

# One Housing Group presents the Resident Training Programme 2010

*In conjunction with EMA Solutions Ltd*



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## **Introduction**

From January 2009 to December 2009 One Housing Group delivered 20 training courses and workshops to over 100 residents and board members. Various training programmes incorporated professional, practical and vocational sessions, and covered a wide scope, from DIY workshops to Board member training.

Based on written evaluation and verbal feedback several participant's benefited from the majority of the training sessions, in terms of developing and updating their current skill set, increasing self-confidence, enhancing employment opportunities, utilising and applying new found knowledge to their current profession or situation, and creating a platform for social and business networking. All training delivered was based on a training needs analysis which was used to structure, promote and deliver specific training sessions which have, to a great extent, satisfied the learning and development requirements of the overall majority of residents and service users who participated in 2009 training.

## **EMA Solutions Ltd**

Dawn De Coteau is the founder of EMA Solutions UK Ltd, a management consultancy specialising in many areas including social exclusion and equality and diversity.

In addition Dawn has over 15 years experience of management in the public, private and voluntary sector organisations throughout the UK which has covered housing management, community development and regeneration.

## Mandatory Training Courses

1. Secretarial Skills I & II

2. Chairing Skills

3. Understanding Equality & Diversity

4. Resolving Conflict and Conflict Management

5. Performance Management

6. Financial Monitoring

# Training Course Content



## Book Keeping

Level: Basic

Date: Please contact the Community Investment Team on **020 8821 5162** for future dates.

### **Background**

This course is for those who are new to Book Keeping, and who want to gain a broad understanding about the role of a Book Keeper. The programme focuses on the process required to keep accurate accounts, and how to record transactions logically. The contents include income and expenditure, petty cash, receipting, signing of cheques, different methods for recording transactions.

### **What Delegates will learn?**

- Ensure Book Keeper/Treasurers are aware of their roles
- Different methods for recording income and expenditure
- Electronic and hard copy paper recording
- Recording and managing petty cash transactions
- Opening bank accounts - signatories
- Drafting annual finance reports – live practice working
- Presenting reports

### **Who Should Attend?**

Any tenant, resident, or leaseholder who would like to gain detailed skills and knowledge in their role as a Treasurer or non-Treasurer (i.e. general interest).



## Secretarial Skills I

Level: Basic

Date: Please contact the Community Investment Team on **020 8821 5162** for future dates.

### Background

To provide delegates with practical secretarial skills in order to perform effectively in a Secretarial role.

### What Delegates will learn?

- To ensure Secretaries are aware of their roles
- The process of organising meetings
- How to take minutes – Different styles
- Writing minutes from meetings – key issues
- Prioritising between tasks and activities
- Communicating over the phone and in writing

### Who Should Attend?

Any Secretary or Committee Member interested in obtaining a basic understanding about the role of a Secretary.

## Secretarial Skills II

Level: Intermediate/Advanced

Date: Please contact the Community Investment Team on **020 8821 5162** for future dates.

### Background

This programme follows on from Secretarial Skills Part I, with a more in-depth look at the role of the Secretary. The course has been adapted to suit Secretaries or aspiring Secretaries in all sectors including community, private and public.

### What Delegates will learn?

- Typewriting Skills
- Office Procedures
- Role of Secretary to a Personal Assistant
- Sharpening communication skills
- Healthy attitude – better performance
- Business Etiquette

**Who Should Attend?** Any Secretary or Committee Member interested in obtaining a basic understanding about the role of a Secretary.



## Speaking with Confidence

Level: Intermediate

Date: Please contact the Community Investment Team on **020 8821 5162** for future dates.

### Background

In work, business, social, personal or domestic life as individuals we have to communicate with others on a day to day basis. Some people are more confident than others when communicating.

This course is designed to enable participants to understand and practice the necessary skills and approaches for gaining the skills to speak with confidence to various audiences.

### What Delegates will learn?

- Develop a more confident and persuasive voice
- Learn how to deal with fears
- Learn how to control nerves
- Learn how to connect with individuals and/or audiences
- Learn how to get your message across
- Learn how to develop an impressive speaking style
- Analyse and utilise body language to your advantage

### Who Should Attend?

Any tenant, resident or community activist interested in this subject area, who wishes to develop their communication skills.



## Understanding Equalities & Diversity

Level: Basic

Date: Please contact the Community Investment Team on **020 8821 5162** for future dates.

