbeing multidisciplinary practice, The Tavistock and Portman NHS*
- **BA**, *Education, Culture and Society, Goldsmiths University of London*

I am an Organisational Psychologist dedicated to helping companies enhance their structure and productivity through a psychological lens. My goal is to ensure employees bring their best selves to work, leading to increased staff retention and overall workplace satisfaction.

Throughout my extensive clinical experience, I have worked with a diverse clientele, addressing a wide array of mental health challenges, including anxiety, depression, eating disorders, and personality disorders.

As a lead educator, I have been privileged to teach students across London in schools, charities, and youth organisations. My focus is on equipping individuals with the knowledge and tools needed for mental health prevention, providing them with the language and strategies to manage personal struggles and support others effectively.



Sushila Ghose Coveney, MSc, she/her/hers

**Safeguarding Deputy
Product Manager**

Education:

- **MSc, Psychological Research, University of Edinburgh**
- **BSc (with Year Abroad), Psychology, University of East Anglia**

I am a Product Manager at StoriBoard and the Deputy Safeguarding Lead. I hold an MSc in Psychological Research from the University of Edinburgh (Distinction) and a First-Class Honours BSc in Psychology from the University of East Anglia, so I have a strong academic background in psychology.

I have over two years of experience as a Research Assistant in the UK and New Zealand, working on developmental and social cognition studies involving young children and families.

My role as Deputy Safeguarding Lead at StoriBoard highlights my commitment to ethical practices and protecting vulnerable populations. My extensive research background and practical experience bring valuable insights to the Level 3 Expert by Experience Course, emphasising evidence-based approaches and a deep understanding of human behaviour.



Rafe Welsh, BA (Hons), CSM, he/him/his

Course Development Lead

Education:

- **BA (Hons), Economics, Edinburgh Napier University**
 - *Alan Forrest Honours*
 - *The John Troy Memorial Award*
- *Developing Emerging Leaders, INSEAD*

I am a Founders Associate with over 8 years of experience working with SMEs and Startups in various operational and client-facing roles, particularly in Financial Wellbeing, Employee Wellbeing, and Mental Health.

My extensive experience includes project management for well-known brands, setting up major company functions, and supporting HR projects for large teams. This diverse background has given me a deep understanding of the challenges and opportunities in creating healthy workplace environments.

I am passionate about wellness and building supportive, inclusive workplaces. Having personally experienced the negative impact of toxic work cultures, I am committed to helping employees feel a sense of belonging and supporting employers with evidence-based strategies from world thought leaders.