

12 MONTH BLOCK



Accredited Courses

January - December 2018

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1
8



- Get a qualification
- Enhance your career
- Study with SHARE

PLEASE NOTE: SHARE DOES NOT CHARGE VAT

THIS IS A
SNAPSHOT OF
COURSES...MORE ARE
AVAILABLE

LEARN with SHARE

Welcome to **SHARE's Accredited Courses brochure** which now covers the full year from **January to December 2018** – one of our three learning & development brochures.

SHARE currently has three learning & development brochures:

- **Accredited Courses**
- **Committee/Board Development**
- **Staff Development (Staff Development and Delivering Housing Services have merged)**

A Committee/Board and Staff development brochure will now be available every three months to help you plan ahead and keep your skills up to date.

All of the courses listed can be found on our website where you will be able to view a full course descriptor and book your place/s.

SHARE can deliver courses in-house, where and when you want and tailored to your organisation's needs.

Remember this brochure is just a 'snapshot' of what is on offer at **SHARE**. New courses and dates are being added to our website continually.

Look out for our Career Builder programmes - these have been devised especially for those pursuing a career in maintenance, technical services or development. They will help you develop a strong CV, build your confidence and provide opportunities to move from assistant to officer level.



→ A Foundation in Factoring

A foundation in factoring is a SHARE training programme accredited by the Institute of Residential Property Management (IRPM). Completion of this programme leads to Associate membership of the IRPM (AIRPM).

This programme, which consists of 6 modules, has been designed for all staff involved in the delivery of factoring services including property managers, surveyors, housing assistants, finance officers & assistants, customer service staff, repairs and maintenance officers, and those involved in the management of complaints and regulatory compliance.

IRPM is the UK's leading professional property management body offering qualifications and accreditation. SHARE is the only organisation in Scotland delivering this well recognised and respected industry qualification.

Delegates are advised to book the full programme and sit the final assessment to achieve accreditation.

Please visit the SHARE website to book and for further information on each of the modules: www.share.org.uk

11.01.18 Cohort 7

Time:
9.30am - 4.30pm
Venue: Reidvale
Neighbourhood
Centre

18.01.18 Cohort 8

Time:
9.30am - 4.30pm
Venue: Inverness
(tbc)

24.05.18 Cohort 9

Time:
9.30am - 4.30pm
Venue: Reidvale
Neighbourhood
Centre

Modules

Introduction to Property Management in Scotland - Module 1

Understand the 'rules' and frameworks that steer the delivery of a factoring service and the importance of compliance and a factor's limitations.

Operating within the Legal Framework in Scotland - Module 2

Examine the legal framework in which a factor operates including key property legislation as well as other relevant legislation including health and safety, data protection, etc

Meeting Financial Obligations - Module 3

Understand the financial obligations in delivering a factoring service; the management of floats, sinking funds and buildings insurance; and how to deliver value for money.

Building Maintenance and Management of Repairs - Module 4

Gain a basic knowledge of what is required of a factoring property inspection and stock condition survey, how to manage the maintenance and repairs process within limits of deeds and regulations, and the maintenance regime required of factored stock.

Customer Service Excellence - Module 5

Understand the principles and practices of factoring customer service excellence, effective communication methods and review examples of good practice.

Accredited Courses

07.09.18 Cohort 10

Time:

9.30am - 4.30pm

**Venue: Reidvale
Neighbourhood
Centre**

**Trainer: Angela
Kirkwood**

Cost: Programme

When booking full programme a discount of **10% has been applied**
Discounted price including assessment

Member £1,250

Non-member £1,930

Please see website for a full breakdown of all costs and per module rates.

Delivering a Professional Property Management Service - Module 6

Acquire the skills to carry out a comprehensive property inspection, understanding when to action works identified and maximising the use of technology.

Assessment

Once you have completed the 6 modules of the programme you can sit the 3 hour exam. A separate day session is available on the morning of the assessment for those who require some last minute revision.

Please note: The 6 modules which can be taken together by booking the full programme or you can stagger your learning over 12 months. On successful completion you will receive a qualification in factoring as well as the opportunity to gain Associate membership of IRPM.

