



**Community
Housing
Cymru
Training**

Available Courses

We're here for YOU!

As the umbrella body for housing associations in Wales, we are proud to represent you: our members.

Our online training platform

Welcome to Wales' first online housing training, specifically developed for the Housing Sector in Wales. Whether you need to provide training to individuals or increase the skills of your entire workforce, Online Housing Training Wales enables you to monitor progress, is CPD certified and affordable.

Our easy to use platform enables you to learn on demand and at your own pace; on your computer, tablet or phone for complete flexibility.

Popular topics include:

- Current social housing matters
- Social housing: who do we think we are?
- Welfare reform
- Managing hoarding
- Sharps awareness
- Safeguarding
- Manual handling

Courses start from just £15 per person with discounts for block bookings as follows:

Bronze Package

Access to 4 course of your choice for up to 250 learners.

£1,000

Silver Package

Access to 9 course of your choice for up to 250 learners.

£2,000

Gold Package

Access to 15 course of your choice for up to 250 learners.

£3,000

An introduction to Management

£20pp + VAT
CPD certified

- **Are leadership and management the same thing?**
- **What makes a great leader and what skills are needed to manage a team successfully?**
- **How do you manage your responsibilities and targets and track progress?**

This introduction to management course investigates these questions and looks at tools to help manage your team.

This course is for managers and team leaders or for anyone thinking about or taking their first steps in to a management role.

Lessons:

1. **Leadership**
2. **What makes a great manager**
3. **Group dynamics and management styles**
4. **Setting clear SMART objectives and action plans**
5. **Organising your staff**
6. **Effective monitoring tools**

This introduction to management online training course focuses on:

- The difference between leadership and management
- Personal leadership styles
- Effective communication skills
- Setting SMART objectives and action plans
- Motivating and supporting team members.

Learning outcomes:

- Understand the importance of strong leadership and management.
- Know how to organise staff and volunteers in an organisation.

An introduction to Risk Management

£18pp + VAT
CPD certified

All activities carry an element of risk! A risk assessment will help you identify, prioritise and put risk mitigation strategies in place.

This course is for everyone who needs to carry out risk assessments as part of their role. The skills learnt will help you to understand different techniques and approaches to completing a risk assessment.

Lessons:

- 1. Legislation and responsibilities**
- 2. Identifying hazards**
- 3. Likelihood and severity of risk**
- 4. Risk reduction and mitigation**

This introduction to risk management training course focuses on:

- Health and safety legislation and responsibilities
- Hazard identification
- Likelihood and scale of risks
- Risk reduction and mitigation
- How to score and prioritise risks
- Different approaches to assessing risk
- How to complete a risk assessment

Learning outcomes:

- Understand key characteristics of risk assessment and risk reduction for an organisation.
- Understand risk assessment and risk mitigation in your own organisation.

Anti-Social Behaviour in context

£15pp + VAT
CPD certified

Many people simply suffer in silence, fearful of reprisals, few will complain. Housing teams must understand how to encourage and support those experiencing ASB to come forward and work with you in addressing this critical area of housing management.

This course investigates what anti-social behaviour is, why social landlords should take action, the effects of anti-social behaviour on communities and individuals and how to support victims and witnesses to come forward.

This short course is for officers, team leaders and managers within ASB and housing management teams.

Lessons:

1. Anti-social behaviour in context

This Anti-social behaviour in context online training course focuses on:

- Defining and recognising ASB
- Being aware of the effect of ASB on communities and individuals
- The importance of witnesses
- Engaging and retaining witnesses and victims
- Understanding why landlords should take action.

Learning outcomes:

- Understand anti-social behaviour and its effect on others

Asbestos Awareness

[Category A]

£18pp + VAT
CPD certified

Asbestos is a hazardous substance; every year over 5,000 people die from asbestos related diseases, such as lung cancer. Everyone who is likely to disturb or damage asbestos containing materials must be aware of the dangers and know what procedures to follow.

This course will help you to understand where asbestos can be found, the risks associated with it and how to reduce the risk of asbestos fibres being released. If you plan to carry out work which will knowingly disturb or damage asbestos, you will require a higher level of training (Category B or C).

Lessons:

- 1. Asbestos – The basics**
- 2. Legislation and responsibilities**
- 3. Risk assessments**
- 4. Asbestos and risk reduction measures**

This (Category A) asbestos awareness online training course focuses on:

- What is asbestos and where it can be found
- Why it was used and then banned
- Asbestos related diseases and ill health effects
- Legislation and responsibilities of employers and employees
- Risk assessments; risk reduction, controlling exposure
- Friability
- Emergency procedures

Learning outcomes:

- Understand the need to treat asbestos containing materials as a hazardous substance.
- Understand the responsibilities of employers and employees in relation to health and safety legislation.
- Understand how to read a risk assessment.
- Understand the risks of asbestos containing materials and risk reduction.

Chairing & Facilitating Effective Meetings

£18pp + VAT
CPD certified

Meetings are an essential element in the life of any organisation. Well organised and managed, they bring together people's diverse skills and experience to deliver fantastic results. Otherwise they will eat into precious time and fail to generate any benefits. This course looks at how to remove obstacles to success and ways to deal with negative behaviour.

