

Involvement & Empowerment Training Programme >>



»» Introduction

We are committed to providing a high quality training programme on a wide range of practical and personal development courses that give you the opportunity to participate effectively in the decisions that affect your community and the management of your home.

The aim of these training courses is to equip you with the skills, information and knowledge to help you get involved in a meaningful way in the involvement activities you wish to undertake.

We hope our training programme will empower you to learn new skills and gain the confidence to use these skills to make a positive difference in your community, personal life or workplace.

The training programme is put together in consultation with you the customer to ensure training is tailored to meet your needs.

»» training courses

This brochure outlines the training courses we will be running from April 2011 to March 2012. All courses are free and will be run in small groups of no more than 15 people. This means course participants will have more time with the trainer, be able to take part and contribute more, and discuss the course in greater detail.

Finally our aim is to make each course as fun, relaxing and enjoyable as possible so participants get the most out of the days training and have the skills and confidence to participate effectively in all involvement activities.

All participants will be presented with a certificate of attendance.

»» How to book

There is a booking form attached to the back of this booklet which you should use to book your course and once we have received the form, you will be sent confirmation of your place on the course.

Alternatively you can email us at getinvolved@coastlinehousing.co.uk or call us on the free phone number **08082 027728** or Lo Cal number **01209 722422** and ask to speak to a member of the Neighbourhood & Involvement Team.

»» Lunch and refreshments

Refreshments are provided for all courses with lunch provided for full day courses. Please make sure you tell us about any special dietary requirements on the booking form.

»» Bookings and cancellations

Bookings will be made on a first-come, first-served basis. However, if you have applied for a number of courses we will give priority to people who have not received any training in the past two years or are new to involvement. We will run a reservation list for popular courses.

If for any reason you need to cancel your booking, please give us enough notice so we can fill your place. If a course is cancelled for any reason we will contact you as soon as we can.



»» Publicity

Photographs taken at our events will be used in our publicity. If you would not like us to use a photograph you are featured in for our publicity purposes, please state this on the booking form.

»» Quality

We aim to provide good quality events, run by experienced and qualified speakers in accessible and comfortable venues.

If you are dissatisfied with the event please contact us to discuss your concerns, and make sure you fill in your feedback forms. This will help us make sure that our future events are organised efficiently, have interesting programmes and offer good value to those taking part.

»» Transport

If you use your own vehicle using your own petrol to attend a training course then we will reimburse you on production of a completed expense form. If you catch a bus or train to a training course, keep hold of your receipt and we will reimburse you the full cost. As the most expensive form of transport, we ask you to consider other options first before booking a taxi. We do have a Coastline approved taxi list and these are the only firms we will cover the costs for.

»» Other Expenses

We appreciate that attending training can be difficult when you are responsible for a child or loved one. That is why we will also pay the costs of temporary care, up to the value of £10 per hour, to enable you to attend and take part. (Not applicable if care is being given by a family friend or family member). A receipt is required. We can offer this through Coastline Care.

»» Coastline Housings' policy

To make sure our events are conducted in a suitable environment, Coastline Housing reserves the right to ask an individual to leave an event if they are causing distress to delegates or anyone else connected to the event.

Discrimination of any kind is unacceptable on any grounds and discriminatory language will not be used in discussions. All customers have the right to be treated with dignity and respect, regardless of their race, disability, sex, gender reassignment, marriage and civil partnership, age, sexual orientation, pregnancy and maternity, religion or belief or any other matter, which causes people to be treated with injustice.

»» Training courses



Allocations & Lettings Training with Customer Care & Access

7th October 2011

Course Overview:

- Looking at how properties are let and the recent changes to lettings and allocations policies.
- We will look at Choice Based Lettings, the Common Housing Registers and the legal framework for allocations and lettings.
- We will explore how tenants can be involved in the allocations and lettings process.
- What happens when your call is answered in the Contact Centre?
- Communication within Coastline with internal and external customers.



Assertiveness and negotiation skills

18th July 2011

Course overview:

This course will help participants to understand and develop effective assertive behaviour and build confidence in their ability to deal with situations and people that they find difficult. Participants will also explore how acting assertively enables people to influence others positively and negotiate effectively. The style of the course is relaxed and informal, with a range of activities from group-based tasks, quizzes and self assessment.

