Benefits of In-House Training

The CIH has spent over 12 years providing training assistance for companies similar to yours. There are many benefits of in-house training, such as:

Training Customisation
Every business organisation has strengths and weaknesses, threats and opportunities. The public training course must be, by definition, generic. In-house training can be designed to focus on the issues critical to your business. Your time will not be wasted on topics that have no relevance to your business. The focus is on you and your organisation.

Cost Effectiveness
The good news is that you can afford it. In fact, it can cost less per employee than off site training courses as you can have between six and sixteen employees on any one course. The cost can therefore be less than you imagined. Train fares, hotel bills, meals, training cost per attendee and other expenses for several of your employees mean off site courses can become expensive, compared with having an experienced trainer right down the hall at your facility, teaching delegates what they want to learn.

The cost of the training reflects the level of the content and the degree of expertise involved in course delivery. It includes all course materials, delegate packs, handouts, exercises etc as well as an attendance certificate for all delegates. There are no hidden costs. There are no additional costs to cover tutors travelling and accommodation. There is no additional charge for course design, development, research or preparation.

Delegate Interaction
Having only your own people on the course will create focus and discussion on the issues that are important to your organisation. Everyone must agree on the issues and what is needed to solve them. Getting a good start on this agreement is important to provide the momentum needed to implement strategy for change. This momentum can only be provided if a large percentage of your employees share the training experience.

Quality
Quality is fundamental to our approach and we have invested heavily in the processes necessary to ensure that we consistently deliver high quality training services. We pay particular attention to:

- using subject-expert trainers with real and relevant experience in the industry;
- maintaining the currency and relevance of our industry-leading training portfolio;
- planning your training event to ensure that everything is as you require; and
- seeking and acting upon feedback.

At the end of each course, we ask delegates to complete a course appraisal form commenting on the training day. This feedback is considered by the Training Manager and passed on to the course tutor concerned if appropriate. We are also happy to liaise with customers to evaluate the courses jointly. Each month, we also select a sample of in-house clients to ask how they feel the training has benefited the individual(s) concerned and the organisation once they have had an opportunity to put the learning into practice.

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In-house training benefits

Expertise
When trying to identify the best training for your organisation or team, the expertise and experience of the trainer is one key element you can't afford to sacrifice. We stand 100% behind our trainers as the best in the business. CIH trainers are experts in their respective fields with an extensive knowledge base achieved through years of real-world experience and instruction.

We work regularly with approximately seventy external trainers, both individually and via organisations. We interview all new trainers, ask for references and observe them training at least once. We regularly monitor the performance of our trainers through feedback from delegates and organisations.

Teaching/learning methods
All our trainers use participative training methods, for example, group discussions, role play (if appropriate), practical case studies, exercises, information giving sessions, videos, good practice examples, etc. We would also expect our trainers to appreciate the different perspectives that delegates may have.

Less Disruption
In house training is scheduled around your organisation's needs - the day you want it, the time schedule you want, the number of hours you want and the topics you want.

Team Building
Staff can freely discuss proprietary issues or their customers in an open forum. Additionally, our trainers are skilled at knowing what approaches work best, depending upon the challenges your organisation faces with its staff and its goals for them.

Immediate productivity
The results will speak for themselves: as soon as a course is over, your employees start implementing what they've learned - and they'll be more effective and successful than ever before.

Course administration
Once a customer decides to invite us to deliver their training we confirm all arrangements in writing. We send comprehensive delegate packs to their nominated person approximately seven days before the course. Each pack contains a front sheet, a detailed course programme, an appraisal form and an equal opportunities monitoring form.

We provide all course materials and sufficient copies of handouts for each delegate. The course tutor will provide visual aids. The copyright for all material used on the training course rests with the Chartered Institute of Housing.

We normally make all arrangements for any trainer's travel and accommodation and liaise with customers in relation to their requirements for the day. We would expect customers to 'book' delegates onto courses, provide relevant 'joining instructions' to delegates, provide venues, book equipment and organise the catering arrangements.

Programme content
We ensure that all information and course material:
In-house training benefits

- refers to both local authorities and housing associations as appropriate;
- has both local authority and housing association links where case studies are used;
- is factually correct;
- does not breach confidentiality;
- contains neither libel nor slander; and
- reflects ethnic and minority groups.

Delegates are entitled to copy course handouts for their own use.

Accreditation
Attendance on our courses may be used as evidence towards the CIH continuing professional development (CPD), an NVQ in housing or supported housing or the Law Society's CDP if customers are a solicitor or trainee solicitor.

After-Course Follow-Up
Should delegates have questions over the next two months following the training, our expert trainers will be available to ensure maximum value for your organisation. Just send an email to ourselves and we will contact them for a response on your behalf.

Course Accessibility
If you let us know in advance of a course taking place, we will be able to cater for delegates with any of the following requirements:

- Hearing impairment e.g. we can arrange for a hearing loop or signer
- Vision impairment e.g. course information can be provided in Braille or large scale pitch
- Cultural options e.g. religious requirements

Certification
All delegates receive a CIH Training certificate on the day of the course.

For further information please call: 024 7685 1772 email: in.house@cih.org or use our online enquiry form.