

ITQ Information Technology Qualification **CASE STUDY**

Axiom Housing Association Limited

Improved Efficiency and Communications, Confident Staff

Axiom Housing Association provides a broad range of quality, affordable rented housing throughout Peterborough, Cambridgeshire, Huntingdon, Fenland, South Kesteven and Lincolnshire. They cater for single people, families and the elderly, as well as specially designed accommodation for people who may have additional housing or support needs. Axiom currently manage about 2000 homes and are playing an important role in developing new affordable housing with 180 new homes planned during the next two years. They employ around 180 staff

Why train?

The training needs in ITQ were identified through the company's appraisal process and general reviews over a number of years.

60+ staff have either completed, are in process, or are waiting for the level 2 ITQ up-skilling programme.

The programme concentrated on Word, Excel, emails and use of the internet; however it is a very flexible programme in the sense that it can be adapted and tailored to the learner's actual operational work.

Cambridge Regional College delivered the programme and all staff were enrolled on the course under the government's fully funded *Train to Gain* programme.

Each learner received 1to1 training sessions to optimise the programme to their specific needs; with the occasional group work where common issues were addressed.

One of the learners said 'I progressed from being apprehensive of computers to helping others operate them; this course has transformed the way I work'.

Apart from the personal satisfaction of improving their skills, staff are more confident and more efficient, which has led to time being saved and improved communications. The presentation of work is more professional and overall there is a significant positive impact.

Training Impact

Up-skilling of Staff –
Improved Efficiency and Communications
– Professional Presentation

"The improvement in the use of IT skills across the Association has been significant. Some staff have made substantial improvement and as a result have grown in confidence.

Cambridge Regional College was very flexible in the use of the IT Qualification as the delivery vehicle, and managed to provide an individual service despite the high volume of learners.

This programme, although still ongoing, has significantly improved our efficiency as well as providing the learners with the personal satisfaction of achievement."

Glynis Dent
Training Services Manager