The course covers:

- Why it is important to be assertive?
- What assertiveness is and what it is not.
- A demonstration of assertive behaviour.
- When and how to act assertively.
- The use of appropriate words, voice tone and body language.
- Dealing with situations and difficult people.
- Communicating your thoughts and ideas effectively.
- Applying influencing and negotiation techniques effectively.



Chairing Skills

6th May 2011 &
31st October 2011

This fun, informal and relaxed course is intended for new, existing and potential Chairs and Vice Chairs of involvement groups who need to develop a range of skills in relation to their chairing role.

The course covers:

- The role of the Chair.
- The skills and qualities of an effective Chair.
- Setting an agenda and preparing for meetings.
- Managing time and the agenda.
- Controlling the meeting and members' contributions to discussions.
- Reaching consensus and applying decision-making mechanisms.
- Dealing with potentially difficult, obstructive or negative behaviour.
- Challenging information in a positive manner.
- Handling external demands and/or criticism.
- Building good working relationships with officers by creating an environment of mutual respect.



Deaf Awareness Training & Basic Sign Language – 16th March 2012

Deafness is the second most common disability in the UK, but it is an 'invisible' problem. This course will help you to consider your own attitude to deafness and that of others. You will gain an understanding of the problems that deafness brings and how hearing people can help.

This course includes an introduction to deaf people and their community, communication methods and how to use them.

The course covers:

- Deaf awareness.
- Deaf culture.
- BSL alphabet, numbers, colours and days of the week.
- Simple signs used every day like "My name is, I live in, I work for".



»» Training courses



DIY fun afternoon

25th August 2011

This will be a fun and interactive afternoon with hands on experience of basic DIY skills to help you keep your home in good repair. There will also be a fire engine and crew attending giving advice on fire safety and the children can have a look inside the engine.

The afternoon will include:

- Basic preparation for painting.
- Easing windows.
- Changing a toilet seat.
- Adjusting kitchen cupboard doors.
- Filling small holes.

There will also be:

- Graffiti wall for the children.
- Goody bags with freebies.
- Refreshments provided.



Drafting Newsletters and Publicity

12th September 2011

Newsletters are clearly an effective way of communicating with our communities.

This workshop looks at some of the main methods and techniques required for devising a good newsletter.

The course covers:

- The importance of communicating with our members.
- Using various methods and techniques for your newsletter.
- Look at key elements of newsletter designs.
- Look at styles and artwork.
- Give participants a chance to design newsletters in groups.



Equality & Diversity Training

**8th July 2011 &
7th February 2012**

The aim of this course is to help residents and community groups promote equality, and appreciate and respect diversity, in their organisations and communities. We hope that, by the end of the day, participants will have identified practical ways they might improve access and involvement in their organisations and activities.

The course covers:

- Similarities and differences – how we perceive similarity and difference; myths and stereotypes.
- Exploring diversity, discrimination and engagement in our communities.
- Understanding the language used in connection with equalities and diversity.
- Communicating in ways that are genuinely inclusive.
- Promoting equality in services and in community groups – examples of good practice.



First Aid - Accredited **29th June 2011**

Would you know what to do if one of your family, friends or neighbours was involved in an accident or they had suffered an illness such as a Heart Attack?

The aim of the course is to cover all of the basic first aid requirements in addition to a number of specific issues that might occur; some of the items which will be covered are shown below.

- Aims and principles of first aid.
- Assessment of the situation.
- Dealing with an unconsciousness casualty.
- Shock.
- Resuscitation / CPR.
- Bleeding Control.
- Seizures.
- Heart Attacks, Angina.
- Minor Injuries.

The duration would be approx 5 hours, starting at around 9.30am through to 3pm with a lunch break.

The course will include approx 50% of practical work including Resuscitation & CPR, placing a casualty in a recovery position, simple bandaging.

Please note:

Candidates will need to be reasonably active to allow them to carry out the required practical elements within the assessment.



»» Training courses



Food Safety Certificate Accredited 23rd September 2011

Level 2 Food Safety certificate is aimed at anyone who handles food including Resident Associations and other groups who run fetes and fun days where food is baked, prepared and sold.

It will provide an understanding of the principles of food safety and demonstrates how to apply this knowledge to control hazards and prevent food poisoning.

The course is approx 6 hours duration which is followed by a 30 question multi choice examination paper. Candidates must achieve 20 correct answers to be awarded this certificate.



