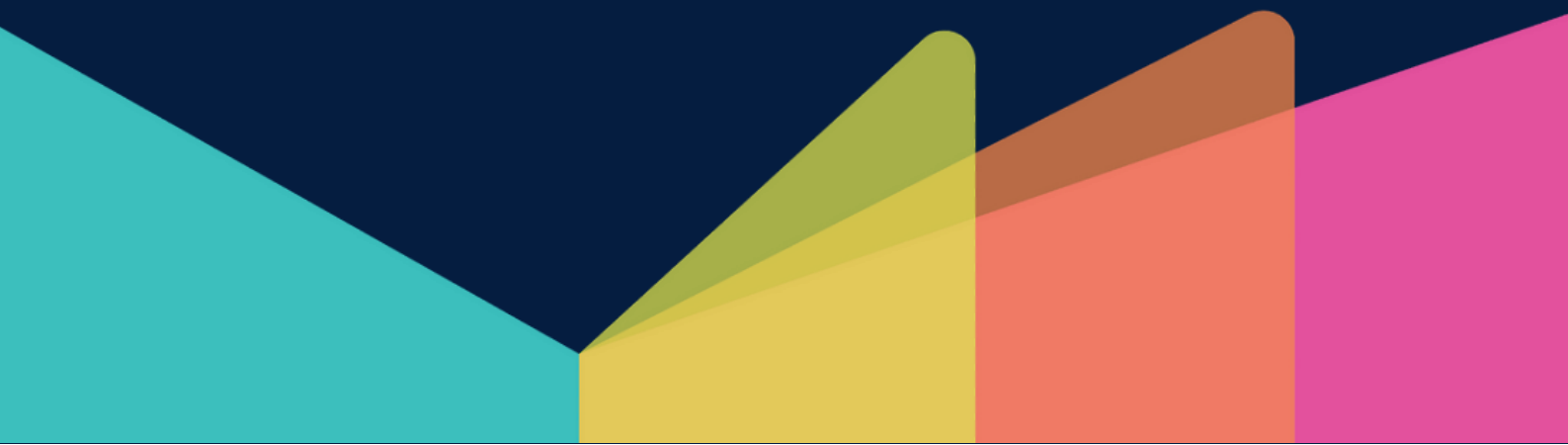




# Access Training

## Supporting the Housing sector



# INTRODUCING ACCESS TRAINING

High-quality training, apprenticeships and recruitment support to businesses and individuals throughout the Midlands.

With our 35-year training heritage comes a wealth of experience in matching the right individual to the right business, and tailoring a delivery model to suit each employer organisation.

There are six key reasons why employers choose Access:

1. **Achievement rates.** Ours are consistently higher than the national average.
2. **Free recruitment service.** We save our clients both time and effort.
3. **Flexible delivery model.** We offer days and timescales that suit our clients and their learners.
4. **Shortest time-to-benefit.** We offer training beyond academic terms and throughout the full year.
5. **Expertise.** We employ trainers direct from the sector.
6. **Pastoral care.** Learners who feel supported through their apprenticeships and training programmes truly flourish.



100%  
Employer  
satisfaction rate



94%  
Learner success  
rate



1,000+  
Learners  
every year



# OUR EXPERTISE IN HOUSING

## What makes Access Training so well-equipped to deliver training to the housing sector?

Housing associations have a lot to contend with. There is the challenge of an ageing property maintenance workforce and the inevitable loss of skills from your organisation. There is the cost-of-living crisis and its impact on your customers. There is the responsibility to make your properties and communities both safe and happy places.

Addressing these challenges starts with an effective, skilled workforce. Whether it is growing your repairs academy or bringing the service back in-house, training your future team leaders, truly responding to the needs of your customers or helping them with their career prospects, we can help you train your staff where it is needed.

Access Training is perfectly positioned to understand the needs of the Housing sector because it is co-owned by two housing associations, Futures Housing Group and Nottingham Community Housing Association.

Our clients tell us they choose us for three key reasons:

### 1. The flexibility of our training model

We have a broad range of services, including apprenticeships, traineeships and commercial courses, which can be tailored to suit your organisation's training and recruitment needs.

### 2. Our knowledge of the sector

Our track record in working with Housing Associations across the UK is a strong one. Over the last four years, we've helped over 450 apprentices in the sector achieve their qualifications.

### 3. The support we offer to our learners

We offer a tailored blended approach to our learning. Providing one-to-one support, our trainer assessors are always on hand to guide, encourage, provide feedback and share best practice across the sector.



