

ELIM SKILLS ACADEMY GUIDANCE

The Elim Skills Academy is how we deliver all our learning, development and training activities for staff at Elim. We want to support you in your development and career aspirations.

Elim's vision is to meet housing need and deliver homes that change people's lives. All learning and development activities will be delivered to support this vision and in accordance with Elim CARES values. Elim Housing staff, customers, Board and stakeholders have developed Elim CARES values that determine how we work together to deliver our services and achieve our business plan objectives and vision.



CUSTOMERS FIRST

Customers are at the heart of our services and decision making.



ASPIRATIONAL & ACCOUNTABLE

We are ambitious for our customers, staff and stakeholders. We work with integrity, learn from mistakes and do what we say we will.



RESULTS DRIVEN

We work hard and deliver great results for our customers and for Elim.



EVERYONE'S VIEW MATTERS

We listen to understand, improve and build our services.



SUPPORTIVE

We tackle challenges head on and inspire each other to achieve our potential.

The Elim Skills Academy offers lots of opportunities to develop your skills and knowledge including attending courses, completing online modules, and researching and reading. Elim will also support you in your personal development. We have a vast amount of expertise and skills in Elim and it is important that we share this knowledge and learn from each other. Sharing your skills and expertise helps your colleagues and supports your personal development as well as contributing to improved services for our customers. Please take this opportunity to share your skills and experience and complete the skills to share form and email it to HR.

Our approach to learning and development is set out in the Learning & Development Policy & Procedure and all learning needs are listed in the appendix, indicating what training you are required to complete as part of your role.

Individual learning needs are captured at appraisal and mid year appraisal review meetings (see Performance Management Procedure & Performance Management Guidance). These are recorded on a spreadsheet. If there are additional individual learning needs identified not delivered by the Elim Skills Academy, consideration will be given to you attending an externally sourced option that you should identify. You will

then need to complete a training request form with the details including cost. Approval will be based on budgetary considerations and business need. There is a personal development fund and form to apply for it too.

Please follow the hyperlinks for more information. HR or your line manager will contact you to attend general, mandatory (compliance and essential training), management development and the staff conference. You should apply for other training and development with the development request form.

The following training is available:

General training provided for all staff:

- Induction (including Elim CARES values)
- Health & Safety
- Equality & Diversity
- Customer involvement and engagement
- Management Development (for those with line management responsibilities)
- GDPR
- IT, systems and digital

Mandatory (compliance) training provided for identified roles, for example:

- Safeguarding (children and vulnerable adults)
- Professional boundaries
- Dealing with conflict, violence and aggression
- Lone working
- Fire risk awareness
- Asbestos awareness

(see [learning and development needs template](#) for the up to date required training for your role).

Leadership and management development modules and training:

- Effective Performance Management
- Recruitment & Selection
- Budget management
- Appraisals
- Coaching

Business areas:

- Specific training for professions or areas of the business, For example, employment law, housing law, domestic violence, drug and alcohol awareness, psychologically informed environment, housing benefit
- IT and information systems and databases
- Professional qualifications, for example AAT, CIPD, CIHM, RICS

Key skills that support the delivery of Elim's **values, strategies and business plan**. For example:

- Customer engagement and service training
- Digital empowerment, for the benefit of staff and customers
- Commercial awareness

Career development and succession planning. For example:

- Personal development courses online (Skillgate)
- Coaching
- Opportunities to attend some management development modules (where possible)
- Personal development fund

Staff Conference

This is an annual mandatory event for all staff usually held in July and typically covers:

- Teambuilding activities
- Elim CARES values
- Business Plans and Strategies
- Celebrating our successes

Other development opportunities available are:

- Shadowing
- Attending visits and meetings
- Becoming a Champion to promote strategic initiatives.
- Becoming a Buddy for a new member of staff
- Representing an area as a Staff Council Representative
- Delivering training and skills development sessions
- Reading and researching (online and publications)
- HR Coaching and support
- Line managers coaching and supporting staff
- Sitting with an experienced person whilst they complete tasks
- Working on new projects or specific work streams
- Covering at other projects and with other client groups
- Knowledge sharing and discussion
- Face to face courses and coaching (virtual option available) delivered by in house trainers
- Picking up and supporting new tasks completion.
- Covering team members work
- Acting up and temporary promotions (trial period).

You should discuss these with your line manager at your one to one and appraisal meetings. You can also contact HR to find out more.

Personal Development Fund

There is a personal development fund available for all staff to apply for Elim to support their development including gaining qualifications and attending other training, conferences and events. Please use this [form](#) to apply and email it to HR. You will be asked to outline the details, how it will benefit you and Elim and you will need to get your line manager to complete their section before you email it to HR. Applications should be made each year by the end April. However if there is a qualification or course that is available later in the year and there is still money in the budget, your application may be considered or held over to the next financial year.

There will be an allocated budget set annually as part of the learning and development budget to finance staff personal development:

Criteria to assess applications will include:

- Benefits to individual and Elim of qualifications or training/development activity -
Your plans for utilising and applying this learning or development
- Potential to utilise in career development and taking on specialist roles – Ideally this training will be to develop your current career at Elim and be relevant for the field you work in.
- Specialist areas and developing key skills
- Retaining and developing our staff
- Elim CARES values
- There are sufficient funds in the personal development fund to support it.
- You will be able to complete it successfully.
- Your day to day role, your ability to achieve your objectives, meet KPIs and the service you provide are not adversely impacted by your attendance.