This course is vital for all chairs, deputies and attendees who want to achieve better results from working in collaboration with others.

Lessons:

1. Preparing for meetings
2. Key meeting documents
3. Encouraging active participation

This Chairing and Facilitating Effective Meetings online training course focuses on:

- The importance of planning and preparation
- Key elements found in a good meeting plan
- Structuring an agenda and meeting to optimise time and contributions
- The role of the chair and relevant skills
- Productive conversations and dealing with behaviour
- Important documents and records

Learning outcomes:

- Understand why it is important to prepare for meetings
- Understand key documents that are essential to effective meetings
- Understand how to encourage contributions from attendees at meetings.

Communication Skills

£18pp + VAT
CPD certified

We all communicate every day, but do our messages across come across clearly? Do you know that words only make 7% of the overall message being conveyed? Pitch, tone and body language are just a few of the factors you need to consider, in addition to the words spoken.

Personalities are another factor to consider when communicating. This course explores dynamics which can lead to frustration when communicating with others. You will have a greater understanding of how to adapt your communications to obtain the best results when working with colleagues.

Whether it is at work or at home everyone can improve their communication skills. The skills and understanding developed will make you a more efficient communicator in all aspects of your life.

Lessons:

1. Different forms of communication
2. The importance of effective communication
3. Know how to actively listen
4. Monitoring communication skills

This Communication Skills online training course focuses on:

- Different forms of communication
- Barriers to communicating
- How to actively listen
- The importance of effective communication
- Understanding personality types and adapting how you communicate to get the best results
- Communicating on social media

Learning outcomes:

- Understand different forms of communication
- Understand the importance of effective communication
- Understand how to actively listen
- Know how to monitor your own communication skills.

COSHH

£18pp + VAT
CPD certified

Under the Control of Substances Hazardous to Health (COSHH) Regulations 2002, employers need to either prevent or reduce their workers' exposure to substances that are hazardous to their health. Employers need to consider the different forms of hazardous substances, how they might enter the body and the effects of exposure. We will help your staff to better understand Safety Data Sheets and other labelling and packaging advice, to protect employees.

Lessons:

1. The law relating to hazardous substances
2. Hazardous substances
3. Labelling and packaging
4. COSHH risk assessment

This Control of substances hazardous to health online training course focuses on:

- Rules relating to COSHH
- How to identify hazardous substances
- Labelling and packaging
- Storage and handling
- Protection and prevention
- The principles of good practice for the control of exposure to substances hazardous to health
- How to complete a COSHH assessment.
- Non compliance
- Training and monitoring

Learning outcomes:

- Understand the rules relating to COSHH.
- Understand how risk assessments contribute to the safe use of hazardous substances in the workplace.
- Understand the types of information that should be referred to for the safe identification and use of hazardous substances.

Current Social Housing Matters

£15pp + VAT
CPD certified

Housing has always been a dynamic field, and never more so than today. It is vital to understand the current social housing matters facing you and your colleagues. Participating in this course will help you make an informed contribution to the debate, creating solutions to current and future challenges.

This course is for those aspirational people who wish to be involved in developing responses to the environment in which housing providers currently operate and the issues appearing on the horizon.

Lessons:

1. Current issues effecting social housing

This current social housing matters online training course focuses on:

- Identifying the major political and social changes impacting the industry
- Understanding the factors affecting revenue streams including tenancy fraud and welfare reform
- Examining the economics of rent policy
- Meeting future housing need
- Co-regulation issues
- The interplay between housing and other social policies.

Learning outcomes:

- Current issues effecting social housing

Drug & Alcohol Awareness

£18pp + VAT
CPD certified

The definition of a drug is a substance that alters the way in which the body or mind works. This term applies to alcohol and drugs controlled under the Misuse of Drugs Act 1971, the Medicines Act 1968 and the Psychoactive Substances Act 2016.

You will learn about a variety of substances from Crack to Spice and many more in-between. Hear first-hand from recovering addicts about the hold substances can have, and how they broke the habit. This course will increase your understanding of substances, how they are abused and the devastating effects.

Lessons:

1. Substances overview and legislation
2. Alcohol awareness
3. Drugs awareness – Depressants
4. Drugs awareness – Stimulants
5. Drugs awareness – Hallucinogens
6. Signposting for help and support

This drug and alcohol awareness online training course focuses on:

- Legal, social and health implications of drug and alcohol misuse
- Alcohol strengths, units and health implications of alcohol consumption
- The different categories drugs fall in to, including depressants, stimulants and hallucinogens
- Street names, what they look like, how they are consumed, how the user feels, short and long-term effects on the body
- Signposting to support organisations.

Learning outcomes:

- Understand drug classifications and relevant legislation
- Understand how alcohol units are measured and recommended guidelines
- Understand health issues associated with alcohol misuse
- Know about the differences between different types of drugs

DSE Awareness

£15pp + VAT
CPD certified

A poor workstation set up can be hazardous to the individual, increasing the risk of injuries and ill-health. This DSE awareness course aims to support employees to understand how to complete a DSE assessment of their work station and improve their working environment.