Cohort 7

11, 25 January, 8 February, 1, 15 March, 19 April and 10 May (assessment date)

Cohort 8

18 January, 1, 22 February, 8, 22 March, 3 and 17 May (assessment date)

Cohort 9

24 May, 7, 21 June, 5, 19 July, 23 August and 6 September (assessment date)

Cohort 10

7, 21 September, 5 October, 1, 15, 30 November and 13 December (assessment date)

16.02.18

14.09.18

Time:

9.30am - 12.30pm

**Venue: 38 Lansdowne
Crescent**

Trainer: Peter Butcher

Cost:

Member £195

Non-member £295

→ Asbestos awareness (UKATA)

Asbestos awareness training is required for employees whose work could foreseeably expose them to asbestos. In particular, all demolition workers and those workers in the refurbishment, maintenance and allied trades should attend where it is foreseeable that their work will disturb the fabric of the building because asbestos-containing materials (ACMs) may become exposed.

→ Chartered Institute of Housing (CIH)

The Chartered Institute of House (CIH) is aimed at staff who are considering a career in house or looking to progress in their career. Course available are suitable for those who are new to the sector or have been in the sector for a number of years. You can now study CIH levels 2, 3 and 4 through SHARE. Studying these courses will also give you student membership of the CIH for the time you are studying.

03.04.18

02.08.18

Time:

9.30am - 4.30pm

Venue: SHARE

Trainer: Dr Stewart Montgomery

Cost:

Member £675

Non-member £875

CIH Level 2 Certificate in Housing Practice

This course is ideal for staff who are new to housing, for staff who want to move into housing as their career, for Committee/Board members or anyone who is considering a career in housing. Also for tenants and residents wishing to explore housing topics to enhance their personal involvement and understanding of housing issues.

This is the foundation qualification for a career in housing.

3, 24 April, 10, 24 May and 14 June

2, 16, 30 August, 13 and 27 September

03.05.18

Time:

9.30am - 4.30pm

Venue: Reidvale Neighbourhood Centre

Trainer: Dr Stewart Montgomery

Cost:

Member £1,100

Non-member £1,400

CIH Level 3 Certificate in Housing Practice

This course is ideal for staff and Committee/Board members who have already completed CIH Level 2 Certificate in Housing Practice or anyone who is considering a career in housing, over the age of 16 years and has at least two years' experience in the job.

It is the second rung in the ladder of career progression.

3, 31 May, 6, 21 June, 26 July, 15 August, 6 September and 4 October

11.09.18

Time:

9.30am - 4.30pm

Venue: Reidvale Neighbourhood Centre

Trainer: Dr Stewart Montgomery

Cost:

Member £1,800

Non-member £2,050

CIH Level 4 Certificate in Housing

This course is ideal for staff who have been working in the sector for a few years or who have already achieved the level 3 course. This qualification provides individuals with the technical knowledge and understanding across a broad range of housing practice at management level. The qualification explores areas of housing policy, law and also professional practice, supporting development of personal growth. SHARE is taking a blended learning approach to cut down on the time required for class contact, as requested by students. This course will be delivered over 7 classes and this will be teamed up with tutor, email and telephone support and learning using SHARE's e-learning platform.

Learning methods - Class contact, group exercises, reflection, e-learning, formative and summative assessment.

11 September, 23 October, 4 December, 22 January, 19 March, 16 April and 18 June 2019

07.02.18
10.08.18

Time:
9.30am - 4.30pm
Venue: Reidvale
Neighbourhood
Centre
Trainer: Sylvia
Cockburn
Cost:
Member £250
Non-member £295

→ First Aid at Work

It is a legal duty for employers to ensure that if a member of staff takes ill or is injured while at work, immediate care and attention is provided. This course, delivered by a St Andrews First Aid trainer has been designed to ensure that delegates develop the practical skills and knowledge to provide that care and attention if and when it is required.

The Health and Safety Executive recognise St Andrews First Aid as a standard bearer in providing first aid training and delegates can be confident that by attending this course you will be receiving training with the highest level of quality assurance.

7, 14 and 21 February
10, 17 and 24 August

04.03.18
14.09.18

Time:
5.00pm - 8.00pm
Venue: SHARE
Trainer: Olwyn
Gaffney
Cost:
Member £595
Non-member £895

→ Governance of Scottish Housing Associations (GOSHA) SQA Customised Award

This qualification is for all Committee/Board members but it is recommended that candidates have served on their Committee/Board for at least one year. The qualification helps to develop skills, essential knowledge and understanding required to be an effective Committee/Board member. It also shows continued learning for Committee/Board in line with the Scottish Housing Regulator's recommendations.

The GOSHA award was designed in partnership with Committee/Board members for Committee/Board members.

