

Effective repairs reporting

an e-training course for housing staff taking calls from tenants

...information made easy

This is a very practical, in-depth course without being too technical. It will give your staff a good grounding for talking about different parts of the building and understanding how the water, drainage, heating and electrical systems in a home work, as well as explaining what they need to take into account when deciding how to respond to repair requests. The course will significantly raise their competence in dealing with repair request from tenants.

There are four modules

- Structure: walls, roofs, doors and windows.
- Water and drainage: how water is supplied, circulated and released from a building and including all about baths, basins, sink, showers, toilets and gutters.
- Heating and electrics: the main systems for the different types fuel and how they operate including programmers and thermostats.
- Fixtures, fittings and outdoor features: stairs, floors, kitchen units, fencing, gates, paths and outbuildings.

Each topic will cover:

- how the system, fixture or fitting works
- what the different parts are called and what they are made of
- what are the typical problems householders experience and the repairs they need
- which repairs tenants are usually responsible
- how quickly you should respond and how to weigh up different situations depending on risk, inconvenience and so on.

Studying at their own pace, learners will work through short explanations with clear diagrams and then be presented with exercises where they can check how much they have absorbed.

Above all, this course will raise confidence; their own confidence in their knowledge, your confidence that they really know their stuff, and your customers' confidence in the service when they discuss their repair problems with you.

"It's easy to use and understand and so makes learning easy."





The course outcome

For each module there is formal test. This is taken when both the learner and their manager feel they are ready. We want the testing system to have integrity and provide a common standard of achievement. For this reason the tests can only be taken once. However, by offering four smaller tests rather than one big 'exam' we reduce the pressure on the learner and allow them to show what they know.

We will issue a certificate if the learner achieves 65% or more in each of the four tests and we give a gold certificate to anyone who scores 90% or more overall.

On completion of the course each learner will be given a free copy of the Omfax Repairs Reporting Guide.

“Doing it by e-learning is better because you can do things at your own speed instead of trying to keep up with other people.”

The manager is involved, too

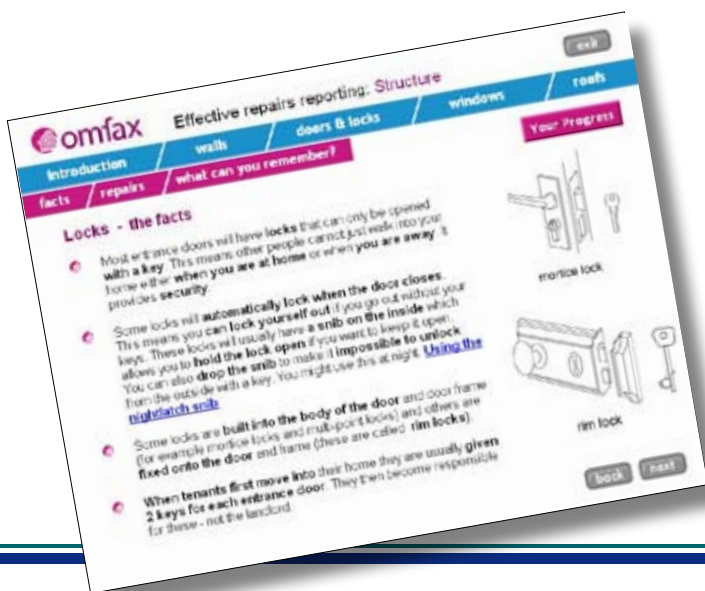
When you register one of your staff on this course you, as their manager, will also be given a password. This allows you in at a different level and gives you access to records on how they are doing: time spend on the course, how far they have got, and so on. This means you can encourage those who are struggling and it helps you see whether some are just whizzing through without apparently studying properly.

The manager function also allows you to control the release of the tests to each learner. In particular you can make sure that the tests are released at an agreed time and are done in a controlled environment to ensure lack of distraction or help from colleagues.

Want to find out more?

If you are interested in seeing what the course looks like and how it works, visit our website www.omfax.co.uk/omfax-e-learning.aspx

For a price or registration form, please email sales@omfax.co.uk or give us a call on 01869 242967.



Omfax Systems Ltd
21 The Causeway
Bicester
Oxon OX26 6AN