

# Resident learning & development

**Programme 2016 - 2017**

a2dominion 



Residents Awards Ceremony 2016 winners

Training courses for adults and young people

Brought to you by A2Dominion's Community Investment Team

# Resident learning & development programme

Fancy learning life skills?



Want help to get back into work?



Need a boost to your confidence?



Want access to accredited training?



Interested in getting involved in shaping A2Dominion's services or keen to set up a community group?



**A2Dominion's exciting training programme for 2016-2017 offers courses and training to help you gain new skills, develop your knowledge and fully achieve your potential.**

**We currently have four different types of training on offer:**

- **Short day courses**
- **Career development workshops**
- **Resident involvement workshops**
- **Weekly training sessions with A2Dominion.**

This year we've used your feedback to make our Resident Learning & Development Programme even better, with a range of courses to suit a variety of needs. There's something for everyone, including financial awareness, how to help improve your community, health and safety training and gaining a better understanding of your lease and employment skills. We also provide training for residents who want to help shape A2Dominion's services.

Our courses are aimed at building your confidence, helping you to develop new skills and improving your knowledge of community development. What is more, most of our courses are accredited, which means that your learning will be formally recognised and you will be awarded for your participation and attendance.

# Career Development

If you are looking to get into work or to build your confidence then the Community Investment Team can help you.

We have designed a series of FREE workshops to help you on your journey:

**Workshop 1:**

Confidence Building & Personal Empowerment

**Workshop 2:**

Motivation & Goal Setting Workshop

**Workshop 3:**

Practical Employment Skills

If you are interested in joining these sessions please contact the team on **0800 432 0077** or email **beinspired@a2dominion.co.uk**

## Register your interest now

Spaces on courses are limited so register your interest if you don't want to miss out!

Call **0800 432 0077** and speak to the Community Investment Team or email **resident.training@a2dominion.co.uk**

# Resident Involvement workshops

This training is aimed at involved residents and those interested in becoming involved. The courses are designed to enable you to participate in the A2Dominion Service improvement programme.

The training focuses on developing a sound knowledge of performance information, how performance information can be used to improve services and how you can participate in these groups.

We have service improvement groups in Housing Services, Property Services, Leasehold Services and Supported Housing.

Find out more on our website at **www.a2dominion.co.uk/service-improvement** or by calling us on **0800 432 0077**.

The dates outlined in this brochure are provisional and may change depending on the levels of interest we receive.

Courses are free to all A2Dominion residents. To support you in attending a course, we will cover reasonable transport and child care costs on submission of a claim form and valid receipts.

# Short Courses

The following resident training courses are available (see inserts for details):

## Working with the community

- Behind the scenes at A2Dominion
- Dealing with difficult situations
- Knowing your Community
- Community leadership
- Resident Involvement workshops

## Skills for life

- First aid in your community
- Understanding your lease
- Power to your pocket
- Project and event management training
- DIY in your home



Enterprise winner: Kerry Hector



# Regular sessions with A2Dominion

## Computers and IT: Digital DIY

**Free online training sessions to improve your computer skills, including step-by-step videos that cover everything from how to use a keyboard and mouse to organising your finances.**

Most of the sessions are run on a drop-in basis from our regional offices, community centres and local libraries in west London, Staines, Oxford and Winchester.



Digital training on Great West Quarter, Brentford. Mobile Careers Coach.

We currently have sessions in the following locations:




**Stanwell Rose Community Centre:**  
every Wednesday, 9.30 - 10.45

**Ealing Central Library:**  
every Thursday, 13.15 - 15.15

If you do not live near one of the above locations, or feel you need one-to-one support at home, then please call **0800 432 0077** and ask to speak to a member of the Community Investment Team.




# Working for Your Community

Short courses





Course Title	You should attend if ...	In this course, you will...	By the end of this course, delegates will...	Dates and timings of training sessions
<b>Behind the scenes at A2Dominion</b>	<ul style="list-style-type: none"> <li>• you are a newly involved resident who would like to find out more about how A2Dominion works;</li> <li>• you work in a community group; and you have been involved for a while and want to fill in any gaps you might have about how A2Dominion works as a housing provider.</li> </ul>	<ul style="list-style-type: none"> <li>• get background information on how A2Dominion was formed and see 'behind the scenes': the different departments and what they do;</li> <li>• learn more about Resident Involvement;</li> <li>• hear about welfare reform and how this has affected A2Dominion as a business; and</li> <li>• learn how we deal with antisocial behaviour.</li> </ul>	<ul style="list-style-type: none"> <li>• understand the history of A2Dominion up to the present day;</li> <li>• understand how A2Dominion works as a Group;</li> <li>• understand how welfare reform is affecting the housing provider; and</li> <li>• how to get the best out of A2Dominion: requesting repairs and antisocial behaviour.</li> </ul>	January 2017 
<b>Dealing with difficult situations</b>	<ul style="list-style-type: none"> <li>• would like to find out more about this subject and how to put it into practice in your day-to-day life.</li> <li>• you are involved in a resident or community group.</li> <li>• are passionate about your community and bringing about positive change through developing projects and events that meet the needs of your neighbourhood.</li> </ul>	<ul style="list-style-type: none"> <li>• learn more about how to recognise and manage difficult situations.</li> </ul>	<ul style="list-style-type: none"> <li>• understand more about mental health, managing negative behaviour and working in your community.</li> <li>• have developed increased awareness of conflict management – both in the workplace and in your community.</li> </ul>	January 2017  