This session is an induction and delegates will work through the qualification gaining evidence from their role. There will be an opportunity to come together to share experiences and network.

→ Institute of Leadership & Management (ilm) is the UK's largest management body.

ILM courses are accredited and delegates will be required to sit an assessment to achieve this. However, courses can be taken without assessment if you do not require the ILM qualification.

22.02.18

Time:
9.30am - 4.30pm
Venue: Reidvale
Neighbourhood
Centre
Trainer: Kirsteen
McGinn
Cost:
Member £280
Non-member £380



Solving problems and making decisions (ilm level 3)

This course is for anyone who has to find solutions to problems or ways to improve a situation in the course of their work. That's probably everybody!

The course will help you to develop a critical set of skills which you will use for the rest of your career and life. It is specifically aimed at those in technical services or development who want to progress in their career and who are gradually building up different skill sets as they move along the career path.

23.03.18 14.11.18

Time:
9.30am - 4.30pm
Venue: Reidvale
Neighbourhood
Centre
Trainer: Gary Dalziel
Cost:
Member £280
Non-member £380



Understanding costs and budgets in your organisation (ilm level 3)

This course is for anyone who needs to understand the place that budgets play in the daily routines of the workplace. It is specifically aimed at those who want to progress in their career and who recognise that in order to do that they will need to get their head around the money!

The purpose of this introductory course is to develop your knowledge and understanding of costs and budgets in your association/co-operative and particularly in your department.

04.04.18

Time:
9.30am - 4.30pm
Venue: Reidvale
Neighbourhood
Centre
Trainer: Kirsteen
McGinn
Cost:
Member £280
Non-member £380

Understanding procurement and supplier management in the workplace (ilm level 3 module)

If you want to develop your knowledge and understanding of procurement and supplier management this is for you. The course has been created specifically for those working in maintenance, technical services or who have a role in development where you are, or will be, involved in procuring goods and services for your organisation.



This course is especially suited to you if you're pursuing a career in maintenance, technical services or development and you want to develop a strong CV, build your confidence and provide opportunity to move from assistant to officer level.

11.04.18

Time:
9.30am - 4.30pm
Venue: Reidvale
Neighbourhood
Centre
Trainer: Heather
Ballantine
Cost:
Member £1,550
Non-member £1,850

Leadership & team skills (ILM level 2 in Leadership and Management)

This thought provoking and highly practical programme provides a superb platform for both practicing and aspiring team leaders to explore, develop and fine tune their team leading skills whilst working towards achieving an internationally recognised, vocational award from The Institute of Leadership and Management (ILM) - www.i-l-m.com.

The course comprises of 4 core units, providing learners with an excellent learning platform that will provide them with greater skills, knowledge and confidence to lead their team more effectively.

11 April, 2, 23 May and 13 June

25.04.18

Time:
9.30am - 4.30pm
Venue: Reidvale
Neighbourhood
Centre
Trainer: Kirsteen
McGinn
Cost:
Member £280
Non-member £380



Understanding how to manage contracts and contractors in the workplace (ilm level 3)

This course is for anyone who will be acting on behalf of their organisation to negotiate and award contracts and manage them alongside the contractors. It is ideal for those in technical services or development roles who want to develop their knowledge, understanding and skills in this area.



Delegates will cover topics including basic contract law, types of contracts, contract management, contractor selection process and procedures and tools.

05.06.18

Time:
9.30am - 4.30pm
Venue: Reidvale
Neighbourhood
Centre
Trainer: Kirsteen
McGinn
Cost:
Member £445
Non-member £575

Managing projects in the workplace (ILM Level 3)

This 2 day course is particularly aimed at staff in maintenance, technical services or who have a role in development where you are working on projects that have a clearly definable beginning, middle and end.



The course will help you to develop knowledge and understanding of managing workplace projects as well as introduce you to project management tools to ease the project management task. Microsoft Project will be introduced and learners are asked to bring a laptop with them to the sessions.

20.08.18

Time:
9.30am - 4.30pm
Venue: Reidvale
Neighbourhood
Centre
Trainer: Heather Jack
Cost:
Member £280
Non-member £380



Understanding workplace information systems (ilm level 3)

This course is for anyone who wants to get to grips with how to manage information in the workplace in a legally compliant, efficient and professional way. It is especially relevant to frontline staff who deal with members of the public, contractors and other service providers.

Technical services staff and those working in maintenance roles will also find this course beneficial as they develop their administrative knowledge and skills to enhance their careers.

