

Whiteheads Bulletin

Whiteheads Online Training Needs Analysis Toolkit ©

After many months of planning, designing and redesigning, Whiteheads Solicitors is pleased to announce that the online Training Needs Analysis (TNA) Toolkit has gone live.

What is it?

In essence it is an online test that has been created to allow social landlords assess the development needs of their housing management and ASB teams.

The TNA takes the form of a range of multiple-choice questionnaires covering a number of housing disciplines with the results being sent back to the candidate and (if requested) to their line manager. Alternatively, anonymised results from a group of candidates can be sent to line managers to show where skills gaps exist and then options explored as to how to most cost effectively fill them.

The structure of the TNA follows the KLOEs used by the Audit Commission in their inspections of social landlords along with our knowledge of the various areas of housing legal practice.

Why have we created the TNA Toolkit?

Training courses for housing professionals are available from a wide range of sources but very few providers take the time to actually understand their clients' requirements – this in turn means that training sometimes offers less value for money than hoped.

In order to avoid any guess work and the risk of identifying *perceived* needs, the TNA has been designed to provide clients and other social housing providers with a clear indication of their *ACTUAL* needs.

How does it work?

If you or your colleagues would like to use the TNA, the email addresses of the candidates should be provided. After being registered on the system, they will be sent a personalised web-link to access the Analysis on a secure area of our website.

On accessing the site, the candidates will be able to choose the areas that they need to be tested on – they can be taken in any order and the candidate can come back to sections that are incomplete. On completion, the results of will be shown in a table that will be sent directly to the candidate. A copy is

also forwarded to ourselves so we can provide advice as to the best way of developing a training plan for your organisation.

A further benefit is that you can re-test your (and your colleagues') knowledge further down the line to make sure that the training has delivered results – this means we are more accountable to you as training providers.

The Toolkit will be further developed over time, however, the current areas included are:

- Possession
- Injunctions
- Demotion
- Housing income management
- Tenancy management
- Leasehold management
- Neighbourhood powers, parenting and Family Intervention

If you believe that the Training Needs Analysis Toolkit© could be of use to your organisation, or you would just like to find out more about it then please contact Neil Whitehead, Practice Development Manager on the number / email address below.

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