This DSE awareness online training course explores DSE regulations, best practice, the benefits of supported postures and ergonomic work stations. This will minimise the risk of potential health issues and improve comfort whilst at work.

Lessons:

1. Legislation, duties and types of hazards
2. DSE assessments
3. How to set up your workstation
4. Supportive postures

This DSE awareness online training course focuses on:

- DSE regulations and employer/employee responsibilities
- How to complete a DSE assessment
- Setting up an ergonomic workstation
- Improving posture and reducing fatigue.
- Online DSE assessment module

Learning outcomes:

- Understand the risks and responsibilities for Display Screen Equipment (DSE) at work.
- Understand how a DSE assessment can contribute to improving health and safety.
- Understand how to reduce and control risks when working at a DSE work station.

Emergency & Fire Awareness

£18pp + VAT
CPD certified

Knowing how to respond in an emergency can be the difference between life and death. Making informed decisions is vital as every second counts in both fire and other emergencies, whether at work or at home.

The course explores causes of fire, the fire triangle, fire evacuation plans and responding to other emergencies. The skills learnt will help you to develop a greater understanding of fire risks, fire equipment and how to respond in the case of various emergencies.

Lessons:

1. Health and safety signage
2. Potential causes of fire
3. Responding to a fire emergency
4. How to use a fire extinguisher
5. How to assess an emergency

This emergency fire and awareness online training course focuses on:

- Health and safety legislation
- Health and safety signage
- Causes of fire
- The fire triangle
- Responding to an emergency
- Emergency Action plans (EAP)
- Different types of fire extinguishers, what types of fires they can be used on
- How to assess an emergency

Learning outcomes:

- Understand health and safety signage in a public venue.
- Understand potential causes of fire.
- Understand how to respond to a fire emergency.
- Know how to assess an emergency.

Equality & Diversity

£18pp + VAT
CPD certified

Equality and diversity in the workplace and wider society is governed by The Equality Act 2010. This is the law which bans unjust or prejudicial treatment and helps achieve equal opportunities, promote diversity and set out what is classed as discrimination.

This essential course enables staff to fully appreciate how to embed equality principles in their day-to-day work. It is suitable for all staff, irrespective of experience or seniority.

Lessons:

1. Understand what is meant by equality and diversity
2. What is meant by discrimination
3. Legislation

This Equality and Diversity online training course focuses on:

- What is meant by equality and diversity
- Understanding the terms with which you should be familiar
- What is meant by direct and indirect discrimination
- Personal assumptions and attitudes
- Current legislation
- Defining your responsibilities.

Learning outcomes:

- Understand what is meant by 'Equality and Diversity'.
- Understand what is meant by discrimination.
- Understand current legislation relating to Equality and Diversity.
- Understand when you should consider equal opportunities.

Food Hygiene & Safety in Catering

(Level 2)

£18pp + VAT
CPD certified

EU Regulation 852/2004 Hygiene for Foodstuffs requires food businesses to ensure that staff who handle food are supervised, instructed and trained in food hygiene and safety in a way that is appropriate to the work they do.

This course will give you an understanding of conditions and measures necessary to ensure the safety of food from production to consumption. It is for everyone who handles food and drink within in a catering/ hospitality environment, including; restaurants, schools, colleges, fast food/takeaway outlet, restaurants, bars, cafes, etc.

Lessons:

1. Food hygiene, the law and inspections
2. Food Borne illness, allergens and contamination
3. Food storage, preservation and temperature control
4. Personal hygiene
5. Premises pests and cleaning
6. The principles of HACCP

This food hygiene in catering online training course focuses on:

- The importance of food hygiene and safety
- Personal responsibilities for food safety
- Personal hygiene and cleanliness
- Food borne illnesses
- Contamination prevention measures; including safe temperatures, storage and good hygiene practices
- HACCP food safety management system

Learning outcomes:

- Understand how individuals can take personal responsibility for food safety.
- Understand the importance of keeping clean and hygienic.
- Understand the importance of keeping the work areas clean and hygienic.
- Understand the importance of keeping food safe.

Health & Safety at Work

(Level 2)

£18pp + VAT
CPD certified

Health and safety is everyone's responsibility. A basic knowledge of health and safety is essential in the workplace. This training course is designed to give you an overview of different hazards you may encounter whilst at work, how to prevent common accidents and reduce the risk of accidents in the workplace.

We cover the legislation that is in place to protect the employee and guide the employer, to provide a safe, healthy and effective working environment. The skills and understanding developed will enable you to take a measured approach to health and safety at work.

Lessons:

1. Health and safety responsibilities
2. Injuries, first aid and reporting procedures
3. Slips, trips, falls and hazardous substances
4. DSE and manual handling
5. Health and safety signage, fire safety and electricity
6. How to undertake a risk assessment

This Health and Safety at work online training course focuses on:

- Health and safety responsibilities
- Injuries, first aid and reporting procedures
- Slips, trips and falls
- Hazardous substances
- DSE assessments and manual handling
- Health and safety signage
- Fire signage and electricity
- How to complete a risk assessment

Learning outcomes:

- Understand responsibilities in relation to health and safety in the workplace
- Understand potential hazards in the workplace
- Understand how to complete a risk assessment

Ladder Safety

£18pp + VAT
CPD certified

This course will enable employers and employees to reduce and control the risks associated with using ladders in the workplace. It will inform learners of the different types of ladders (including step ladders) and how to use them safely.