12.10.18

Time:
9.30am - 4.30pm
Venue: Reidvale
Neighbourhood
Centre
Trainer: Kirsteen
McGinn
Cost:
Member £280
Non-member £380

Managing risk in the workplace (ilm Level 3)

This course has been created specifically for those working in maintenance, technical services or who have a role in development where you are, or will be, expected to manage risks within a project or generally in your day to day activities.



The task will require you to familiarise yourself with relevant legislation and internal policies relating to risk. It will also involve conducting a risk assessment within your own workplace, recommend strategies for minimising the impact of the risks and how these will be monitored and reviewed.

29.01.18
Cohort 1

Time:
5.00pm - 7.45pm
Venue: SHARE
Trainer: Shirley Otto
Cost:
Member £875
Non-member £1075



Chairing the Committee/Board of a charity, association and co-operative (ilm endorsed programme)

This new endorsed programme will provide Chairs with the opportunity to learn from a governance specialist, from each other, and through their own research and the learning materials.

The programme is aimed at Chairs of Housing Associations and Co-operatives who want to develop their understanding and skills to become better at what they do. It will cover three main areas - the role and responsibilities of the Chair, leading effective meetings and managing key relationships.

Cohort 1

29 January, 5, 19 February, 5, 19 and 26 March

Cohort 2

27 September, 4, 18 October, 1, 15 and 22 November

27.09.18
Cohort 2

→ Scottish Vocational Qualifications (SVQs)

Scottish Vocational Qualifications (SVQs) are based on standards that candidates must meet practically doing the job. You can work towards the following SVQs through SHARE.

16.03.18
06.09.18

Time:
9.30am - 12.30pm
Venue: SHARE
Trainer: Olwyn
Gaffney
Cost:
Member £1,050
Non-member £1,400

Business administration (SVQ Level 2)

The business administration (SVQ level 2) is the qualification for you if you do general administration tasks.

This is an entry level qualification aimed at junior members of staff or those new to the sector.

To achieve the SVQ in Housing at Level 2 candidates need to complete six modules, three core and three optional showing competency in the workplace.

16.03.18
06.09.18

Time:
1.30pm - 4.30pm
Venue: SHARE
Trainer: Olwyn
Gaffney
Cost:
Member £1,150
Non-member £1,450

Business administration (SVQ Level 3)

The Business administration (SVQ Level 3) is the qualification for you if you already have approximately two years' experience of administration and you work as part of a team, but can also have some autonomy when making decisions in your job.

To achieve the SVQ in Business administration at Level 3 candidates need to complete eight modules, three core and five optional, showing competency in the workplace. This is normally completed over 9-12 months.

14.02.18
18.10.18

Time:
9.30am - 12.30pm
Venue: SHARE
Trainer: Olwyn
Gaffney
Cost:
Member £1,050
Non-member £1,400

Housing (SVQ Level 2)

This is an entry level qualification aimed at junior members of staff or those new to the sector. It covers customer service, IT, working with your team with a choice of housing management or repairs.

To achieve the SVQ in Housing at Level 2 candidates need to complete six modules, three core and three optional showing competency in the workplace.

This is normally completed over 9 – 12 months.

18.10.18

Time:

1.30pm - 4.30pm

Venue: SHARE

Trainer: Olwyn Gaffney

Cost:

Member £1,050

Non-member £1,400

Housing (SVQ Level 3)

This qualification follows on from the SVQ level 2 in Housing and is aimed at staff who have responsibility for tasks or for supervising others.

To achieve this qualification at Level 3 candidates need to complete eight modules, three core and five optional.

This is normally completed over 9 - 12 months.

**Do you want a qualification which isn't listed here?
Let us know and we will try to deliver it for you.**



→ Understanding Buildings & Managing Repairs

Understanding Building & Managing Repairs (Cohort 4) (City & Guilds Accredited Programme status). This programme has been designed specifically for non-technical staff involved in customer relations and repairs ordering including administrative staff, receptionists, repairs centre staff, housing assistants, officers, and customer service staff. It is also helpful for those managing staff who have repairs reporting responsibilities.

The programme consists of 5 modules which can be taken together or as standalone one-day courses. After attending the five modules delegates can take the assessment. On successful completion delegates receive a certificate for the programme. The five modules have to be completed within a 12 month period.

Delegates are advised to book the full programme and sit the final assessment to achieve the qualification.