### Background

This course looks in detail at legislation, statutory and regulatory requirements of social landlords, giving tenants and residents a greater understanding of what their organisations should be implementing for both service users and employees.

The course will give participants a good understanding of how the law operates, what their responsibilities are, and what the responsibilities of their social housing providers are.

### What Delegates will learn?

Participants attending this course will gain the following learning outcomes:

- Overview of equalities legislation
- Overview of the Diversity – Key Line of Enquiry
- Overview of Equality Impact Assessments
- What should be incorporated in the Equality Scheme/Strategy
- Measuring the organisations progress against Equality and diversity performance

### Who Should Attend?

Any tenant, resident, leaseholder or officer interested in developing awareness on current housing legislation.



## Resolving Conflict and Conflict Management

Level: Basic

Date: Please contact the Community Investment Team on **020 8821 5162** for future dates.

### Background

From time to time we find ourselves in situations where there are differences in personalities, values, or standards, which lead to conflict. If not addressed the conflict can escalate and result in breakdowns in relationships, poor morale, a drop in performance and an unproductive workforce.

This course will help provide the necessary tools and skills required to apply when conflict arises. The session allows participants to explore conflict in both negative and positive contexts, to produce the correct end result for both parties.

### What Delegates will learn?

- Identify cause of conflict
- Define conflict
- Behaviour and interpersonal conflicts
- Five methods of managing conflict
- Measuring assertiveness
- Recognising conflict
- Healthy and unhealthy conflicts
- Dealing with conflict positively
- Assertive Behaviour
- Negotiating in a Difficult Situation
- Obtaining A Win/Win
- Importance of Body Language
- Facilitating confrontation and reconciliation

### Who Should Attend?

Anyone tenant, resident, community activist interested in this subject area who wishes to develop their skills.



## Managing a Project

Level: Intermediate

Date: Please contact the Community Investment Team on **020 8821 5162** for future dates.

### Background

This half day workshop looks at the elements required to ensure that Projects are managed effectively. The session takes a step by step guide from identifying the aims of objectives to evaluating the project on completion.

The programme is suitable for those who are interested in managing projects, whether in a personal or professional capacity. Throughout the session the learning is put into practice, to ensure participants maximise and enhance their understanding of project management.

### What Delegates will learn?

- Setting out Project aims and objectives
- Devising a plan of action
- Prioritising actions
- Devising a time Line
- Monitoring progress
- Making adjustments
- Project Completion – Sign Off
- Evaluation of project

### Who Should Attend?

Those interested in gaining a clearer understanding of Project Management.



## Leaflet Design

Level: Basic / Intermediate

Date: Please contact the Community Investment Team on **020 8821 5162** for future dates.

### Background

This workshop looks at some of the main methods and techniques required for devising an effective newsletter or leaflet.

The workshop gives participants the opportunity to devise a newsletter (in groups) using various methods including Microsoft.

### What Delegates will learn?

- Using various methods and techniques for your newsletter/leaflet
- Key elements of newsletter designs
- Styles and artwork
- Provide participants with the opportunity to design newsletters or leaflets in groups

### Who Should Attend?

Any individual interested in gaining an understanding in designing Newsletters or Leaflets.



## Customer Care I

Level: Basic

Date: Please contact the Community Investment Team on **020 8821 5162** for future dates.

### Background

This course will address the importance of customer care, and how to examine and identify good customer care service, both as residents and customers.

The course will help participants to recognise best practice in customer care and give them the tools to consider behaviour, communication and actions in the provision of an inclusive customer care service.

### What Delegates will learn?

Participants attending this course will gain the following learning outcomes:

- Defining customer care
- Understanding the importance of good customer care within housing, retail and sales
- Complaining/giving Compliments effectively
- Understanding an organisations business and complaints procedure
- Writing Customer Care complaint letters

### Who Should Attend?

Anyone interested in gaining a better understanding about Customer Care.



## Customer Care II

Level: Intermediate / Advanced

Date: Please contact the Community Investment Team on **020 8821 5162** for future dates.

### Background

This course will enable participants to explore all elements of customer care from both a customer and staff perspective. Participants will analyse their own personal style and review how attitude and behaviour affects the wellbeing of the customer, their perception of the organisation and service delivery.

The course will help participants to recognise best practice in customer care and give them the tools to consider behaviour, communication and actions in the provision of an inclusive customer care service.

