



Driving the adoption of e-learning within the Housing sector

e-Enabling Contractor Training

The new Contractor Plus package from the Housing e-Academy will help your organisation to ensure that your contractors provide the same level of customer service as your employees.

The Contractor Plus package can be accessed via any internet enabled computer. Each course takes up to 2 hours to complete, but as it's e-learning the learner can dip in and out around other commitments and work at a pace that suits their individual style. Learning is tested through regular knowledge checks and a final course quiz. All courses are CPD accredited and, upon completion, the learner can print off a certificate for their records. As an organisation you can produce reports showing take up, pass rates, training time, learner feedback and more.

Contractor Plus will help your organisation to ensure that the contractors you use have understood and can apply the key elements of; Customer Care, Equality & Diversity, Conflict Resolution and Confidentiality, without the need for expensive and time consuming classroom based courses.

**For more information
please contact Chloe Weatherhead,
Housing e-Academy Manager on:
chloe.weatherhead@housingea.co.uk
or ring Chloe on:
01943 885085**

Level 1 £150 + VAT per person

Access to:

- Equality & Diversity
- Customer Care
- Confidentiality
- Conflict Resolution

(min 10 people)

Level 2 £200 + VAT per person

Access to:

- Equality & Diversity
- Customer Care
- Confidentiality
- Conflict Resolution
- Fire Safety
- Manual Handling
- Risk Assessment

(min 15 people)

**Additional courses £30
+ VAT per person**