

| Category | Course / Training | Teams |
|------------------------|---|---|
| Phase 1 | | |
| Personal Effectiveness | Emotional Labour and Resilience | All |
| Personal Effectiveness | Handling challenging situations | All |
| Personal Effectiveness | Customer Service First Training | All |
| Legal | The Housing Act 1996 as amended a practical Guide | Housing Advice & Homelessness Team Officers |
| Legal | Housing Law and Advice Foundation Part A advising on procession Proceeding | Housing Advice & Homelessness Team Officers |
| Technical | Suitability of Accommodation Emergency/Temporary Accommodation & Discharge of duty from Temporary Accommodation and Part 6 | All except HIP |
| Phase 2 | | |
| Personal Effectiveness | Customer Service First Training | All |
| Personal Effectiveness | Letter Writing | All |
| Personal Effectiveness | Income maximisation & recovery | Income Team |
| Technical | Safeguarding | All |
| Phase 3 | | |
| Personal Effectiveness | Motivational Interview Skills | All |
| Personal Effectiveness | Management Development Programme | People Managers |
| Technical | Introduction to Housing and Homelessness for non-housing advice | All |
| Technical | Understanding Homelessness Reviews | All |
| Technical | Carrying out joint assessments with SS for 16/17-Year-old under current protocol | All |
| Technical | Domestic Abuse | All |
| Technical | Joint Housing Protocol for Homeless, Care Leavers | All |
| Technical | The provision of S17 assistance for Children in need | All |
| Technical | Welfare Benefits an overview | All |
| Technical | HHSRS | TA Teams |

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| Technical | Social Housing Regulation Requirements | All |
| Technical | Homelessness general - general awareness | All |
| Technical | Managing those with substance issues | All |