Training
for Involved
Residents

CLARION
HOUSING

Contents

Training for involved residents

As an involved resident we want to support you in your role so that you can participate fully. This leaflet details a wide range of training opportunities that can provide you with valuable skills.

On the following pages are e-learning courses that we recommend, an example feedback form (you will be asked to complete one at the end of each training course), a booking form and an Individual Training Record to track your personal development. Online courses can be undertaken at your own pace and can fit into your busy life when it is convenient to you.

Please contact **getinvolved@myclarionhousing.com** for more information.

We can organise specific face-to-face training for groups when required, this will be at the discretion of your Resident Involvement and Scrutiny Manager.

Reviewed by Residents

List of courses

These courses are suitable for a variety of skill levels. Continuous Professional Development (CPD) courses draw together a combination of professional approaches, ideas and techniques that will help you manage your own learning and growth. It can help with current or future employment opportunities and be a useful addition to your CV.

An introduction to social housing

This e-learning module provides background into the history of social housing, and looks at the roles and responsibilities of social housing providers and their tenants.

Bookkeeping

Ideas through conversation. This course is not facilitated. Learners are encouraged to support one another, share personal experience and knowledge, and see new perspectives. You will be able to describe and define bookkeeping and accounting, and explain the general purposes and functions.

CPD

Committee skills CPD certified

This course is aimed at current and potential committee members/trustees within the voluntary and community sector. The skills and understanding developed will ensure your Board functions effectively and efficiently.

Communication in the workplace

In this Communication Skills Cert course, you will learn how to sharpen your communication skills and how to use them to positive effect in the workplace. You will learn why communication skills are so important and the factors that influence how well others will respond to your message.

Data protection CPD certified provider

This data protection online training course is aimed at everyone who handles data, it will help you to understand your obligations in an organisation that 'uses' people's personal data to deliver its service.

Disability awareness CPD accredited course

This training is a great source of information and advice for organisations and businesses, to ensure that services, policies and procedures comply with equality legislation and to open up their services to a wider range of users. Through studying this course you will learn why equality and diversity matters.

Effective meetings CPD certified

How to run effective meetings - this online training course is vital for all chairs, deputies and attendees who want to get better results from working in collaboration with others.

Essential IT skills

Build on your existing IT knowledge for home or the workplace with a free online qualification and learn how to get the best from a range of widely-used IT software. Boost your CV and gain IT skills valued by UK employers. Gain intermediate knowledge of widely-used Microsoft Office software.

Equality, diversity and inclusion Video CPD accredited

This video course explains the importance of ensuring that all individuals and groups are treated fairly, irrespective of certain characteristics such as race or age and how we must all aim to recognise, respect and value people's differences.

Fundamentals of project planning and management

Learn the basics of project planning and management so you can run effective projects at work or in daily life.

Improve your English (spelling, punctuation and grammar)

This comprehensive English grammar refresher course will re-teach you everything you should have learned at school! Whether you struggle with punctuation, spelling or anything grammar-related, you'll be an expert when you finish.

Microsoft Office software (Word, PowerPoint, Outlook, Excel)

Employers expect everyone to have basic Microsoft Office skills and these courses will get yours up to scratch.

CPD

Organisational finance for community groups
CPD certified

This organisational finance for voluntary and community groups course is aimed at potential or current committee members or trustees within the voluntary and community sector. The skills and understanding developed will help you to understand why transparent financial management is beneficial to the organisation and wider community.

Plain English

The average reading age in the UK is estimated to be that of an educated 9 year old. Within the workplace especially, this can cause problems, as English language usage is complex and confuses people. It is important to be able to produce writing that can be read, understood and acted upon first time by its intended audience. This online course will emphasise how important it is for you to develop your plain English skills and how doing so will help in every aspect of your life.

Presentation skills

Presentation skills are important in most business sectors and in all forms of training. Whether you are presenting a business case, making a sales pitch, presenting to colleagues or delivering a training course, if you have the key skills, plan and practice your presentation you will get results.

Public speaking

Communicating with confidence. The ability to inspire, engage and enthuse others with your words and passion is a vital tool for leadership.

Report writing

This course provides a broad introduction to report writing and other business communication methods. It evaluates written, oral, and visual communication along with various effective report writing techniques. It also describes effective business communication guidelines.

CPD Role of the chairperson CPD certified

This role of chairperson course is aimed at anyone who is currently in the role of chairperson or thinking about putting themselves forward for this position. The skills learnt will help you to develop a deeper understanding of functions and responsibilities of this role.

CPD Role of secretary CPD certified

This course is aimed at anyone who is currently in the role of secretary or thinking about putting themselves forward for this position. The skills learnt will help you to develop a deeper understanding of functions and responsibilities of this role.

Role of treasurer CPD certified

This role of treasurer training course is aimed at anyone who is currently in the role of treasurer or thinking about putting themselves forward for this position. The skills learnt will help you to develop a deeper understanding of functions and responsibilities of this role.

