



Keeping It Local



FREE TRAINING COURSES

SW9 Community Housing is proud to offer a variety of free certified training courses. Upskill your knowledge or get ready to start your career journey!

As most courses are online, you can take any of the courses at your own pace!

Online Training Programme	Timescale
<p>Care Certificate</p> <p>The Care Certificate is a nationally agreed set of standards that details the learning outcomes and requirements that health and social care support workers are expected to be trained in before they can work unsupervised.</p>	12 hours
<p>Conflict Management</p> <p>This course is designed to train in how to prevent and handle conflicts that occur in the workplace.</p>	2 hours
<p>Customer Service</p> <p>This course will enable you to maintain the highest standards of customer service at all times and ensure your customers have the best experience with you, facilitating repeat business and positive recommendations.</p>	2 hours
<p>Equality, Diversity and Inclusion (EDI)</p> <p>This course explains what the law expects of individuals in terms of preventing discrimination and harassment. It also empowers you to do the right thing, to give everyone the same opportunities and to ensure everyone has a sense of belonging, whoever and wherever they might be.</p>	1-2 hours



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<p>Food Hygiene This course will help you to recognise your food hygiene responsibilities so that you can act conscientiously and demonstrate to customers that you and your business take food safety seriously.</p>	1-2 hours
<p>Minute Taking Minute taking is an essential part of business meetings. This course will familiarise you with the minute taking process, including preparation, note taking during the meeting, and producing the final minutes document.</p>	2 hours
<p>PA and Secretarial Training This PA skills course has been designed to provide assistants and secretaries with a further understanding of the skills needed in order to perform their role to the best of their ability.</p>	4-5 hours
<p>Presentation Skills Being able to present both yourself and your business effectively is a skill that everyone needs to learn at some point in their lives. This course is designed to provide basic knowledge in order to be able to present concisely and effectively through good writing, practice and performance.</p>	1-2 hours
<p>Project Management Project management skills are needed and are used regularly in every workplace for all types of projects to ensure that they are completed efficiently, on time and within budget, This course aims to help you complete any project that you are involved with to the best of your ability.</p>	3-4 hours



Online Training Programme	Timescale
<p>Starting a Business This course guides you through the steps involved in starting your own business, including choosing your business structure, considering operations, marketing your business and financial planning.</p>	3-4 hours
<p>Starting a Home Food Business This course explains how to successfully start your own food business from your home. It teaches you the fundamental steps you need to take in order to be compliant with the legalities and regulations associated with starting a food business.</p>	3 hours
<p>Social Media Marketing This course has been designed to offer an understanding of how businesses can use social media platforms for marketing purposes.</p>	2-3 hours
<p>Time Management Training Everyone has their own natural style of time management - you might be someone who loves a checklist to get ahead or someone who leaves everything to the last minute - but understanding how you naturally approach time and tasks can be the key to unlocking your time management goals.</p>	1-2 hours

**If you do have access to go online,
get in touch with us and we can help!**

**Please note: training is only available for
SW9 Community Housing residents ages 18
years and above.**

To book a course, please contact us on:
0207 326 3700 | getinvolved@sw9.org.uk | www.sw9.org.uk