### What Delegates will learn?

Participants attending this course will gain the following learning outcomes:

- Fully understand an organisation's approach in delivering customer service strategy
- The latest customer care performance
- Recognise best practice in delivering an inclusive customer care service
- Identify behaviour or actions which have a positive or adverse effect on customers
- Consider barriers to improving practice and reflect on their own personal style in delivering an inclusive customer care service
- Create your own customer inclusion action plan to monitor customer care
- Devise collective feedback for organisation to consider implementing

### Who Should Attend?

Any tenant, resident, leaseholder or officer interested in developing customer care awareness and skills.



## Microsoft Office I

Level: Basic

Date: Please contact the Community Investment Team on **020 8821 5162** for future dates.

### Background

This course provides a basic introduction to Microsoft Office and introduces participants to Word, PowerPoint, Access and Excel, and explains the context in which they are used.

The latter part of the course enables participants to put the learning into practice by familiarising themselves with the various Office programmes.

### What Delegates will learn?

Participants attending this course will gain the following learning outcomes:

- Understand the Office package
- Have a better understanding of the various Office programmes
- Familiarise themselves with the various programmes
- Opportunity to draft a personal letter in word

### Who Should Attend?

Anyone interested in gaining a better basic understanding of Microsoft Office.



## **Microsoft Office II**

Level: Intermediate / Advanced

Date: Please contact the Community Investment Team on **020 8821 5162** for future dates

### **Background**

This course follows on from Microsoft Office I, and provides a more detailed understanding of Microsoft Office.

Participants are given an overview of the various packages, and then given the opportunity to put the learning into practice working in groups to produce a Spreadsheet using Excel, a presentation using PowerPoint and writing a Letter in Word.

### **Prerequisite**

Participants will be expected to have a basic knowledge in Microsoft Office.

### **What Delegates will learn?**

Participants attending this course will gain the following learning outcomes:

- Overview of Microsoft Office
- Practical application of Excel, PowerPoint and Word
- Group working

### **Who Should Attend?**

Anyone interested in gaining a broader understanding of Microsoft Office.



## Dealing with Anti-Social Behaviour (the process)

Level: Basic / Intermediate

Date: Please contact the Community Investment Team on **020 8821 5162** for future dates.

### Background

This course will provide a detailed understand of protocols in relation to Anti Social Behaviour. The session will include looking at the organisations ASB policy and procedure, as well as focusing on the remedies available to residents in relation to ASB.

It will also examine the importance of partnership working when dealing with ASB.

### What Delegates will learn?

Participants attending this course will gain the following learning outcomes:

- Define ASB
- Explore and challenge the myths and attitudes surrounding ASB
- To demonstrate the importance of multi agency working in ASB
- Examine organisations policy and procedure
- Explore early intervention to tackling ASB
- Examine the use and effectiveness of Acceptable Behaviour Contracts and ASB Orders

### Who Should Attend?

Residents or staff members interested in Anti Social Behaviour.



## Introduction to Management

Level: Intermediate

Date: Please contact the Community Investment Team on **020 8821 5162** for future dates.

### Background

This course introduces participants to the concept of management by exploring the roles and functions of managers in various business sectors.

The course is designed to build a firm knowledge needed, for those who are interested or currently in management positions.

### What Delegates will learn?

Participants attending this course will gain the following learning outcomes:

- Define management
- Management functions – planning, organising, leading, controlling
- Management skills and knowledge required in organisation
- Business opportunities – SWOT (strengths, weakness's, opportunities, threats)
- Being productive
- Assessing business resources
- Good business practices for ethics, decision making, strategic management
- Is the organisation for you?

### Who Should Attend?

Anyone interested in learning the basics of management.



## Debt Management

Level: Basic / Intermediate

Date: Wednesday 9<sup>th</sup> June 2010

**Application deadline:** Please return completed booking forms by Wednesday 26<sup>th</sup> May 2010

Time: 6.00pm – 9.00pm

Venue: TBC

### Background

The subject of debt is very topical, something we all hear about on a daily basis. The excessive availability of credit over the last ten years has led to people borrowing more money than they can afford to pay back.

This course concentrates on assisting individuals to manage their debts and take responsibility. Throughout the session participants will learn the key elements required to effectively manage debt.

### What Delegates will learn?

Participants attending this course will gain the following learning outcomes:

- What is debt
- Identifying your debts
- Putting Debt into Context
- Crisis Management
- Increasing Your Income
- Reducing your Outgoings
- Devising a Debt Management plan
- Risk of Future Problems

### Who Should Attend?

Anyone interested in learning how to deal with debt.