Safeguarding (various) CPD certified

This online training course gives access to four safeguarding courses in one. Covering children, adults, the designated person role and the importance of having a policy and procedures in place. This will assist with ensuring a consistent approach to safeguarding throughout your organisation.

Self-confidence

Self-confidence is the number one thing people want more of! Having self-confidence is not only good for us professionally but it also helps us in a social setting, while affording us more opportunities and endless possibilities. Developing your self-confidence will also impact positively on your self-esteem.

Taking minutes CPD certified

This online training course is aimed at anyone 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.

Time management CPD accredited course

This course has been designed to ensure you have the techniques to improve your efficiency, output and ability to function more effectively - whether in your ordinary day or when deadlines loom and the pressure is building.

Understanding the principles of customer service

Customer service helps users define who their customers are and understand their needs. The course also enables users to learn the customer service personal standards and premises standards process; deal with complaints with good tactics, exceed customer expectations and go the extra mile to provide excellent customer service.

Value for money

With many organisations needing to spend less and spend well, this e-learning course provides learners with an understanding of effective value for money strategies and how these benefit the organisation, resulting in doing the same for less, or more for the same.

Help to get online

We can help you access the internet. The Clarion Futures Digital Team provides a comprehensive and flexible package of support to help you to get online confidently and safely.

Contact the Clarion Futures Digital Team
futuresdigital@myclarionhousing.com

They can support you to make the most of the internet by:

- Accessing services
- Getting better deals
- Shopping
- Staying in touch with family and friends
- Applying for jobs

If you have not been online before or lack confidence, we may be able to support you to improve your basic digital skills by providing:

- Group workshops and courses learning with people in your local area
- Digital Champion support in your local area
- Laptop loans, if you are eligible, whilst you are receiving digital skills training with us
- Signposting you to other providers in your area through Guideline
- One-to-one training in your home — please call **0333 344 1035** to book

Feedback form

To ensure we recommend the most suitable courses for our residents, after the training we will always ask course participants to please provide feedback on the training undertaken, using a short survey form (see below). Please provide feedback on the training you undertake.

The information provided will only be processed by the Resident Involvement Team, in order to evaluate the courses offered, and to ensure we recommend the most suitable courses. Anonymised information may be shared with the delivery partners as feedback. For further details on how Clarion process your personal data, please visit **clarionhg.com**.

Course title:

Date completed:

Your name:

Please give a score for each aspect with 1 = Excellent and 5 = Poor

Course content:

(1) (2) (3) (4) (5)

Length of the course:

(1) (2) (3) (4) (5)

Quality of presentation:

(1) (2) (3) (4) (5)

Overall satisfaction with the course:

(1) (2) (3) (4) (5)

Would you recommend this course to other residents?   Yes ☐   No ☐

If not, why?

What did you like about the course?

What didn't you like?

Please detail any other training that would be useful to you:

Next steps.

We hope these courses are of interest.

If you would like to enrol or find out more about what is involved, please complete the booking form overleaf and return it to:

Resident Involvement
Clarion Housing Group
6 More London Place
Tooley Street
London SE1 2DA.

Alternatively you can contact:
getinvolved@myclarionhousing.com

The Resident Involvement team will aim to get back to you within five working days.

Thank you.

Training for Involved Residents - Booking form

Fields marked with * are required.

Title*: Mr ☐ Mrs ☐ Ms ☐ Other _____

Full name*: _____

Phone number*: _____

Mobile number: _____

Email*: _____

Street address: _____

Town: _____

Postcode: _____

Are you an involved resident currently?: Yes ☐ No ☐

Course 1 title*: _____

Course 2 title*: _____

Preferred dates*: _____

Any dates not available*: _____

Preferred method of contact: Email ☐ Telephone ☐ Letter ☐

Additional info: _____

_____

Data Protection
Course participants' details are stored by the Resident Involvement team for the purpose of recording attendance on courses, providing statistical information and maintaining individual, regional and national training records. The details you have provided on this form will only be processed by the Resident Involvement Team and will be stored securely in line with data protection legislation. For further details on how Clarion process your personal data, please visit clarionhg.com

Disclaimer
Attendance on any Clarion Resident Involvement-run course **does not** guarantee you a role as an employee or volunteer.

Individual Training Record Form

Name:				
Address:				
Date	Training Course Title	Training Date	Status (please circle)	Tutor Signature*
			completed/ not completed	
			completed/ not completed	
			completed/ not completed	
			completed/ not completed	
			completed/ not completed	
			completed/ not completed	
			completed/ not completed	
			completed/ not completed	

*Tutor Signature – is to confirm the above named trainee has attended and either completed or not completed the training on the training date attended.

Please bring this booklet to your training course, so that your Tutor can sign to confirm you have completed your training.

Clarion Housing

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