# Working for Your Community

Short courses

Course Title	You should attend if ...	In this course, you will...	By the end of this course, delegates will...	Dates and timings of training sessions
<b>Knowing your community</b>	<ul style="list-style-type: none"><li>• you are involved in any of our resident involvement and community groups; and</li><li>• would like to find out more about this subject and put the learning into practice in your day-to-day life.</li></ul>	<ul style="list-style-type: none"><li>• learn about the different aspects of a community,</li><li>• focus on equality and diversity and how to use this knowledge to benefit your involvement in groups, at work and life in general.</li></ul>	<ul style="list-style-type: none"><li>• understand the difference between diversity and equality</li><li>• understand the Equality Act, the 'protected characteristics' and understand about discrimination and stereotypes.</li></ul>	October 2016 
<b>Community leadership skills</b>	<ul style="list-style-type: none"><li>• you are active in your community and are passionate about leading to bring about positive change.</li></ul>	<ul style="list-style-type: none"><li>• learn how to influence and communicate with people in your local community and group;</li><li>• learn the words and body language of influencing;</li><li>• learn how to influence decision making through verbal and written proposals; and</li><li>• learn how best to debate and make the case for your peers.</li></ul>	<ul style="list-style-type: none"><li>• be able to build effective relationships with others;</li><li>• propose ideas clearly and concisely;</li><li>• use techniques on how get the best out of people and bring about change;</li><li>• structure and make a proposal for a community project;</li><li>• present to an audience;</li><li>• deal effectively with questions and discussion; and</li><li>• represent the views of others.</li></ul>	November 2016  

# Skills for Life

Course Title	You should attend if ...	In this course, you will...	By the end of this course, delegates will...	Dates and timings of training sessions
<b>Community First Aid training</b>	<ul style="list-style-type: none"> <li>• you are involved in any of our resident or community groups.</li> <li>• you would like to find out more about this subject and how to put the teaching into practice in your day-to-day life.</li> </ul>	<ul style="list-style-type: none"> <li>• gain knowledge and confidence, with the set of practical skills needed to deal with a range of emergency first aid situations.</li> </ul>	<ul style="list-style-type: none"> <li>• be able to use emergency and life-saving first aid techniques on both children and adults.</li> <li>• manage individuals and groups in an emergency first aid situation; and manage a first aid incident.</li> </ul>	September 2016  November 2016 February 2017
<b>Understanding your lease for new leaseholders</b>	<ul style="list-style-type: none"> <li>• you are a new leaseholder/ shared owner with A2Dominion Group.</li> </ul>	<ul style="list-style-type: none"> <li>• gain an understanding of the terms in your lease.</li> </ul>	<ul style="list-style-type: none"> <li>• understand what a lease is; and</li> <li>• the responsibilities of all parties.</li> </ul>	Saturday 8 October 9:45 am – 13.30pm 
<b>Power to your Pocket</b>	<ul style="list-style-type: none"> <li>• you would like to manage your finances or find out more about money management.</li> </ul>	<ul style="list-style-type: none"> <li>• gain an understanding of how to take control of your finances, including dealing with money worries.</li> </ul>	<ul style="list-style-type: none"> <li>• be able to plan budgets and understand general money management;</li> <li>• understand priority and non-priority expenditure - rethinking spending; and</li> <li>• improve financial confidence.</li> </ul>	November 2016  January 2017 

See over for more...



# Skills for Life

Course Title	You should attend if ...	In this course, you will...	By the end of this course, delegates will...	Dates and timings of training sessions
<b>Project and event management</b>	<ul style="list-style-type: none"><li>• you are passionate about your community and bringing about positive change through developing projects and events that meet the needs of your neighbourhood; and</li><li>• would like to find out more about event and project management techniques and how to put them into practice.</li></ul>	<ul style="list-style-type: none"><li>• learn how to plan and manage a project/event.</li></ul>	<ul style="list-style-type: none"><li>• be able to plan a project or event;</li><li>• outline a project;</li><li>• identify what needs to happen to deliver a project;</li><li>• allocate tasks;</li><li>• budget for a project or event; and</li><li>• evaluate the final project or event.</li></ul>	November 2016 February 2017

**Full day**

**Other Locations**  
Weekday and evenings

For more information or to register your interest for any of these courses, please contact A2Dominion's Community Investment Team:

Phone: **0800 432 0077**

Email: **[resident.training@a2dominion.co.uk](mailto:resident.training@a2dominion.co.uk)**

For more information about upcoming events and activities, visit our online events calendar:

**[www.a2dominion.co.uk/events](http://www.a2dominion.co.uk/events)**

**A2Dominion Group**

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Ealing

London

W5 5TL

**[www.a2dominion.co.uk/communities](http://www.a2dominion.co.uk/communities)**

