



[plus]

09.02.2010

February Conference a HUGE success!

[Housing e-Academy]
09.02.10

Coming soon...

'Money Matters – Financial Inclusion' course available March 2010.

In order to achieve your goals you must be confident in your ability to manage your money. You need to be confident that you can make the right choices, avoid bad debt, and make the best use of savings.

'Cultural Awareness' course, available March 2010.

Contact the Housing eA team!



Deby Walker, Account Manager

Chloe Weatherhead, Housing e-Academy Manager

2010 Events

17th March webinar – Introducing webinars; the pro's and con's of virtual classrooms

20th April, Bradford – Y&H networking event - Money Matters (10:00 – 14:00)

BOOK YOUR PLACE NOW!

3rd June webinar - Articulate; turning PowerPoint presentations into e-learning courses

July (date TBC) – Central networking event – Money Matters

www.housingea.co.uk

4th Feb 2010

The first Housing e-Academy conference was deemed a success by both delegates and organisers.

Over 50 delegates representing social housing providers and tenant bodies plus speakers and exhibitors from organisations such as Leeds Tenants Federation, TAROE, Creative North and Accent Group Ltd

enjoyed a range of both workshops and plenary presentations. Subjects included engagement through technology, the history and future of tenant engagement, illegal money lending and the new TSA agenda.

Feedback from delegates on the day was captured on video and these clips, along with the presentations and photos from the event are now available to download from www.housingea.co.uk.

Chloe Weatherhead, Housing e-Academy Manager said, 'I'm really pleased with how well the e-Enabling Tenant Engagement Conference was received. This is the first conference the Housing e-Academy has hosted and feedback, both on the day and through calls to the office following the event, has been extremely positive. We will definitely be running another conference in 2011 alongside our usual programme of networking opportunities for both members and non-members. I'd like to thank all those who got involved and helped to make this event a huge success.'





[Tenant Plus]



[Contractor Plus]

NEW courses now available

Managing a Home

Your home is your world but modern life is fast paced and this often causes us to forget the important details that impact on our home life. Whether you've just moved into a new home or you've been in your home for years and are looking to make some changes to make life more organised, this module has a number of suggestions which will help you to manage your home. It's never too late to change – by establishing good habits now you will continue to reap the benefits.



**For more information contact
Chloe or Deby on 01943 885085**

Healthy Living

'Health' is generally defined as being a state of complete physical, mental and social wellbeing. Whilst we may not always experience complete wellbeing in these areas throughout our lives, we can look at how we live on a day-to-day basis to see whether changes can be made to make our lives healthier. It's never too late to change – by establishing good habits now you will continue to reap the benefits.

Climbing the Career Ladder

A job gives many people a 'sense of self', offers challenges and boosts confidence. In order to reap the benefits of working you need to find a job that's right for you. You must consider: -
What jobs are available.
What job would be suitable for you.
What you need to do to be given a job.
Your future career prospects.

All courses are CPD accredited and take up to 2 hours to complete.

E-Enabling Contractor Training

Contractors are often perceived by the customer as the face of the organisation. This can cause problems due to different standards of training.

Contractor Plus ensures that your contractors have basic level awareness of the following subjects:

Customer Care

Conflict resolution

Equality & Diversity

Confidentiality

The package can be accessed from any internet enabled computer. Each course takes up to two 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.

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 a variety of subjects without the need for classroom training.



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