

# CAPITA

LEARNING & DEVELOPMENT

Capita Learning & Development offers a wide range of accredited and non-accredited courses including CIH Level 2, ILM, CMI, APMG (Project Management), NVQ and BTEC. Visit our website at: [www.capita-ld.co.uk](http://www.capita-ld.co.uk)

## Training Delivery Options

We have regionally based training centres across the UK where we deliver a range of courses covering executive leadership, management development, housing, schools, procurement, social care, project management and introduction to IT. Additionally, if you cannot come to us, we can come to you to deliver training for as few as four people, one to one coaching or a development programme to work across groups and departments.

## Blended Learning Options

As well as our face to face training, Capita Learning & Development also provides e-Learning and Blended Learning solutions across a wide range of subjects. Our Blended Learning and e-Learning courses range from 25 minutes in-depth training to 5 minute 'lite bites'. Additionally, we can tailor blended learning programmes to any requirement and have specific e-Learning programmes for local authorities covering HR modules and Health & Safety.

## Contact Details:

Phone Number: 0800 088 6699

Email: [housingL&D@capita.co.uk](mailto:housingL&D@capita.co.uk)



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## Specialist Training for Local Authorities & Housing Associations

### Accredited Training Programmes in Housing

CIH Level 2 Accreditation for tenants in Social Housing.

### Local Authorities and Housing and Tenant Associations

Bespoke programmes to support the needs of Local Authority housing departments, tenants in Social Housing and Housing and Tenants Associations.

### Commercial Management and Leadership

Training programmes in commercial awareness and leadership skills designed to support Housing Officers, Senior Management and Tenant Associations.

### Anti-Social Behaviour and Witness Support

Programmes to deal with problems of anti-social behaviour and assist witness support in Social Housing.



Working alongside:



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Capita Learning and Development offers the Level 2 Certificate in Housing from the Chartered Institute of Housing for staff starting their professional development in housing, for social housing tenants and for those who want to improve their general awareness of housing issues.

Taught over a period of four – six months, the course comprises four modules:



Students attend four workshops, one for each module, and also receive high quality, self-study workbooks from the CIH. An induction day introduces students to the course requirements and helps them develop the study techniques they need to be successful. There are no formal exams. Students are continuously assessed through assignments and a short workplace portfolio, with Capita tutors who are experienced housing professionals providing support and feedback throughout.

No previous qualifications are required.

The course duration can be tailored, and further workshops can be added, to suit the needs of your organisation.



## Bespoke Programmes for Local Authorities, Housing and Tenant Associations

To meet the diverse needs of our customers, we offer a range of bespoke courses:

- Health & Safety
- Anti-Social Behaviour
- Housing Strategy
- Repairs & Maintenance
- Management & Leadership Skills
- Commercial Management Development
- Behavioural Change Programmes
- Witness Support Training
- Finance for Non-Financial Management
- Training for Board Members
- Managing Tenants
- Personal Development Skills
- Equality & Diversity
- Key Partnership Working
- Information Sharing
- Commissioning and Procurement
- Political Awareness
- Risk Management
- Stress Management
- E-Safety

“We have developed bespoke programmes to support the needs of Local Authority Housing departments, tenants in Social Housing and Housing and Tenant Associations”

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