It also explores legal responsibilities, hazards and risks, completing a risk assessment and control measures to reduce associated risks. It will enable the learner to increase their understanding and confidence when working with ladders.

Lessons:

1. An introduction to ladder safety
2. Legislation and responsibilities
3. Types of ladders, classifications and use
4. Safe use of ladders and maintenance
5. How to undertake a risk assessment

This Ladder safety online training course focuses on:

- Legislation; employers and employees' responsibilities
- Identifying hazards and risks associated with use of ladders
- Types of ladders, ladder classification and uses
- Safe use of ladders and maintenance
- How to complete a risk assessment.

Learning outcomes:

- Understand the reasons for safety when working with ladders
- Understand how working at height risk assessments contribute to improving health and safety
- Understand how to reduce and control risks when working on ladders

Local Authority and Police Partner Powers

£15pp + VAT
CPD certified

The Anti-social Behaviour Crime and Policing Act 2014 has placed significant emphasis on the importance of partnership working between social landlords, the police and local authorities. To get the best out of this new approach housing providers need to understand the range of solutions available to all parties and how they should work in co-ordination with them.

This course is for managers, team leaders and officers who will be working with partner organisations on crime and disorder and other anti-social behaviour panels.

Lessons:

1. Criminal behaviour orders
2. Other partner powers

This Local authority and police partner powers online training course focuses on:

- A detailed examination of the range of community safety tools now available to the partnership
- The scope and limitations of those tools
- The key elements of an engagement strategy with the police and local authority
- How to encourage the appropriate sharing of information
- Knowing how to use the right tools at the right time to achieve results.

Learning outcomes:

- Understand the different behaviour tools which are available to the police and/or local authority.

Lone Working for Managers

£18pp + VAT
CPD certified

Modern working practices have significantly increased the number of staff working remotely. Ensuring this change is managed safely and in accordance with best practice requires a planned programme incorporating risk analysis, skills building, a knowledge of available technology and clear protocols and procedures.

This course is for all team leaders and managers responsible for the welfare of staff who periodically or generally work on their own within their office or remotely, for some, or the whole of their normal working week.

Lessons:

1. Identification and legislation
2. How to undertake a risk assessment
3. Action planning for lone working

This Lone working for managers online training course focuses on:

- Defining lone working
- Legal responsibilities covering lone workers
- Designing lone worker systems and procedures
- Identifying specific team gaps in supporting lone workers
- Action planning to address identified gaps in provision
- Implementation of appropriate training.

Learning outcomes:

- Understand the term 'lone working'
- Understand current health and safety legislation that over arches lone workers.
- Understand how to mitigate risks for lone workers
- Understand how to support lone workers in own organisation.

Lone Working for Staff

£18pp + VAT
CPD certified

Do you have colleagues who can see and hear what you are doing and can respond to a request from you for support? If the answer is 'no', you are a lone worker! It is important that you are able to play your part in ensuring you operate in a safe and effective way.

This course is for all staff who regularly or periodically work alone and who need to develop an awareness of their safety both in and out of the office. It will provide the learner with the skills, knowledge and strategies to improve their safety and others.

Lessons:

1. Lone working legislation and responsibilities
2. How to undertake a risk assessment
3. Home visits and personal safety

This Lone working for staff online training course focuses on:

- Understanding lone working
- Key responsibilities
- Key features of organisational protocols and procedures
- Ensuring compliance
- Identification and management of risk
- Personal protection techniques
- Managing difficult situations

Learning outcomes:

- Understand the term 'lone working'
- Understand current health and safety legislation that over-arches lone workers
- Understand how to mitigate risks for lone workers
- Know how to manage the tenant relationship and your personal safety during lone working visits

Managing Hoarding

£25pp + VAT
CPD certified

The collection and storing of excessive numbers of belongings significantly affects a resident's ability to live in their home. It creates a fire risk in over 70% of cases and often appears to be an intractable management problem. A clear understanding of the principal characteristics of hoarding behaviour is necessary before developing a management strategy to address its consequences, and prevent repetition.

This course transitions from understanding to identifying key elements for a management strategy. It provides a way forward through the legal process if a voluntary approach has not produced the necessary improvement. Managers, team leaders and frontline staff will benefit from the learning offered by this course.

Lessons:

1. Hoarding in context
2. Hoarding and mental health
3. Hoarding and legal action

This Managing Hoarding online training course focuses on:

- Developing an awareness of the main characteristics of hoarding
- Creating an effective strategy based on objective criteria and risk assessments
- Implementing a positive management approach
- Understanding the complexities surrounding legal action and achieving the right result, including the impact of mental health.

Learning outcomes:

- Gain an awareness of the main characteristics and effects of hoarding
- Be able to create an action plan to manage a tenant who hoards
- Understand the implications of mental health on legal action
- Know the legal steps to enforce the tenancy agreement.

