

Mandatory Learning in Homelessness Services

Induction training

Course	Medium	Timeframe	Refresher requirements
Safeguarding Adults	Virtual (Zoom)	Before starting work in a service	Annual e-learning
Emergency First Aid at Work	Face to face	In the first 2 weeks of starting work	Face to face training, every 3 years
Staff in Floating Support services must also complete Child Protection training in their first week.			

Please note: there are a lot of e-learning courses to complete in the first 4 weeks; see page 2.

Further mandatory training

- All courses to be completed within 6 months of start date; [staff to book themselves via Iris](#).
- All e-learning and refresher courses are completed on [My Learning](#).

Course	Medium
Behaviours that Challenge	Virtual (Zoom)
Self Harm	Virtual (Zoom)
Suicide Prevention	Virtual (Zoom)
Mental Health Awareness	E-learning

Induction e-learning

Introduction to Health & Safety	E-learning	Week 1	E-learning: 3 years
Fire Safety	E-learning		E-learning: 3 years
Care Certificate - Standard 15: Infection Control	E-learning		E-learning: 3 years
Personal Protective Equipment	E-learning		E-learning: 3 years
Covid-19 Testing for Self and Others	E-learning		Review
Covid-19 Infection Control	E-learning		Review

Safeguarding Children	E-learning	Week 2	E-learning: 3 years
Control of Substances Hazardous to Health	E-learning		E-learning: 3 years
Manual Handling	E-learning		E-learning: 3 years
Understanding Medication & Healthcare tasks	E-learning		E-learning: 3 years

Fluids and Nutrition	E-learning	Week 3	E-learning: 3 years
Fraud Prevention	E-learning		E-learning: 3 years
Bribery Act	E-learning		E-learning: 3 years
Data Handling	E-learning		E-learning: 3 years
Whistleblowing with Confidence	E-learning		E-learning: 3 years

Asbestos Safety *TLs/CMs & senior Ops staff complete Asbestos Safety Responsibilities instead	E-learning	Week 4	E-learning: 3 years
Water Safety *TLs/CMs & senior Ops staff complete Water Safety Responsibilities instead	E-learning		E-learning: 3 years
Electrical Safety *TLs/CMs & senior Ops staff complete Electrical Safety Responsibilities instead	E-learning		E-learning: 3 years
Diversity & Inclusion in the Workplace	E-learning		E-learning: 3 years
Needlestick and Sharps Injuries	E-learning		E-learning: 3 years

Lift Safety *TLs/CMs & senior Ops staff complete Lift Safety Responsibilities instead	E-learning	Week 5	E-learning: 3 years
Gas Safety *TLs/CMs & senior Ops staff complete Asbestos Safety Responsibilities instead	E-learning		E-learning: 3 years
Cyber Crime	E-learning		E-learning: 3 years
Cyber Security	E-learning		E-learning: 3 years
Domestic Abuse	E-learning		E-learning: 3 years

Team Leaders, Contract Managers and Heads of Operations

In addition to the induction courses above, Team Leaders, Contract Managers and Heads of Operations must also complete:

Course	Medium	Timeframe	Refresher requirement
Safeguarding for Managers	Virtual (Zoom)	New starters must complete the safeguarding training within their first week, and then complete the managers training within 3 months of start date.	Zoom or face to face training every 3 years

A new managers induction programme will be launched in spring 2021, and we also run various levels of leadership and coaching programmes, accredited by the Institute of Leadership and Management (ILM).

Other training courses are available for managers, however these are not mandatory and are advertised when they are run. Topics may include:

- HR Business Partner workshops on managing sickness absence, performance, capability.
- Sessions on specific topics such as safer recruitment.

Non-mandatory recommended learning

Training and e-learning

Course	Medium
Mental Health Awareness	Virtual (Zoom)
Substance Misuse	Virtual (Zoom)
Personality Disorders	Virtual (Zoom)
Self Harm	E-learning
Drug and Alcohol Awareness	E-learning
MCA and DoLS	E-learning
Introduction to Hoarding	E-learning
Domestic Abuse	E-learning
Suicide Prevention	E-learning
Healthy Lifestyles	E-learning
Smoking Awareness	E-learning
Welfare Reform	E-learning
End of Life (TL/CM)	To be developed
Experts by Experience: Substance Use	To be re-designed for Zoom delivery
Mental Health First Aid	On hold: face to face delivery only

Experts by Experience Programme

Look Ahead has a long history of running training that is designed and facilitated by those with lived experience, both customers and staff. Current courses include:

- Mental health
- Personality disorders
- LGBTQ*
- Asperger's.

Other courses include domestic abuse and substance use; these are being reviewed.

Further e-learning

There are a wide range of e-learning topics [available on My Learning](#), across the following categories:

- Health and Safety
- Diversity and Inclusion
- Good Practice in Supporting Customers – including specialist safeguarding topics, risk management, support planning, recording skills, professional boundaries, customer service.
- Health and Care/Support topics – including mental health needs, substance use, specific health topics and healthy lifestyles.
- Personal Development
- HR and Management.

Local training opportunities

It is strongly recommended that services identify local training opportunities, for instance through the local authority. This may include:

- Advertised training opportunities
- Contacting people in specific roles, inviting them to present in team meetings or asking if they are able to run any workshops with the team.

Both have the advantage of exposing staff to the remit of other local agencies, building the service's network in the community, and offering learning opportunities based on specifically local knowledge.

Staff can update their own training records with external training or workshops; please email L&D@lookahead.org.uk if you need help.