# ACHIEVING SOCIAL VALUE FOR OUR CLIENTS

Each new apprenticeship you offer can add around £15,000 in social value to the local economy, through raising the skills and employment prospects of local residents.

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At Futures, we don't just provide homes for people, however crucial that is. We also give people the chance to find out what they want to do in life, and offer on-the-job learning opportunities to help develop skills and build careers. Working closely with Access Training allows us to offer more apprenticeships and therefore not only give people safe, high-quality and affordable homes, but also to find secure, meaningful and enjoyable careers.

Ceri Theobald, Group Director of Strategic Partnerships & Growth at Futures Housing Group, and board member of Access Training



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At NCHA it is crucial for us to invest in partnerships which deliver work in accordance with our vision and in accordance with our values. In Access Training we have found the perfect training and apprenticeships partner and we have benefited greatly from their input into our business. I am proud to support this ongoing, critical partnership and the work it delivers, giving back to people from across the East Midlands.

Paul Moat, Chief Executive, Nottingham Community Housing Association



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# OUR HOUSING QUALIFICATIONS

## Apprenticeships

Learners on our Housing apprenticeship programme qualify as student members of the CIH. Upon successful completion of the course, they receive a CIH certificate and are eligible for CIH membership.

Our apprenticeships include:

### **Housing Property Management Apprenticeships Level 2, 3 and 4**

Boosting technical knowledge within your organisation across a wide range of housing and property management practices, from Assistant to Senior level.

### **Property Maintenance Operative Apprenticeship Level 2**

Developing a team of multi-skilled tradespeople who can apply their skills to multiple areas such as boiler maintenance, plastering and tiling, so that the condition and safety of your properties is optimised and through the smallest number of tradesperson callouts.

### **Team Leader/ Supervisor Apprenticeship Level 3**

Ensuring you have capable and effective leaders who can take responsibility for target setting and task completion.

### **Business Administration Apprenticeship Level 3**

Putting in place the policies and processes needed for effective office operations.

### **Customer Service Apprenticeships Level 2 and 3**

Developing the skills needed to deal effectively with customers and their evolving needs.

### **Anti-Social Behaviour and Community Safety Officer Apprenticeship Level 4**

**\*Coming soon\***

Helping your organisation to investigate reports of anti-social behaviour and community safety issues, deliver informal and formal resolutions, explore prevention solutions, and work effectively with partners and enforcement agencies, to support victims, witnesses, and vulnerable perpetrators.



# OUR HOUSING QUALIFICATIONS

## Commercial courses

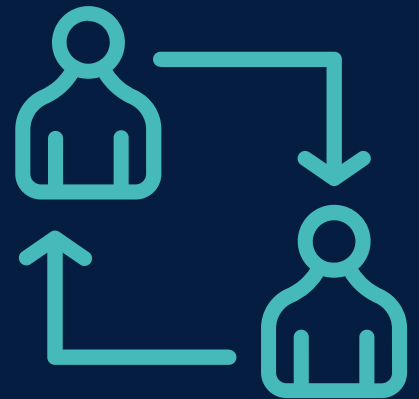
Where an apprenticeship is not appropriate, we have the knowhow to tailor a programme according to your exact requirements, including in subjects such as customer care, telephone techniques, and minute taking.

## CIH Level 5 Housing Management stand-alone qualification

This online knowledge-based qualification covers all areas of housing policy and practice, and to a recognised professional standard.

There are six units:

1. Leadership and management
2. Ethics
3. Strategic business planning
4. Housing in context
5. Managing relationships
6. Professional practice



The duration of the course is 12-15 months.

Our business engagement team will be happy to discuss your requirements in full.



Access was by far the strongest performer on knowledge of the sector, understanding of our requirements and building a strong working relationship with us from the off, as well as the flexibility of their delivery model.

Steffan Beange, Customer Experience Team Leader, emh



## FIND OUT MORE...

Let us create the perfect training programme for your organisation...

Our Employer Engagement team will be happy to discuss your requirements, and work with you to tailor a package that best suits your needs.

Tel: 0330 002 6266

Email: [info@atem.co.uk](mailto:info@atem.co.uk)

[www.atem.co.uk/housing](http://www.atem.co.uk/housing)



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Whilst other providers are unquestionably professional, the relationship doesn't compare to the one we enjoy with Access. Closer working on our particular challenges, more regular communication and a sounding board when we need it.

Allison Whadcoat, Senior L&D Advisor at NCHA

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Chartered  
Institute of  
Housing  
Approved centre