Manual Handling for Managers

£18pp + VAT
CPD certified

This course is designed for those with health and safety responsibilities. Manual handling injuries account for more than a third of all workplace accidents reported every year. Understanding what you as an employer you should do to protect your employees, will reduce the risk of your organisation adding to the statistics.

This course explores legal responsibilities, hazards, risks and risk reduction, completing risk assessments and handling techniques. It will help you to comply with the law and provide you will the knowledge to improve safety in your workplace.

Lessons:

1. Legislation, duties and types of hazards
2. Injuries and ill health associated with manual handling
3. Hazards and reducing risk
4. How to undertake a MAC assessment
5. Completing a TILE assessment
6. Manual handling techniques and aids.

This Manual handling for managers online training course focuses on:

- Legislation; employers and employees responsibilities
- Risks and common injuries
- Types of hazards
- Risk reduction
- Risk control hierarchy
- How to undertake a MAC assessment
- Completing a TILE assessment
- Manual handling aids
- Manual handling techniques

Learning outcomes:

- Understand the reasons for safe manual handling
- Understand how manual handling risk assessments contribute to improving health and safety
- Understand the principles, types of equipment and testing requirements associated with manual handling safety.

Manual Handling for Employees

£18pp + VAT
CPD certified

We are all at risk from manual handling injuries. These account for over a third of all workplace accidents reported each year. This course explores how the law protects you as an employee and what to expect from your employer.

It also explores common hazards, risks and risk reduction, completing a TILE assessment and manual handling techniques. It will provide you with practical information and guidance which will reduce the risk of you suffering from injuries associated with manual handling.

Lessons:

1. Legislation, duties and types of hazards
2. Injuries and ill health associated with manual handling
3. Hazards and reducing risk
4. Completing a TILE assessment
5. Manual handling techniques and aids

Manual handling for employees online training course focuses on:

- Legislation; employers and employees' responsibilities
- Risk and common injuries
- Different types of hazards
- Risk reduction
- Risk control hierarchy
- Completing a TILE assessment
- Manual handling aids
- Manual handling techniques

Learning outcomes:

- Understand the reasons for safe manual handling.
- Understand how manual handling risk assessments contribute to improving health and safety.
- Understand the principles, types of equipment and testing requirements associated with manual handling safety.

Professional Boundaries

£18pp + VAT
CPD certified

Professional boundaries define effective and appropriate interactions between professionals. These boundaries exist to protect both the professional, customers and colleagues.

It is crucial that staff understand the nature and limits of their roles and are able to recognise the 'grey areas' where they are at risk of crossing their professional boundaries. This course is for everyone. The skills learnt will enable you to define effective and appropriate interactions, understand and implement good practice and manage boundary issues effectively.

Lessons:

1. Why have professional boundaries
2. Regulatory requirements
3. Grey areas within professional boundaries

This Professional boundaries online training course focuses on:

- Why professional boundaries are essential
- Boundary violation, risk and the impact on the individual and organisation
- Regulatory requirements and principles
- Grey areas within professional boundaries
- How to manage boundary issues and implement good practice

Learning outcomes:

- Understand the need for professional boundaries
- Understand boundary violation and the impact on the individual and organisation
- Understand the regulatory requirements and principles associated with professional boundaries
- Understand 'grey areas' within professional boundaries and examine the service user relationship.

Providing Effective Support and Supervision

£18pp + VAT
CPD certified

Great support and supervision makes all the difference. Would you rather have a happy productive team or a disgruntled downbeat team? The course explores mechanisms to help individuals develop, grow and achieve for both the individual, the team and the organisation. It explains the difference between support and supervision and ways to obtain the most from your team.

This course is for managers, supervisors and team leaders to promote effective support and supervision for individuals and teams.

Lessons:

1. What is support and supervision
2. Giving a good appraisal
3. Communicating concern and praise

This providing effective support and supervision online training course focuses on:

- Different ways to plan and organise a team
- Ways to monitor progress
- The difference between support and supervision
- Pre-empting how handle difficult situations
- Understanding how to actively listen.

Learning outcomes:

- Understand why support and supervision is required in an organisation.
- Understand the importance of appraisal in an organisation.
- Know how to use the outcomes of appraisal to set personal targets.
- Know how to communicate concern and praise.

Role of the Fire Warden

£18pp + VAT
CPD certified

The role of the fire warden online training course explores the knowledge and skills required to be an effective fire warden in the workplace. It covers the specific duties and responsibilities of a fire warden enabling the learner to be effective in their role, including both pro-active and re-active requirements.

The course is designed to assist those with the responsibilities of fire warden and will enable them to fulfil their role in confidence. The skills learnt will help you to develop a greater understanding of fire risks, simple measures to reduce the risk of fires and what to do in the event of an emergency.