How to fill in a Funding application Form 13th June 2011

13th June 2011

Are you part of a community group who are currently looking for funds from Coastline Housing? Well this course could be for you. Coastline provides community groups with 3 different funding streams including the Annual Support Fund, Small Project & Activity Fund and Capital Fund.

This training course gives you the opportunity to work through all three funding forms step by step to give your community group the best chance in being awarded funds. The course will cover:

- What's the difference between each funding stream?
- What can I use each funding stream for?
- The correct way to complete an application.
- How to identify and collect funding application supporting evidence.
- Legal paperwork – When do I need it and what do I need?

Interactive practical session – Completing a funding application.



Taking minutes and Secretarial Skills

27th May 2011

Course Overview

This half day workshop focuses on the skills required for individuals to become effective secretaries. The programme is divided into two sections; the first element concentrates on organisations and systems, whilst the second part focuses on different ways to take minutes.

The programme aims to be interactive, so participants should come prepared to engage and participate throughout.

The course covers

- Ensure Secretaries are aware of their roles.
- Look at the process required to organise meetings.
- How to take minutes – Different styles.
- Writing minutes from meetings – key issues.
- Sharpen listening skills.
- Keeping committee members updated.
- Prioritising between tasks and activities.
- Communicating over the phone and in writing.



Treasurer Training Balancing the Books

As and when required

Course overview:

This practical course will provide participants with a step-by-step guide to all aspects of 'balancing the books' for residents and community groups. Exercises will be recorded in the workbook with easy-to-follow notes providing a good practice guide for future reference.

The course covers:

- The role of a committee in managing the money and the treasurer's role in keeping the records.
- Tips for excellent money management including signatories, budgeting, agreeing budget heads, cash flow forecasting and investing surpluses.
- The importance of reporting and keeping everyone informed.
- Practical exercises to develop day-to-day skills in keeping records and producing reports including petty cash, bank reconciliation and trial balance.
- Understanding what should be included in an annual statement of accounts and audit report and understanding the terms used.

This can be done in a group session or on a one-to-one basis, whatever suits you.



»» Training courses



Understanding Social Housing

4th November 2011

The aims of this course are to give our customers a broad overview of social housing. By putting their experiences, as customers and representatives, into a wider perspective, it is hoped that participants will be better able to influence decisions concerning their own homes.

The course covers:

- Introduction to the course.
- History and background to social housing.
- Housing finance and management.
- Customer participation.
- What is the future for social housing?



Understanding Social Housing Part 2 – Back to the Future

16th November 2011

Course overview:

The Coalition Government has recently introduced a raft of significant changes to social housing and the welfare benefit system, with more to follow over the next few years. This course will provide customers with a simple overview of changes proposed and will give an indication of how people may be affected.

The course will cover:

- Affordable Tenancy.
- Welfare Benefit Reform.
- Localism Bill.
- What is Coastline's stance?
- How will it affect customers?

TPAS



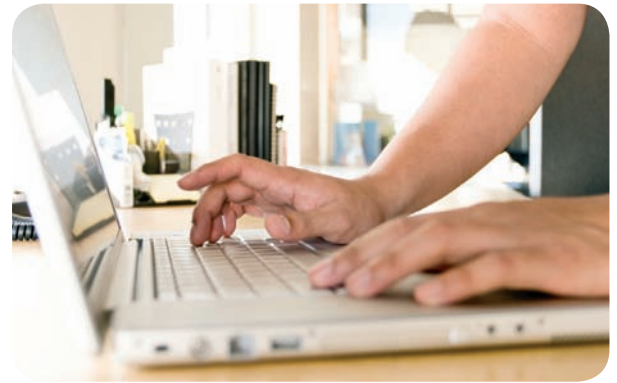
TPAS E-learning

We work closely with TPAS

TPAS is now a recognised centre for National Open College Network (NOCN) validated and accredited courses. All the E-Learning courses, including the two pilot courses, will be accredited at Level 2 via the Open College Network. North West Region (OCNNWR).

Benefits of TPAS E-Learning

- Fit learning around your own schedule.
- Learn at your own pace.
- You don't have to travel to courses.
- Learn in a place convenient to you.
- Develop your involvement skills...
- ...and your computer skills.
- Relevant courses and content.
- Lots of interactive and fun activities.
- Support for different languages, close-captioning and text-to-speech.
- Private and secure.
- Interact with other learners...
- ... and share good practice.
- Online support from TPAS.



- Tutor feedback and technical support.
- Accredited with Open College Network.
- Enhance your employment prospects.

