

CHAP is the provider of a unique housing advocacy service in North Ayrshire and has been delivering services since 1997. The focus of the service is to provide free, independent housing advocacy services to those most in need within the local community. CHAP provides services to tenants, young people and groups within the local community of North Ayrshire to address housing and homelessness issues and the prevention of such issues, through advice, information, advocacy, support, education and training.

CHAP provides equal opportunities to all employees, volunteers and service users alike. These opportunities are provided through recruitment and selection, equal access to training and careers development, and support and supervision sessions. The afore mentioned will receive equal treatment regardless of age, gender, religion, martial status, sexuality, race, colour, nationality, ethnic or national origin, or disability. In addition, CHAP adopts a person centred approach when dealing with service users, adapting the services to meet their needs ensuring equality of all. We believe in the capacity of all people to make a difference in their own lives and in the lives of others and we aim to empower people to take an active part in their communities.

The organisation is also registered with the Care Commission and has maintained its Investors in People status since 2001.

INTRODUCTION TO ADVOCACY AWARENESS

Course description

This two day course focuses on developing skills such as effective communication and listening, and also encourages self evaluation and perception which benefits anyone working with the public.

Entry requirements/Target Audience

This course is open to all individuals working with the public in a support or advice setting.

Qualifications/course outcome

Certificate awarded on completion of course

Attendance details

Full Time		Short Full Time (< 7 days)	X	Self Study	
Part-time Day		By Negotiation/Customised		Self study with Mandatory attendance	
Part-time Evening		Weekend		Online Study	

Two day course (9:30am - 4:00pm)

Course can be facilitated on request (subject to requirement of minimum number of delegates)

Course runs on a regular basis within the CHAP offices, and additional places may be available on these dates.

Please contact us for further details.

Venue details

Can be delivered at CHAP premises or in a workplace.

Facilities at CHAP;

- *Fully accessible, with disabled toilet*
- *Car parking directly outside the building*

Start dates

Various - please contact us for further details

Course/ financial details

The cost of the course is £60 per person, per day, so the overall cost per person for the two day course is £120, and if the course is delivered at CHAP's premises, the cost includes lunch and refreshments. Prices may be subject to alteration dependant on numbers.

If you wish the course to be delivered at premises other than our own, please contact us to discuss the cost relating to this as it may differ from the information detailed above.

INTRODUCTION TO HOUSING ADVOCACY

Course description

As a follow on course from the Advocacy Awareness training, delegates can undertake the Housing Advocacy course which focuses on applying skills to housing related issues.

Entry requirements/Target Audience

This course is open to all individuals working with the public in a support or advice setting.

Qualifications/course outcome

Certificate awarded on completion of course

Attendance details

Full Time		Short Full Time (< 7 days)	X	Self Study
Part-time Day		By Negotiation/Customised		Self study with Mandatory attendance
Part-time Evening		Weekend		Online Study

Two day course (9:30am - 4:00pm)

Course can be facilitated on request (subject to requirement of minimum number of delegates)

Course runs on a regular basis within the CHAP offices, and additional places may be available on these dates.

Please contact us for further details.

Venue details

Can be delivered at CHAP premises or in a workplace

Facilities at CHAP:

- Fully accessible, with disabled toilet*
- Car parking directly outside the building*

Start dates

Various - please contact us for further details

Course/ financial details

The cost of the course is £60 per person, per day, so the overall cost per person for the two day course is £120. and if the course is delivered at CHAP's premises, the cost includes lunch and refreshments. Prices may be subject to alteration dependant on numbers.

If you wish the course to be delivered at premises other than our own, please contact us to discuss the cost relating to this as it may differ from the information detailed above.

DEFUSING CONFRONTATIONAL SITUATIONS

Course description

This half day course highlights the main issues surrounding challenging behaviour and confrontational situations. It asks the participants to draw on their own experiences and look at practical and personal measures that can be put in place to help avoid and defuse these situations.

Entry requirements/Target Audience

This course is open to all individuals working with the public in a support or advice setting.

Qualifications/course outcome

Certificate awarded on completion of course

Attendance details

Full Time		Short Full Time (< 7 days)	X	Self Study
Part-time Day		By Negotiation/Customised		Self study with Mandatory attendance
Part-time Evening		Weekend		Online Study

Half day course (9:30am -12 noon or times to suit group)

Course can be facilitated on request (subject to requirement of minimum number of delegates)

Course runs on a regular basis within the CHAP offices, and additional places may be available on these dates.

Please contact us for further details.

Venue details

Can be delivered at CHAP premises or in a workplace

Facilities at CHAP;

- Fully accessible, with disabled toilet*
- Car parking directly outside the building*

Start dates

Various - please contact us for further details

Course/ financial details

Available on request

PRE-VOLUNTEERING

Course description

This 18 week course offers people who are furthest removed from the labour market a unique opportunity to participate in a worthwhile and enthusiastic project. Participants will have the opportunity to undertake activities which will develop them socially and academically, thus enhancing potential opportunities for future employment.

Entry requirements/Target Audience

The course is aimed at individuals who require additional support to access volunteering opportunities, further education or work placements with local employers.

Qualifications/course outcome

Certificate awarded on completion of course

Attendance details

Full Time		Short Full Time (< 7 days)		Self Study
Part-time Day	x	By Negotiation/Customised		Self study with Mandatory attendance
Part-time Evening		Weekend		Online Study

The 18 week course is broken down into 3 six week blocks;

Weeks 1-6 - delegates are required to attend two days a week

Weeks 7-12 - delegates are required to attend two half days a week

Weeks 15 - 18 - delegates are required to attend two days a week

Venue details

Can be delivered at CHAP premises or in a workplace

Facilities at CHAP;

- Fully accessible, with disabled toilet*
- Car parking directly outside the building*

Start dates

Various - please contact us for further details

Course/ financial details

Available on request