Lessons:

1. Legislation and health and safety signage
2. Potential causes of fire
3. Responding to an emergency as a fire warden
4. How to use a fire extinguisher
5. How to assess an emergency

This role of the fire warden online training course focuses on:

- Health and safety signage
- Causes of fire and the fire triangle
- Fire and safety arrangements, including personal emergency action plans (PEAP)
- Pro-active and re-active duties of the fire warden
- Fire warden evacuation procedures
- Types of fire extinguishers and how to use them

Learning outcomes:

- Understand health and safety signage in a public venue.
- Understand potential causes of fire.
- Understand how to respond to a fire emergency.
- Know how to assess an emergency.
- Understand the roles and responsibilities of a fire warden

Safeguarding Adult Awareness

(Level 2)

£18pp + VAT
CPD certified

Staff may have contact with adults who are at risk of physical, mental or economic abuse. What to look for, how to respond and what to disclose to other agencies are difficult and sensitive issues which can appear overwhelming to staff who have not had training in this vital area.

This course is for all staff whose work brings them directly into contact with adults, and for managers and supervisors responsible for supervising and supporting front line officers in their day-to-day work.

Lessons:

1. Different forms, signs and symptoms of abuse
2. Susceptibility to abuse
3. Responding to a disclosure
4. Legislative framework surrounding Safeguarding adults

This safeguarding adults awareness online training course focuses on:

- The different forms that abuse can take
- Ways in which people may be susceptible to abuse
- The legislative framework surrounding safeguarding
- Responding professionally to disclosure
- Reporting incidents to statutory agencies and the police
- Keeping and maintaining confidential records
- Protecting your staff.

Learning outcomes:

- Understand the different forms that abuse of adults can take.
- Understand the effects abuse can have on the individual.
- Understand ways in which adults may be susceptible to abuse.
- Understand the legislative framework surrounding safeguarding adults.
- Understand the importance of responding professionally to reports of abuse.

Safeguarding Children Awareness

(Level 2)

£18pp + VAT
CPD certified

The importance of safeguarding children cannot be over-emphasised. All organisations with staff who have contact with families, children or carers must develop a systemic awareness of the key issues, responsibilities and boundaries and embed this understanding in their service delivery.

This course is for all staff whose work brings them directly into contact with children, families or carers, and for managers and team leaders responsible for supervising and supporting frontline officers in their day-to-day work.

Lessons:

1. Signs and symptoms of abuse
2. The importance of responding professionally to a disclosure
3. Awareness of family circumstances
4. Legislative framework surrounding child protection

This safeguarding children awareness online training course focuses on:

- The impact of the Children's Act 2004 and the statutory guidance
- The signs and symptoms of abuse in children
- Potential behaviour indicators
- Family circumstances and risks
- How to respond to a disclosure
- Keeping and maintaining confidential records
- Links with other agencies.

Learning outcomes:

- Understand different forms that child abuse can take.
- Understand signs of abuse in children.
- Know how to respond professionally to a disclosure of abuse.
- Understand how variations in family circumstances can result in potentially abusive situations.
- Understand the legislative framework surrounding child protection.

Safeguarding Designated Person

£25pp + VAT
CPD certified

Safeguarding is everyone's business. Every organisation must appoint a designated person to lead on this responsibility and support staff who encounter safeguarding issues in the course of their work. The role of a designated person can be challenging and unfamiliar to many, but is vital in protecting the organisation, its staff and the people you work with.

The course is for potential appointees, safeguarding designated persons and managers who need to understand the role of the designated person and the part they play in the organisation.

Lessons:

1. Minimum training requirements
2. Safeguarding responsibilities
3. The role of designated person
4. DP and local Safeguarding board and Safeguarding adults board

This Safeguarding designated person online training course focuses on:

- Identifying key skills and requirements for the role
- The critical elements of a training audit and how to conduct one
- The role and responsibilities of the designated person within the organisation
- What support staff need and how to provide it
- Engaging with the local safeguarding board
- Linking with external agencies to support the designated person.

Learning outcomes:

- Understand safeguarding training requirements.
- Understand how to ensure that staff and volunteers are prepared for safeguarding responsibilities.
- Understand the on-going role of the Designated Person (DP) with staff and volunteers.
- Understand the on-going role of the DP with the Local Safeguarding Board (LSB) and Safeguarding Adults Board (SAB).

Safeguarding Policy & Procedures

£18pp + VAT
CPD certified

No organisation working with children and/or adults at risk can operate without due regard to its safeguarding responsibilities. A clear understanding of the key duties, behaviours and outcomes is vital in maintaining your organisation's reputation and reducing risk. Effective policies and procedures have to be based on detailed knowledge of the issues to be identified and addressed with a clear implementation plan.

This course is for the safeguarding designated person/s and everyone else who is responsible for developing and implementing safeguarding policies and procedures that are fit for purpose.

Lessons:

1. Duty of care
2. Safeguarding policy and procedures
3. Confidentiality and information sharing
4. Professional boundaries

This Safeguarding policies and procedures online training course focuses on:

- The duty of care in practice
- Confidentiality and information-sharing
- Protecting and supporting staff
- Other organisational policies and procedures
- The links to be forged with other agencies
- The key elements of a robust safeguarding.

Learning outcomes:

- Understand the safeguards an organisation must have in place to promote the welfare of children or adults at risk.
- Understand confidentiality and information sharing in relation to safeguarding.
- Know how staff and volunteers can work safely with children or adults at risk.
- Know how organisations can protect staff and volunteers when working with children or adults at risk.