## Better Relations with your Registered Social Landlord (RSL)

Level: Intermediate / Advanced

Date: Tuesday 15<sup>th</sup> June 2010

**Application deadline:** Please return completed booking forms by Tuesday 1<sup>st</sup> June 2010

Time: 6.00pm – 9.00pm

Venue: TBC

### Background

This course is ideal for residents and staff from organisations who have a poor resident/staff relationship.

The programme concentrates on finding out the issues from residents and staff, with a view to devising a joint Action Plan, in order to improve relations.

The programme is over four hours, the first hour is attended by staff, the second by residents, and the last two hours is a joint session with staff and residents, concentrating on actions to implement.

This programme is participative and individuals will be expected to engage in the discussion and tasks throughout the programme.

### What Delegates will learn?

Participants attending this course will gain the following learning outcomes:

- Understanding Resident Involvement
- Is Resident Involvement Working
- Successes to date
- Failures to Date
- Room for Improvement
- Transparency, Respect and Trust
- Devising a Plan of Action

### Who Should Attend?

Staff and residents interested in building a better relationship.



## Carpentry

Level: Basic / Intermediate

Date: Tues 22nd, Weds 23<sup>rd</sup>, Thurs 24<sup>th</sup> & Fri 25<sup>th</sup> June 2010

**Application deadline:** Please return completed booking forms by Tuesday 8<sup>th</sup> June 2010

Time: 6.00pm – 9.00pm

Venue: TBC

### About the Course

This practical DIY course is facilitated by qualified carpenters, and sets the theory for DIY beginners, incorporating usage of tools and health and safety.

Participants are given the opportunity to build a small item of furniture choosing from a book shelf, toy book, or cabinet. It may also be possible for participants to make something of their choice.

In addition, participants are given the option to decorate their item with various shades of varnish, or paints.

**Participants must commit to attending all sessions to ensure the furniture is fully completed.**

### What Delegates will learn

- Benefits of DIY
- How to use tools correctly
- Health and Safety
- Making furniture – Step by Step Practical Application
- Decorating – Painting and Varnishing Techniques

### Who Should Attend?

Any tenant, resident, leaseholder interested in learning about DIY, and interested in making a personalised item of furniture.



## Painting & Decorating

Level: Basic / Intermediate

Date: Thursday 1<sup>st</sup> & Friday 2<sup>nd</sup> July 2010

**Application deadline:** Please return completed booking forms by Thursday 17<sup>th</sup> June 2010

Time: 6.00pm – 9.00pm

Venue: TBC

### About the Course

This practical Painting & Decorating workshop is over 1 day or 2 half days/evenings and facilitated by experienced decorators.

The course sets the theory for DIY beginners, incorporating usage of tools and health and safety.

Participants are given the opportunity to learn how to paint using the correct techniques. In addition, the session focuses on hanging wallpaper, applying accessories and borders and finishing touches.

Participants must commit to attending both sessions to ensure they complete the course.

### What Delegates will learn?

- Benefits of DIY Painting & Decorating
- How to use paint effectively
- Hanging wallpaper
- Health and Safety
- Understanding the kinds of paints

### Who Should Attend?

Any tenant, resident, leaseholder interested in learning about Painting & Decorating.



## Introduction to Childcare

Level: Basic

Date: Thursday 8<sup>th</sup> July 2010

**Application deadline:** Please return completed booking forms by Thursday 24<sup>th</sup> June 2010

Time: 6.00pm – 9.00pm

Venue: TBC

### About the Course

This course has been developed for both parents and those interested in entering into the Child Care profession.

The course takes a practical step by step approach, covering the main elements that participants should take on board in relation to child care.

The latter part of the programme focuses on devising individual Action Plans for participants to take forward.

### What Delegates will learn?

Participants attending this course will gain the following learning outcomes:

- Defining Child Care
- Child care for parents
- Child Care as A Career
- Related Courses and Qualifications
- Where to Study – college, university, distant learning
- Child Care as a Business
- Registration and CRB checks
- Action Plan

### Who Should Attend?

Anyone interested in Child Care



## Introduction to Plumbing

Level: Basic

Date: Please contact the Community Investment Team on **020 8821 5162** for future dates.

### About the Course

This introductory 3 hour session consists of theoretical and practical elements.

