

Your next step

Training

We offer free training opportunities to all Coastline Customers, to help develop and build skills which can be used within your home or work life. There is a wide variety of opportunities available which range from structured work placements to one-off day courses. There is also the option of completing courses online to fit in around your busy schedule.

If you are interested in any of the opportunities detailed in this brochure please contact the Community Investment Team:

Phone: 01209 200200 or

Email: getinvolved@coastlinehousing.co.uk.

Online Training

As a Coastline customer you can access free online training which can be completed in the comfort of your home. All you need is an email address to get started. The following courses are available to you:

Food Safety and Hygiene - Level 2

This course is RoSPA accredited.



Food Hygiene Certificates are the most widely recognised qualifications when it comes to working with food, whether that means on the production line, in a kitchen, or even in retail. Of these, the food hygiene Level 2 certification is the one that most employees will need because it gives a good understanding of food hygiene.

After completing the course you will:

- Understand the impact of foodborne illness
- Be able to identify food hazards and take steps to reduce this risk
- Be able to recall and implement the four Cs of food safety
- Know the importance of using HACCP to comply with food safety laws

You are required to work your way through each section of this course. At the end of the tutorial there will be a short test comprising a series of questions to test your understanding of the content. To pass the test you must achieve at least 80%.



Working Safely - An Introduction to Workplace Health and Safety

This course is RoSPA accredited.



A thorough understanding of health and safety is essential in all workplaces, regardless of job role and industry. This accredited Health and Safety course ensures that you understand the most common health and safety risks in a workplace and the control measures that are needed to keep you safe.

After completing this course you will have an understanding of:

- The consequences of unsafe behaviour and neglecting to act
- The accident triangle
- How to 'Think Safe'
- Health and safety policies and procedures
- Your responsibilities with regards to health and safety
- How to recognise hazards and control risks

The key message of this course is:

- Recognise a health and safety risk and do something about it!

You are required to work your way through each section of this course. At the end of the tutorial there will be a short test comprising a series of questions to test your understanding of the content. To pass the test you must achieve at least 80%.

Safeguarding Adults at Risk

This course provides you with all the knowledge you need to safeguard vulnerable adults. Upon completion of the training, you will be confident in promoting a good quality of life for all vulnerable adults.

Once you have completed the course you will understand;

- What your responsibilities are towards adults at risk
- What you should do if you suspect there is a problem
- What to do if someone discloses abuse to you
- Signs and types of abuse
- The importance of chronologies and recording and reporting abuse
- Safeguarding and the Care Act 2014

This course will take about 20 minutes to complete and you need to achieve 80% in the final test to pass.



Safeguarding Children and Young People

Everybody is responsible for safeguarding children. This is regardless of your occupation, how frequently you work with children, or how often you interact with their families. We all have a responsibility to keep children safe.

This course provides you with the knowledge and skills you need to safeguard children. Once you have completed the course you will understand:

- What your responsibilities are towards children and young people
- What you should do if you suspect there is a problem
- What to do if someone discloses abuse to you
- Signs of abuse
- How to behave appropriately around children

This course will take about 20 minutes to complete and you need to achieve 80% in the final test to pass.

The Importance of Equality, Diversity and Inclusion

This course will help you to understand why equality, diversity and inclusion are so important in the workplace. It will cover:

- The meaning and importance of equality, diversity and inclusion
- How organisations should value equality, diversity and talent
- How to develop a diverse workforce
- Challenging negative behaviours such as discrimination and harassment
- The six types of discrimination and how to prevent it
- The nine protected characteristics
- How organisations can promote equality, diversity and inclusion

Introduction to Professional Boundaries

Professional boundaries define effective and appropriate interactions between professionals and customers. These boundaries exist to protect both the professional and the customer. It is crucial that colleagues and volunteers 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 aimed at anyone who works or volunteers with customers. The skills learnt will enable you to:

- Define effective and appropriate interactions
- Understand and implement good practice
- Manage boundary issues effectively.

Digital Upskilling

There are a range of opportunities to help customers get online and build their digital skills via workshops out in Coastline communities or one-to-one sessions. Whether you are a complete newbie or just need a refresher, Coastline can help.

Digital Buddies

We have a number of Digital Volunteers and Champions who can provide tailored one-to-one support to customers. They will start by looking at what you want to achieve digitally. For some it might be learning how to turn on a computer, for others it might be setting up an email or completing an online shop. Whatever you want to achieve our digital buddies are here to help you learn the skills you need.

Workshops ***currently unavailable due to COVID-19 pandemic**

Coastline can provide specific support to customers who would like to access Coastline's online services. For example, we can run workshops on how to apply and bid on our properties via HomeHunt. We can also run sessions focusing on how to sign up and access features on MyCoastline, making it easier for customers to report repairs, pay rent and gain information about their tenancy.



Life Skills

Emergency First Aid at Work (One Day)

In day-to-day life you never know when you might be called upon to administer

First Aid to a loved one, a friend, work colleague or a stranger in the street.



Would you know what to do in that emergency? Why not attend an Emergency First Aid at Work course and learn those valuable skills.

Course Content:

- Aims and principles of first aid
- Assessment of the situation
- Basic Hygiene in First Aid
- Dealing with an unconsciousness casualty
- Shock
- Resuscitation/CPR
- Demonstration of the correct use of a Defibrillator
- Bleeding Control
- Seizures
- Heart Attacks / Strokes
- Choking
- Minor Injuries

Assessment is ongoing by the instructor after which all successful candidates will receive a HSE recognised Emergency First Aid at Work Certificate valid for three years. The certificate can be used in any workplace to verify you are a first aider.

Money Management

The CAP Money Course is a free course that will teach you budgeting skills and a simple, cash-based system that works. In just a few sessions, you will get to grips with your finances so you can budget, save and prevent debt.

Whether you feel pretty organised or whether it's like a lucky dip every time you try to withdraw cash from your account, the CAP Money Course



will help you take complete control of your finances. There are extra resources for those on low incomes, self-employed people, couples, families and those preparing for retirement – whoever you are, the CAP Money Course will be relevant to you.

*** We are currently offering budgeting support via one-to-one sessions over the phone as an alternative to group sessions during the COVID-19 pandemic.**

Parenting Group

Coastline's Solihull Parenting Group, brings parents together who would like to build their resilience when it comes to parenting. The group encourages parents to share their experiences and learn from each other.

The next group will be taking place in early 2021, and our Together for Families workers will be running online sessions between now and then to give parents the opportunity to come together virtually.

If you are interested in any of the training, courses and support available please contact us using the details provided on page 1.