Sharps Awareness

£18pp + VAT
CPD certified

It is not only void properties that may have sharps within them. Drug users and those with medical conditions may also use sharps in their homes. In addition, sharps can be found in public areas, the risks are all around us. If you have staff visiting homes or out on estates you have a duty of care to ensure their safety.

This course is for housing staff who may come in to contact with sharps as part of their job role, to ensure that they are aware of the dangers and how to protect themselves and others.

Lessons:

1. Health and safety responsibilities
2. Sharps users, risks and safe disposal
3. Sharps injuries.

This sharps awareness online training course focuses on:

- The different types of sharps and what they are used for
- Sharps injuries and how to treat them safely
- How to dispose of sharps
- The risks associated with the use of sharps including blood-borne viruses
- Legislation in relation to sharps and their safe use and disposal

Learning outcomes:

- Understand health and safety responsibilities in the workplace in relation to sharps
- Understand the different uses of sharps, risk associated with sharps and safe disposal
- Understand what to do in the event of a sharps injury.

Slips, Trips & Falls

£18pp + VAT
CPD certified

This course will enable employers and employees to reduce and control the risks of slips, trips and fall hazards in the workplace. Complying with the Health and Safety at Work Act 1974 and other associated regulations.

It explores legal responsibilities, hazards and risks, completing a risk assessment and control measures to reduce associated risks in the workplace.

Lessons:

1. Legislation, duties and types of hazards
2. How to undertake a risk assessment
3. Slips hazards and control measures
4. Trip hazards and control measures
5. Fall hazards and control measures

This slips, trips and falls online training course focuses on:

- Legislation; employers and employees' responsibilities
- Identifying slip and trip hazards and associated risks
- Identifying fall hazards and associated risks, with a focus on working at heights
- How to complete a risk assessment
- Risk control hierarchy
- Effective control measures

Learning outcomes:

- Understand the risks and responsibilities for slips, trips and falls at work.
- Understand how slips, trip and fall risk assessments contribute to improving health and safety.
- Understand how to reduce and control risks relating to slips, trips and falls.

Social Housing: Who do we think we are?

£18pp + VAT
CPD certified

What is social housing? To know where you are going you need to understand where you have come from. Originating as a tangible expression of the charitable instincts of powerful and wealthy individuals, the sector was transformed into a key pillar of the welfare state. Finding expression through a huge range of delivery models, social housing provides homes to millions of people and underpins thousands of communities and neighbourhoods.

This course is for all staff, board members and resident representatives new to social housing and those who wish to have a better understanding of the sector and its history.

Lessons:

1. How history shapes the future part 1
2. How history shapes the future part 2

This Social housing: Who do we think we are? Online training course focuses on:

- Housing for the poor, heroes and heroines
- Housing conditions and housing available
- The timeline of changes and key stages
- Current drivers for further change
- The impact of the Decent Homes standard
- Current structures in social housing.

Learning outcomes:

- Understand the history of social housing and how this shapes the social housing industry today.

Taking Minutes

£18pp + VAT
CPD certified

Minutes capture discussions, decisions and actions; providing a record of a meeting, but what should they look like? What needs to be included and what can be omitted? In addition, taking minutes can be challenging. This course will look at strategies to address difficult situations and explores the relationship between the minute taker and others.

This course is for everyone who takes minutes or notes in meetings. The skills learnt will help you to develop a clear understanding and apply techniques to the role of minute taker.

Lessons:

1. The purpose of minutes
2. The role of minute taker
3. Working with others and potential barriers
4. Producing minutes

This Taking minutes online training course focuses on:

- The purpose of minutes
- The relationship between the minute taker and others
- Potential difficulties you may face and strategies to overcome them
- Techniques for taking minutes
- Different minute layouts and styles to suit your audience.

Learning outcomes:

- Understand the purpose of minutes.
- Understand skills needed to take minutes
- Understand the relationship between the minute taker and other members of an organisation.
- Understand potential difficulties of taking minutes.
- Know techniques for taking minutes.
- Know how to produce minutes.

Time Management

£18pp + VAT
CPD certified

Many people feel overwhelmed by all the demands, distractions and interruptions of the working day. Time management is an important skill to have in the modern workplace. Do you ever feel that there are not enough hours in the day to get everything done? Do you look around and see others accomplishing their goals, whilst you drown in a sea of incomplete tasks?

If this is you, then better time management is essential. If you are more effective in prioritising and organising your workload, you will feel less stressed, more motivated and in a position to accomplish your goals. This course will guide you on how to effectively and efficiently manage your time.

Lessons:

1. Principles of time management
2. Positive mental attitude
3. Time management techniques part 1
4. Time management techniques part 2
5. Dealing with people.

This time management online training course focuses on:

- Managing yourself
- Principles of time management
- Planning and organising
- Dealing with others
- Time management techniques.

Learning outcomes:

- Understand the importance of good time management
- Understand the benefits of a positive mental attitude
- Know how to promote good time management
- Understand how other people can impact on your time management.