The course concentrates on how to deal with everyday plumbing problems in and around the home, incorporating usage of tools, and health & safety.

The course is very practical as participants are given the opportunity to remove and replace a tap, as well as the opportunity to unblock a sink.

### What Delegates will learn?

- Plumbing – Health & Safety
- Everyday plumbing in the Home
- Cutting the water supply
- Removing taps
- Dealing with sink blockages

### Who Should Attend?

Any tenant, resident, leaseholder interested in learning the basics of plumbing.



## Introduction to Electrical Training

Level: Basic

Date: Please contact the Community Investment Team on **020 8821 5162** for future dates.

### About the Course

This 2 and a half hour session consists of theoretical and practical elements.

The course concentrates on how to deal with everyday electrical issues and problems in and around the home, incorporating usage of tools, and health & safety.

Participants are given the opportunity to participate in basic wiring and socket installation, as well as gaining an understanding of the main elements of the fuse box in the home, and will have a better understanding of the actions to take when electric supply is lost.

### What Delegates will learn?

- Electrics In the Home – Health & Safety
- The purpose of the Fuse Box in the Home
- Actions required when supply is lost
- Wiring correctly
- Socket and plug - installation/assembly

### Who Should Attend?

Any tenant, resident, leaseholder who is interested in learning about Electrics in the Home.



## Performance Management

Level: Intermediate - Advanced

Date: 12<sup>th</sup> June 2010 and September 2010 -tbc

**Application deadline:** Please return completed booking forms by Thursday 20<sup>th</sup> May 2010

Time: 10:00pm – 16:00pm

Venue: Suttons Wharf

### About the Course

This is a whole day course and consists of theoretical and practical elements.

The course concentrates on how to monitor OHG performance, monitoring key performance indicators from various services.

### What Delegates will learn?

- Personal effectiveness, assertiveness, speaking with confidence
- Background – co-regulation, (the Cave Review and TSA)
- Purpose –monitor service – inspect for purpose of improving service
- Inspection – basic skills (eg main areas for housing inspection; what to look for; what is “quality”;policy scrutiny skills; report writing)
- Key lines of enquiry – how the Audit commission inspect
- Understanding performance information and measurement
- Making sense of statistics
- Scrutinising and dissecting policy/procedural documents
- Quality detectives – mystery shopping, quality assessment, service stories
- Structures, processes
- Resources and support

Participants are given the opportunity to participate in the training courses via role play and interactive elements.

### Who Should Attend?

Any involved tenant, resident, leaseholder who is interested in learning about Monitoring OHG Performance. Mandatory for residents involved in the Consumer Panels, Special Interest Groups, Maintenance Forum and Home Owners Forum.



## Financial Monitoring

### **Level: Intermediate - Advanced**

Date: 26<sup>th</sup> June 2010 and 11<sup>th</sup> September 2010

**Application deadline:** Please return completed booking forms by Monday 24<sup>th</sup> May 2010

Time: 10:00pm – 16:00pm

Venue: Suttons Wharf

### **About the Course**

This is a whole day course and consists of theoretical and practical elements.

The course concentrates on how to monitor OHG financial performance, monitoring key performance indicators from various services.

### **What Delegates will learn?**

- Personal effectiveness, assertiveness, speaking with confidence
- Background – Financial Management, Value for Money Tools
- Purpose – monitor service – inspect for purpose of improving service
- Inspection – basic skills (eg main areas for housing inspection; what to look for; what is “quality”; policy scrutiny skills; report writing)
- Key lines of enquiry – how the Audit commission inspect
- Understanding financial information and measurement
- Making sense of statistics
- Scrutinising and dissecting policy/procedural documents
- Quality detectives – mystery shopping, quality assessment, service stories
- Structures, processes
- Resources and support

Participants are given the opportunity to participate in the training courses via role play and interactive elements.

### **Who Should Attend?**

Any involved tenant, resident, leaseholder who is interested in learning about Monitoring OHG Performance. Mandatory for residents involved in the Consumer Panels, Special Interest Groups, Maintenance Forum and Home Owners Forum.

## **Terms and Conditions**

### **Booking Forms**

Booking forms must be completed and returned to the Community Investment Officer before a place can be allocated on the course.

