



# Sitra inhouse training

Providing great value for money training to the housing, support and care sector for over 25 years

## Is inhouse training right for you?

- Do you want to ensure that your projects, services and providers are delivering the best quality client outcomes?
- Do you want to understand what is needed to achieve a Level A or B standard in the QAF?
- Are you looking for a cost effective way to invest in staff development?
- Do you want training that is relevant to your organisation and its policies and procedures?
- Would you like to work with a training provider who understands your organisation, staff and specific needs?
- Have you attended a Sitra training course and feel that your colleagues would benefit from the same course?

**If the answer is yes to any of the above questions, Sitra can work with you to identify the course content and structure that meets your requirements.**

"Sitra have a professional approach and have never let us down. They make sourcing effective and competitively priced training very simple and straightforward."

# What are the benefits of inhouse training?

Sitra can help you enhance staff performance and career development opportunities, achieve best practice, and attract and retain valuable staff.

## Inhouse training offers you:

- Control over course subject, content and style
- Flexibility to select when and where courses take place
- Personalised training tailored to your service area, learning preferences and experiences
- Experienced trainers with in-depth knowledge of the subject areas
- Cost effective training for a fraction of the price of group bookings on a public course
- Greater input into course content, in order to meet the needs of your organisation, staff and service users.
- Better interaction and effective learning – because all relevant employees will learn together, there is more scope for them to interact, which can lead to more effective learning during and after the course.

## Benefit from our QAF expertise

Since Sitra took over the responsibility and guardianship for the QAF in April 2009 we have developed and provided a wide range of courses that can enable your organisation to meet the requirements of a level A or B service. These include those that meet general need information, to more detailed programmes, including measuring and evidencing requirements across all core objectives, to specific guidance on achieving standards in each of the objectives, individually.

With our policy officers engaged in the evolving agenda, we are the best placed training provider to devise and deliver appropriate QAF learning opportunities.

Sitra is endorsed by the Communities Local Government (CLG) as a training provider for the revised QAF.



## Why choose Sitra

Sitra's training aims to equip and empower staff with the knowledge and skills to deliver positive outcomes for organisations and clients.

Sitra is a leading national training provider with over 25 years experience in the housing sector. We are committed to up-skilling the housing with support and care workforce through training, information sharing and development and to ensuring that due consideration to quality permeates every aspect of service delivery.

Our unique selling point is our unparalleled expertise in the housing with support and care sector, our accumulated wealth of knowledge and our national networks.

We aim to provide high quality and sustainable opportunities for practitioners and organisations to develop the sector skills and knowledge that will enable them to deliver quality services that have a positive impact on staff, clients and the communities they serve.

“We have used some of the same Sitra trainers for many years which is an indication of how much we value them. It has always been possible to discuss the content of the inhouse training with the trainer to ensure that it is geared specifically for our own needs.”

“An excellent trainer with a very approachable style and perceptive insights into working with vulnerable groups rooted in his own experience.”

“The trainer had a genuine interest in the work our organisation does and the course reflected this.”

“It encouraged lots of inter [organisational] discussion which enabled sharing of tips and knowledge.”

“This was a very ‘role specific’ training which makes it all the more informative and useful.”

## Sitra training recognition and accreditation

We have had confirmation from the General Social Care Council (GSCC) that social workers may choose to count Sitra courses towards the GSCC post-registration requirement to undertake 90 hours or 15 days of training which will advance their professional development over each three year period of registration.

Sitra is also an accredited trainer with Open College Network (OCN) and Institute of Leadership and Management (ILM). We are interested to hear from you about your accreditation/CPD requirements. Please call Sarah Kerridge on 020 7793 4713 or email [sarahk@sitra.org](mailto:sarahk@sitra.org) if you would be happy to discuss this with us.



# Sitra's streamed training

All of Sitra's courses have now been classified and streamed according to the type of delegate that the course is aimed at.

## Stream 1

Courses suitable for **new workers** suitable as part of an induction programme

## Stream 2

Courses suitable for **frontline staff**, also suitable as refresher courses for managers

## Stream 3

Courses suitable for **new managers** or frontline staff moving into management

## Stream 4

Courses suitable for **experienced managers**

## Stream 5

Courses suitable for **LA commissioning and monitoring staff**



## Stream 1 as an induction programme

Our Stream 1 courses can be used as a baseline to formulate a comprehensive induction programme for your staff, and as an inhouse client can be tailored to your organisation, policies and procedures.

**Discounts are available for block bookings.**

### Core courses in Stream 1:

- Equality and Diversity
- Health and Safety 1
- Housing Support: the basics
- Improving communication with clients
- Personal safety and professional boundaries
- QAF outcomes for frontline staff

Full details of our streamed training can be found on our website [www.sitra.org](http://www.sitra.org)

Contact us for more information about implementing streamed training and tailored induction courses: [inhouse@sitra.org](mailto:inhouse@sitra.org)  
or call 020 7793 4713.



# Sitra training – the cost effective, flexible option for training your staff

Sitra training is an important investment and an excellent opportunity to contribute to the success of your services and development of your staff.

## Cost effective

We offer high quality training at affordable rates, in fact, with inhouse training you could be paying under £50 per participant per day<sup>1</sup>.

## Flexible

- You can tailor any of our courses to match your specific needs, policies and procedures at no extra cost.
- If you require a new bespoke course to be provided for your staff, we would be happy to discuss and develop this with you.<sup>2</sup>
- Planning your training programme in advance? Discounts for block bookings are available.

<sup>1</sup> Based on 16 participants at the Member rate.

<sup>2</sup> Bespoke courses may incur an additional development cost.



## Sitra Consultancy and Inhouse Training – a perfect pairing

Whatever your enquiry, we will work creatively with you to find a solution to the problem your organisation is facing. We provide tailor made, project based and on-going consultancy and capacity building services at affordable prices. Some of the work we can do includes:

- Drawing up effective user involvement strategies, guiding you to put in place creative and flexible approaches that involve service users from the outset and truly put the service user at the heart of all you do.
- Strengthening your ability to demonstrate that your services are relevant, meet local strategic priorities and represent value for money.
- Carrying out mock validation visits to measure your services against the new Quality Assessment Framework (QAF).

We can then tailor inhouse courses to train your staff accordingly, providing a complete service to ensure effective organisational development. For more information on our consultancy services, including prices, email [consultancy@sitra.org](mailto:consultancy@sitra.org)

### How do I book?

**One phone call or email is all it takes to get the ball rolling.**

Please contact our Inhouse Training Officer for more information and rates by emailing [inhouse@sitra.org](mailto:inhouse@sitra.org) or call 020 7793 4713 to discuss your training requirements.

## Sitra champions excellence in housing, support and care.

Sitra is a membership organisation providing leadership, influencing policy through expertise, promoting best practice and providing consultancy, training, information and advice services to:

- Promote positive outcomes for clients, providers and funders
- Drive the policy agenda
- Encourage a healthy, diverse and sustainable sector
- Support quality and professionalisation.



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