Using Civil Injunctions to Tackle ASB

£15pp + VAT
CPD certified

The provisions of the Anti-Social Behaviour Crime and Policing Act 2014 gives you new tools to tackle anti-social behaviour in your communities. This course provides detailed coverage of the new civil injunction and how it can be used to best effect.

This course is for officers, team leaders and managers responsible for addressing anti-social behaviour and who need the latest information to deliver service excellence in this difficult area.

Lessons:

1. Using civil injunctions to tackle anti-social behaviour

This using civil injunctions to tackle ASB online training course focuses on:

- A detailed examination of the new injunction in context
- What provisions can be included in the new order
- The test applied by the Courts in granting an order
- The relevant considerations for powers of arrest and exclusion provisions
- How action can be taken against those under 18
- The enforcement mechanisms available.

Learning outcomes:

- Understand the use and application of an injunction.

Welfare Reform & Work Act 2016

£25pp + VAT
CPD certified

With the Welfare Reform and Work Act 2016 bringing unprecedented changes to the social housing sector and impacting on income streams, it is more important than ever for landlords to consider the legislation taking into account how it impacts on core service delivery, including income collection, voids and allocations.

This course will look in detail at the welfare/housing elements of the Act. It will address strategies in all areas of service delivery going forward, both operationally and strategically, making this course ideal for front line and senior staff.

Lessons:

1. Understanding the Welfare Reform and Work Act 2016
2. Legislative changes and their impact
3. Tax credits, Employment Support Allowance and Universal Credit
4. Existing welfare reforms

This Welfare Reform and Work Act 2016 online training course focuses on:

- The Welfare reform and Work Act 2016, and how this will impact on people living and working in the UK
- Legislative changes to the current benefit cap levels
- Legislative changes in relation to conditionality within Universal Credit
- Existing welfare reforms from the Welfare Reform Act 2013.

Learning outcomes:

- Understand the Welfare Reform and Work Act 2016, and how this will impact on people living and working in the UK
- Understand legislative changes to the current benefit cap levels
- Understand legislative changes in relation to the working age benefit freeze and rent reduction
- Understand legislative changes in relation to Tax Credits, Employment Support Allowance and Universal Credit
- Understand existing welfare reforms from the Welfare Reform Act 2013

Whistleblowing Awareness

£10pp + VAT
CPD certified

Whistleblowing is when a worker reports certain types of wrongdoing. This will usually be something they've seen at work, though not always. You may have heard of high profile cases in the news, such as the sexual exploitation case in Rotherham. However, don't confuse genuine whistleblowing with confidential information leaks or personal grievances. Whistleblowing is not always clear cut!

This course will look at what are qualifying disclosures and who is protected should such a disclosure be made. In addition, we will look at general internal processes for reporting any concerns and what external help and protection is available to the person blowing the whistle.

Lessons:

1. An introduction to whistleblowing.

This introduction to whistleblowing online training course focuses on:

- The difference between whistleblowing and leaking confidential information
- Understanding qualifying and protected disclosures
- How to raise concerns at work
- How to raise concerns outside of work
- Protection for whistleblowers.

Learning outcomes:

- Understand the terms whistleblowing and leaking information
- Understand qualifying and protected disclosures
- Understand how to raise concerns and who to report to.

Working at Height

£18pp + VAT
CPD certified

Falls from height are the most common cause of fatalities in the workplace. This course will enable employers and employees to reduce and control the risks associated when working at height.

It also explores the Work at Height Regulations 2005 and other legislative requirements. It covers hazards and risks, completing a risk assessment and control measures to reduce risks. It will enable the learner to increase their understanding and confidence when working at height.

Lessons:

1. An introduction to working at height
2. Legislation and responsibilities
3. How to undertake a risk assessment
4. Types of equipment and safe usage
5. Safe use of ladders and maintenance
6. PPE and emergency response procedures.

This Working at height online training course focuses on:

- Legislation; employers and employees' responsibilities
- Identifying hazards and risks associated with working at height
- Types of equipment used when working at height
- Safe use of ladders and maintenance
- How to complete a risk assessment

Learning outcomes:

- Understand the reasons for safety when working at heights.
- Understand how working at height risk assessments contribute to improving health and safety.
- Understand how to reduce and control risks when working at height.

Anti-social Behaviour: Early intervention online training

£15pp + VAT
CPD certified

Anti-social behaviour continues to be a key area of concern for communities. ASB early intervention prevents escalation, saving time and money.

In this course we consider different tools to tackle ASB such as, warnings, mediation, parenting contracts, acceptable behaviour contracts and more.

This course is for officers, team leaders and managers within ASB and housing management teams. The skills and understanding developed will deliver early and visible results, obtaining maximum benefit from available resources.

Lessons:

1. Anti-social behaviour: Early intervention

This Anti-social behaviour: early intervention online training course focuses on:

- Knowing when to act
- Understanding the range of early intervention tools available, including mediation, warnings and Acceptable Behaviour Contracts
- Choosing what works
- Successfully monitoring cases
- Dealing with non-compliance.

Learning outcomes:

- Understand early intervention and voluntary measures and when to use them.