### **Expenses**

The following expenses will be reimbursed:

#### ▪ **Childcare costs**

The maximum amount payable for childcare expenses is £25.00 and reimbursement are made on an hourly rate not per child cared for. You must confirm on the booking form that you will require childcare expenses, a childcare expense form is enclosed in this programme. Unfortunately we are unable to pay childcare expenses to co-partners. ***On occasions as part of our financial audit, we may contact the Childminder to verify the service has been carried out***

#### ▪ **Travel costs**

- i. Public transport.
- ii. Taxis/Mini cabs. ***Please note that company transportation to and from training venues e is only provided for residents with mobility/disability needs (proof will be required).***
- iii. Car mileage

Please retain all travel receipts in order to claim back your expenses. Receipts must be submitted on the day of training to the Community Investment Officer or the relevant member of staff co-ordinating the training.

### **Refreshments**

Hot and/or cold food and refreshments will be provided for all training sessions. Please indicate any dietary requirements on the booking form.

### **Non-attendance**

Due to the fact that all training courses/workshops delivered by One Housing Group are free of charge it is the policy of One Housing Group to charge residents £50.00 for non-attendance at training courses, without prior cancellation notice being given. This fee covers the administrative costs, time, preparation and expenses for each course programme. The only exceptions to this policy are:

- Bereavement
- Court attendance
- Special leave
- Illness

If you are unable to attend a training course please notify the Community Investment officer 5 working days in advance via telephone, in writing/email or text message. If another resident attends instead of the person originally booked on the course then this is acceptable as long as the person who originally booked a place informs the Community Investment Officer in advance that somebody else is taking their place.

### **Cancellations**

In the event of any course cancellations the Community Investment Officer will contact you as soon as possible to advise of re-scheduled dates. If for any unforeseen reason the Trainer fails to arrive for a training session you will automatically be entitled to any expenses.

### **Disclaimer**

Whilst making every effort to ensure that the training information contained in this programme is accurate One Housing Group makes no warranties of any kind, express or implied, about the accuracy, reliability, completeness or suitability of the training course programme and cannot be held accountable for any errors or omissions within the training programme. It is the sole responsibility of each resident to ensure that the course programme is appropriate to their learning needs before booking a course.

# Booking Form – One Housing Group Resident Training Courses 2010

All information provided will be kept strictly confidential

## Your details

### Contact Details

Name:	
Address:	
Male: <input type="checkbox"/>	Female: <input type="checkbox"/>
Contact no:	
E-mail:	

### How did you hear about the training courses?

Mailshot	<input type="checkbox"/>
Email	<input type="checkbox"/>
OHG Staff	<input type="checkbox"/>
Word of mouth	<input type="checkbox"/>
Other (please list)	<input type="checkbox"/>

## Availability

### Your preferred time of day for the course (please tick):

Weekday daytime (between 9am and 5pm)	<input type="checkbox"/>
Weekday evenings (after 6pm)	<input type="checkbox"/>
Weekend daytime (between 9am and 5pm)	<input type="checkbox"/>

## Course interest

Course Titles	Course Titles	Course Titles
Book Keeping <input type="checkbox"/>	Managing a Project <input type="checkbox"/>	Dealing with Anti Social Behaviour <input type="checkbox"/>
Secretarial Skills I <input type="checkbox"/>	Leaflet Design <input type="checkbox"/>	Introduction to Management <input type="checkbox"/>
Secretarial Skills II <input type="checkbox"/>	Customer Care I <input type="checkbox"/>	Debt Management <input type="checkbox"/>
Speaking with Confidence <input type="checkbox"/>	Customer Care II <input type="checkbox"/>	Better Relations with your RSL <input type="checkbox"/>
Understanding Equalities & Diversity <input type="checkbox"/>	Microsoft Office I <input type="checkbox"/>	Carpentry <input type="checkbox"/>
Resolving Conflict <input type="checkbox"/>	Microsoft Office II <input type="checkbox"/>	Painting & Decorating <input type="checkbox"/>
Introduction to Childcare <input type="checkbox"/>	Introduction to Plumbing <input type="checkbox"/>	Electrical Training <input type="checkbox"/>

Are there any additional training courses that you would be interested in?

Yes (please list)

No

### Preferred Training Venue

Training venues for the courses will depend on the level of demand for each course in each area. Please confirm your preferred training venue below.

Which training venue is most suitable for you?

One Housing Group Head office –100 Chalk Farm Road, NW1

One Housing Group – Suttons Wharf South, 44 Palmers Road, E2

Phoenix Heights Community Centre – 140a Byng Street, London E14

Flower and Dean Community Centre – 41 Flower and Dean Walk, London E1

Virginia Quays Community Centre – 35 Sexton Court, 9 Newport Avenue, E14

Other (Please list).....