Please visit the SHARE website to book and for further information on each of the modules and to book your place/s: www.share.org.uk

09.03.18 Cohort 1

Time:
9.30am - 4.30pm
Venue: Reidvale
Neighbourhood
Centre

13.04.18 Cohort 2

Time:
9.30am - 4.30pm
Venue: Aberdeen
TBC

07.09.18 Cohort 3

Time:
9.30am - 4.30pm
Venue: Edinburgh
TBC

Cost:
Member £1,075
Non-member £1,425

**Please see website
for a full breakdown
of all costs and per
module rates**

Building construction

Gain a basic knowledge of building construction covering foundations, walls and roofs and associated common maintenance problems.

Damp & condensation in buildings

Delegates will examine the causes, effects and remedies for damp, condensation, rot and infestation in buildings.

Heating lighting & power

Delegates will gain knowledge of how electrical heating and lighting systems work in domestic properties and the common problems that are reported.

Plumbing & drainage

Learn about the water supply, distribution, drainage and waste systems in houses including gas heating and associated problems.

Building maintenance & reporting repairs

Review the common problems reported for domestic properties, understanding legal & regulatory obligations to classify, record and communicate these accurately for repairs and maintenance.

12.10.18 Cohort 4

Time:

9.30am - 4.30pm

Venue: Edinburgh

TBC

**Trainer: various -
please see website for
further details**

Cohort 1

9, 23 March, 6, 20 April, 4 and 14 May (assessment date)

Cohort 2

13, 27 April, 7, 14, 21 and 31 May (assessment date)

Cohort 3

7, 14 September, 9, 23 October, 13 and 23 November (assessment date)

Cohort 4

12, 26 October, 15, 29 November, 6 and 17 December (assessment date)

07.06.18

Time:

9.30pm - 4.30pm

Venue: Reidvale

Neighbourhood

Centre

Trainer: Mark Pauley

Cost:

Member £195

Non-member £295

→ Working safely (IOSH)

Everyone at work should have an understanding of why they must 'work safely' and this course offers exactly that. The course is for people at any level who need a grounding in the essentials of health and safety.

Topics covered are:

Introducing working safely;

Defining hazard and risk;

Identifying common hazards;

Improving safety performance;

Protecting our environment.

27.08.18

Time:

9.30pm - 4.30pm

Venue: Reidvale

Neighbourhood

Centre

Trainer: Mark Pauley

Cost:

Member £195

Non-member £295

→ Elementary Legionella Awareness (REHIS)

This one day course will provide staff members with the knowledge and understanding of how to manage the risk of Legionella. It has been designed and is moderated by the Royal Environmental Health Institute of Scotland (REHIS).

The course is split into five modules which includes information on Legionella bacteria, Legionnaires' disease, risk assessing and hot & cold water systems.

On successful completion of the course candidates will receive a certificate from REHIS.

What else is happening at SHARE?

Please contact us for further information on the following:

e-learning:

Why not make learning even easier by signing up to e-learning through **SHARE**. You can be learning new skills at anytime and anywhere you have an internet connection.

In-house:

SHARE can work with you to deliver training specifically tailored to meet your organisation's objectives. In-house training is tailored, convenient and value for money.

Events:

SHARE deliver a calendar of events each year but did you know we also event manage these for other organisations? If this is something you are interested in get in touch.

Modern Apprentices:

Why not give a young person a step up in their career as well as bring in new skills to your organisation.

Networks:

SHARE facilitate networks which are free to members and a small charge to non members.

- **Chairs' Network**
- **Scottish Factoring Network**
- **HR Network**
- **Corporate Services Network**

Your next Accredited courses brochure will be with you early October 2018 and cover the full 12 months of the following year - helping you plan your training for a full year.

Learning & Development Brochures

12 MONTH BLOCK

Accredited Courses
January - December 2018



2018

- Get a qualification
- Enhance your career
- Study with SHARE

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LEARN with SHARE

THIS IS A SNAPSHOT OF COURSES... MORE ARE AVAILABLE

3 MONTH BLOCK

Committee/Board Development
April to June 2018



2018

PLEASE NOTE: SHARE DOES NOT CHARGE VAT

LEARN with SHARE

THIS IS A SNAPSHOT OF COURSES... MORE ARE AVAILABLE

3 MONTH BLOCK

Staff Development
April to June 2018



2018

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SHARE, Wellpark Enterprise Centre, 120 Sydney Street, Glasgow, G31 1JF
T: 0141 550 7595 **E:** info@share.org.uk **W:** www.share.org.uk

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