



# Housing e-Academy

## Membership Course List

### What is Housing?

This online learning course provides background into the history of social housing, and looks at the roles and responsibilities of housing organisations and their tenants.



### Dealing with Anti-Social Behaviour

This programme has been specifically designed to give a good understanding of anti-social behaviour (ASB) and what actions should be taken to help address it.



### Fire Safety

This online fire safety training course will help employers to fulfil this requirement by offering learners an overview of the key issues relating to a safe working environment.



### Data Protection in the Workplace

It is vital that those who collect and use personal data maintain the confidence of those who are asked to provide it. The Data Protection Act 2008 provides a means to ensure confidence is maintained.



### The Regulatory Framework for Housing Associations (Also Available for ALMO's)

This course explains the regulatory framework for housing providers, the role of the Tenants Services Authority (TSA) and the importance of 'Best Value' for social housing providers.



### Housing Governance: The Role of the Board for Housing Associations (Also Available for ALMO's)

Social housing providers have objectives which they have to meet. The key to success in achieving these goals is the way these social housing providers are governed. To be well governed requires an effective Board or Management Committee to oversee the running of the organisation.



### Equality and Diversity in the Workplace

There is often much confusion about Equality and Diversity, it can be easily obscured by myths and most people are wary of dealing with Equality and Diversity issues for fear that they may do or say something wrong. This course is aimed at making things clearer.





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### Manual Handling

This online Moving and Handling module provides learners with the knowledge they need in order to reduce the chance of incurring an injury whilst moving loads in their work environment.



### Safeguarding Adults (POVA)

This e-learning course looks at the issues relating to safeguarding adults including notable drivers that have helped shape the UK's approach towards safeguarding adults.



### Conflict Resolution in the Workplace

This course has been developed by the National Syllabus for conflict resolution and deals with communication skills, personal safety and what if situations.



### Personal Safety for Lone Workers

There are many risks associated with working in isolation and without the support of colleagues, and violence against employees is unfortunately too common.



### Risk Assessment in the Workplace

By Law, managers are ultimately responsible for safety, but all staff have a part to play. To discharge this responsibility, managers need to implement the agreed health and safety policies and procedures for their services.



### Customer Care

This course is designed to show learners how they and their colleagues can make customers feel that their business is genuinely interested in them.



### Confidentiality in the Workplace

Confidentiality of information is enforced on the 'need to know' principle, which forms the cornerstone of information security in today's corporate world.