### Childcare Expenses

Do you require childcare expenses?

Yes

No

### Dietary requirements

Please list any special dietary requirements

### Support Needs

Do you have any other specific access / support needs?

Yes (please list)

No

## Language / Translation

Is English your first language?

Yes       No (*please list your mother tongue language*)

Do you require a translator to attend the training with you?

Yes       No

Do you want us to arrange a translator to attend the training with you?

Yes       No

## Future Training programmes

Would you like to be contacted in the future about other training, learning and development programmes or events that One Housing Group are running?

Yes (via email)       Yes (via post)       Yes (via telephone)

No thanks. I am not interested

## Learning Needs and Expectations

Please state what you hope to achieve from this course. What do you hope to be able to do differently after participating in the training?

EQUALITIES QUESTIONNAIRE

<b>Explain</b>	<i>The purpose of this questionnaire is to help us monitor our services so that we make sure all of our customers have access to them. Please could you assist us by answering the following questions.</i>			
<p>Do you have any long-standing illness, disability or infirmity that limits your daily activities in any way?</p> <p><b>Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/></p> <p>If yes, please provide further information:</p> <p><input type="checkbox"/> <b>Physical Disability</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Have Restricted Mobility</li> <li><input type="checkbox"/> Use A Wheelchair</li> <li><input type="checkbox"/> Have Difficulty Walking Up Steps</li> <li><input type="checkbox"/> Do Not Wish To State</li> </ul> <p><input type="checkbox"/> <b>Other (please specify):</b> _____</p>				
How would you describe yourself?				
<b>WHITE</b>	<b>BLACK OR BLACK BRITISH</b>	<b>ASIAN OR ASIAN BRITISH</b>	<b>MIXED</b>	<b>CHINESE OR OTHER ETHNIC GROUP</b>
<input type="checkbox"/> UK White <input type="checkbox"/> Irish White <input type="checkbox"/> Turkish <input type="checkbox"/> Turkish Cypriot <input type="checkbox"/> Greek <input type="checkbox"/> Greek Cypriot <input type="checkbox"/> Kosovan <input type="checkbox"/> Eastern European <input type="checkbox"/> Kurdish Turkish <input type="checkbox"/> Other White	<input type="checkbox"/> Black African <input type="checkbox"/> Black Caribbean <input type="checkbox"/> Ethiopian <input type="checkbox"/> Somalian <input type="checkbox"/> Other Black	<input type="checkbox"/> Sri Lankan <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Pakistani <input type="checkbox"/> Indian <input type="checkbox"/> Other Asian	<input type="checkbox"/> White/Black Caribbean <input type="checkbox"/> White/Black African <input type="checkbox"/> White Asian <input type="checkbox"/> Other Mixed	<input type="checkbox"/> Chinese <input type="checkbox"/> Vietnamese <input type="checkbox"/> Iranian <input type="checkbox"/> Iraqi (inc Iraqi Kurdish) <input type="checkbox"/> Iraqi other <input type="checkbox"/> Other
<input type="checkbox"/> I would prefer not to give details about my ethnic origin.				
Which age group do you fall into?	18 – 30 <input type="checkbox"/> 31 – 44 <input type="checkbox"/> 45 – 59 <input type="checkbox"/> 60+ <input type="checkbox"/>			

*Thank you for completing this form.*



# Childcare Claim Form

Resident

Name:.....  
Address:.....  
.....  
Tel No:.....  
Email:.....  
Signed:.....

Child Name:..... Age:.....  
Child Name:..... Age:.....  
Child Name:..... Age:.....  
Child Name:..... Age:.....

Reason for Childcare:.....  
Date of Childcare:.....  
Duration of Childcare:.....

Childminder Name:.....  
Childminder Address:.....  
.....  
Childminder Tel No/Email:.....  
Signed:.....

**Please Note:** The maximum amount payable for childcare expenses is £25. You must advise the Community Investment Team or your Meeting Contact before you attend the meeting that you will require childcare expenses.  
We are not able to pay childcare expenses to co-partners and reimbursement is made on an hourly rate not per child cared for.

A full receipt will need to be provided with your claim for childcare cost form.  
***On occasions as part of our financial audit, we may contact the Childminder to verify the service has been carried out.***