

Online housing training

Claire Arthur – Director – The National Training Academy

01782 757 001

carthur@tnta.co.uk



Online • On time • On budget

Mandatory topics

- GDPR – The essentials
- Equality and diversity
- Professional boundaries
- Lone working for staff and managers
- Safeguarding (children and adults)
- Emergency and fire awareness
- Lone working
- DSE awareness (includes DSE assessment)



Online • On time • On budget

Welsh specific versions



- Safeguarding children
- Safeguarding adults
- Safeguarding designated person
- Safeguarding policies and procedures
- Social housing – Who do we think we are?
- An introduction to social housing
- Current social housing matters
- Welfare Reform and Work Act 2016
- Critical factors influencing rent arrears
- Pre-tenancy positive practice models
- Arrears management and recovery

Online • On time • On budget

Housing topics



- An introduction to resident involvement
- Assured short-hold tenancies
- Disrepair – Is your house in order?
- Managing hoarding
- Anti-social behaviour in context
- Anti-social behaviour: Early intervention
- Using Civil Injunctions to tackle anti-social behaviour
- Local authority and police partner Powers
- ASB: The ultimate sanction possession

Online • On time • On budget

Soft skills

- Time management
- Stress awareness
- Communication skills
- An introduction to management
- Providing support and supervision
- An introduction to recruitment and selection
- Taking minutes
- Whistleblowing awareness



Online • On time • On budget

Health and safety topics



- An introduction to risk management
- Asbestos awareness Cat A (IATP accredited)
- Control of Substances Hazardous to Health (COSHH)
- Drug and alcohol awareness
- Fire warden
- Food hygiene in catering Level 2
- Health and safety at work Level 2
- Lone working for managers
- Lone working for staff
- Manual handling for staff
- Manual handling for managers
- Sharps awareness
- Slips, trips and falls
- Working at height
- Ladder safety

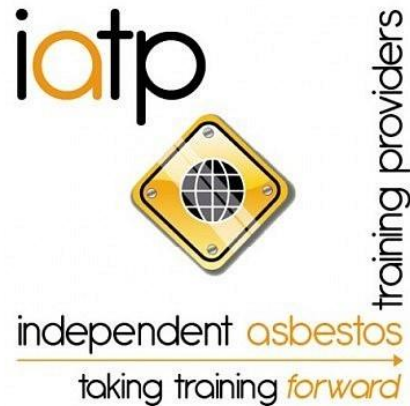
Online • On time • On budget



Accreditations



- CPD certification service
- IATP
- Optional formal accreditation through National Awarding Body



Online • On time • On budget

Corporate packages



Bronze package	Silver package	Gold Package
€1000 ⁰⁰	€2000 ⁰⁰	3000 ⁰⁰
Access to 4 courses of your choice for up to 250 learners	Access to 9 courses of your choice for up to 250 learners	Access to 15 courses of your choice for up to 250 learners

- Other bespoke packages are available
- Dedicated account manager
- Telephone and email support for learners
- Monthly reporting for course completions and lesson breakdown
- Adhoc reporting

Online • On time • On budget



- User perspective
 - Layout
 - Purchase courses
 - Access to courses
 - Results
 - Certificates



Online • On time • On budget



Any questions

Claire Arthur – Director, The National Training Academy
01782 757 001, carthur@tna.co.uk

Lesley Smith – Learning and Development Officer, CHC
02920 674809, Lesley-smith@chcymru.org.uk

Online • On time • On budget