



Getting Housing Qualified

Our offer for housing organisations
and their people.



Getting Housing Qualified

There's never been a more important time for housing providers to develop their people to be the best they can be at work.

Enabling and supporting customers to live in secure, safe and comfortable homes is a fulfilling and impactful career – and, when done well, changes lives.

Here at Access Training, we have the experience and tools to support the improvement of professional standards within your organisation; delivering first class services to your customers and rewarding roles for your people.

Owned by two prominent housing associations in the East Midlands: NCHA and Futures Housing Group, we're a training and apprenticeship provider specialising in the delivery of housing qualifications to housing people through a variety of pathways.

Our ambition is to embed and support professional excellence, making housing a career path of choice.



Improving the levels of professionalism, the sector deserves; making housing a career path of choice.



Our Offer to Housing Providers...

Housing associations have a lot to contend with. There's the cost-of-living crisis and its impact on your customers. There's the responsibility to make your properties and communities both safe and happy places. There are new government guidelines pushing for an improvement in professional standards.

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

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.



Housing

Apprenticeships

Developed by the sector, for the sector, apprenticeships are a job with training, and will cover the skills, knowledge and behaviours required to succeed in the housing sector.

Apprenticeships are a great way to recruit new staff and upskill your workforce.

Learners on our housing apprenticeships have the option to undertake a CIH Certificate alongside the apprenticeship, gaining two certificates on completion of the programme.



Housing and Property Management Assistant Level 2

This apprenticeship is suitable for those who are new to the housing sector. Working closely with colleagues to explore solutions to problems and improvements to ways of working, individuals will take responsibility for the quality, accuracy and planning of their own work.

Housing and Property Management Level 3

This apprenticeship is suitable for individuals who take responsibility for the quality and accuracy of their work and its administration. They may also have supervisory responsibility for other people and will be proactive in finding solutions to problems and identifying areas for improvement.

Senior Housing and Property Management Level 4

Responsible for the management and delivery of housing and property related services, including the management of resources with delegated authority to deliver business objectives, this apprenticeship is suitable for individuals who are in a housing management role and who manage budgets and people.

Property Maintenance Operative Apprenticeship Level 2

Property Maintenance Operatives carry out routine maintenance tasks using a broad range of trade skills, including: carpentry, joinery, plumbing, plastering, brick and block work, external works and associated finishing trades including tiling, painting, and decorating.

This apprenticeship is suitable for individuals who have an interest in general maintenance and who may wish to progress onto a specific trade.

Business Support Apprenticeships

We offer a range of non-housing specific apprenticeships that provide vital support services to organisations.

Business Administration Level 3

This apprenticeship is suitable for individuals who will provide support in key functional areas, contributing to the efficiency of an organisation, who are able to show initiative, work independently and as part of a team, and help develop others through coaching. A business administrator works with both internal and external customers.

Customer Service Practitioner Level 2

Providing an ideal entry point for individuals into the world of customer service. The main purpose of this apprenticeship is to support people to deliver high quality face-to-face, telephone, email, text and social media interactions to your organisation's customers.

Customer Service Specialist Level 3

This apprenticeship is ideal for individuals who are, or aspire to be, a professional expert for direct customer support within their organisation. They will be the referral point for dealing with more complex or technical customer requests, complaints, and queries, often an escalation point for ongoing customer problems.

Team Leader/Supervisor Level 3

This apprenticeship is suitable for an individual who is or aspiring to be a team leader/supervisor in a first line management role. With operational/project responsibilities and responsibility for managing a team to deliver a clearly defined outcome, they will provide direction, instructions, and guidance to ensure the achievement of set goals.

Learning and Skills Mentor Level 4

This apprenticeship can help mentors and supervisors support individuals and teams with their learning and development. They will work collaboratively and inclusively with stakeholders, and within the appropriate legal and ethical frameworks.

Chartered Institute of Housing (CIH) Qualifications

CIH qualifications provide the essential theoretical knowledge needed for the housing sector, and provide individuals with the opportunity to apply for CIH membership upon completion.

As a CIH approved study centre, our blended learning approach, delivered by our housing specialist tutors, provides individuals with the expertise needed to support their career in housing.

With qualifications from level 2 to level 5, our team will be happy to provide advice and guidance on the most suitable level for your people.

CIH Level 2 Certificate in Housing Practice

Providing an introduction to housing, this qualification is suitable for individuals who are new to the housing sector.

CIH Level 3 Certificate in Housing Practice

Covering a broad range of general and specialist topics such as policy and law, this qualification is suitable for individuals who are working in the housing sector and have already completed a level 2 housing qualification or who have relevant housing experience.

CIH Level 4 Certificate in Housing

This qualification provides the knowledge required to operate at a senior management level within the housing sector, and is suitable for individuals who are in a supervisory or management role, or for those aspiring to be in this type of role. Ideally individuals will have completed the level 3 housing qualification and/or have relevant experience within the housing sector.

CIH Level 5 Diploma in Housing

Covering topics such as Leadership and Management in housing, and strategic and business planning for housing organisations, this qualification is suitable for individuals in a management and executive role in the housing sector. Ideally, learners will have completed a level 4 qualification in housing and/or have relevant experience.



Why Access Training?

The flexibility of our training model

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

Continuous Professional Development (CPD)

We will work with housing organisations to design, develop and deliver a bespoke package of CPD programmes covering the skills, knowledge, experience and behaviours required across organisations and the sector.

Our knowledge of the sector

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

The support we offer to our employers and learners

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

Funding

We are an approved provider of apprenticeships and can utilise government funding, such as the Apprenticeship Levy, to support employers.

Our background

We have 40 years' experience in delivering learning and apprenticeships. We're trusted partners of the Education and Skills Funding Agency (ESFA), and CIH, and are regulated by Ofsted.

Other services

Our services also include bespoke packages of training to organisations looking for short-term, operational learning opportunities for their people.

For more information about our services, contact us to speak to our Employer Engagement team

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