What you will need:

- Access to a personal computer with internet access, this could be at home, a local library, learning centre or tenants resource centre.
- Basic literacy skills.
- Basic IT skills.

Tenants at the heart of TPAS E-Learning

TPAS has developed a team of trained tenant E-Learning @mbassadors who will continue to work with us as we explore new technologies and develop innovative new courses, content and ideas for our E-Learning programme.

Online courses include:

- Effective Meetings.
- The Role of a Community Representative.
- Chairing Skills.
- Involving Everyone.
- Building Communities Online.



»» IT Workshops



FREE COURSES



IT WORKSHOPS

Based around Digital Inclusion for new or inspiring home users

Covering the following topic areas

Accessing the internet

Basic PC use

Setting up/Using E-Mail

Searching the internet effectively with Google

PC Security

Government Services

Internet Security

Online Shopping

Social Networking

Cost Saving

Sessions are student lead and as such not all topics will be covered

Course consists of 4 sessions – A 2 hour intro and 3 focused 3 hour sessions

Intro sessions 9.30 – 11.30 (am groups) 12.30 – 2.30 (pm groups)

All other sessions 9.00 – 12.00 (am groups) 12.30 – 3.30 (pm groups)

Working with



In association with



UK ONLINE BASICS

UK onlinecentres

Short flexible Course covering basic concepts of internet use which can be studied at your own pace at a time to suite you

(Subject to booking your slot)

ITQ Level 2

Evidenced based (No exams) course covering the following topic areas

Word Processing

PowerPoint presentation

Spreadsheets

Ideal qualification for those in or looking for employment

OTHER COURSES CAN BE DESIGNED TO SUIT YOUR NEEDS SUBJECT TO NUMBERS INTERESTED (10 PERSONS REQUIRED MINIMUM)

Contact Gavin Bolton for further details - 07794582944
www.gavinb@switchcommunity.co.uk

Working with





Booking Form

Involvement & Empowerment Training Programme

Please complete this form in **BLOCK CAPITALS** and return in the attached envelope (you don't need a stamp) or hand to any member of the Neighbourhood & Involvement Team or any other member of Coastline staff.

PERSONAL DETAILS

Name

Address

.....

.....

Postcode

Home phone

Mobile phone

Email address

Are you currently a member of any Sounding Board,

Action Team or Resident Association?

Yes

No



»» Booking Form

Involvement & Empowerment Training Programme

Which courses would you like to attend? (Please tick)

Allocations & Lettings Training with Customer Care & Access
7th October 2011, Board Room, Ferris House, Camborne

Assertiveness and negotiation skills
18th July 2011, Board Room, Ferris House

Chairing Skills
6th May 2011. Board Room, Ferris House
31st October 2011, Board Room, Ferris House

Deaf Awareness Training & Basic Sign Language
16th March 2012, Board Room, Ferris House

DIY and fun afternoon
25th August 2011, Coastline Services Depot, Dudnance Lane, Pool

Drafting Newsletters and Publicity
12th September 2011, Board Room, Ferris House

Equality & Diversity
8th July 2011 & 7th February 2012, Board Room, Ferris House, Camborne

First Aid
29th June 2011, The Hub Club, Pool, Redruth

Food Safety Certificate
23rd September 2011, The Hub Club, Pool, Redruth
31st January 2012, The Hub Club, Pool, Redruth

How to fill in a Funding application Form
13th June 2011, Board Room, Ferris House

Taking minutes and Secretary Skills
27th May 2011, Board Room, Ferris House

Understanding Social Housing
4th November 2011, Board Room, Ferris House

Understanding Social Housing Part 2 – Back to the Future
16th November 2011, Board Room, Ferris House

Please say if you have any special dietary needs

Please tell us about any special requirements that you may have, for example, disabled access, large print, hearing loop, information in another language, no photos etc.



Do you need information in a different format?



Arabic الرجاء ارسال لي هذه الوثيقة باللغّة العربيّة

Polish Na specjalne życzenie, niniejszy dokument może być dostępny w języku Polskim.

Thai เอกสารนี้มีให้ในภาษาไทย ถ้าคุณต้องการ

Other language required: _____

Name: _____



Address: _____

Postcode: _____



Telephone: _____



Send to:

Coastline Housing, Ferris House,
Dolcoath Avenue,
Camborne, TR14 8SD.



08082 027728

If you tell us which language you speak, we
will be able to get a translator on the phone.

