

2010 CORE REGIONAL TRAINING

– WHICH COURSE IS RIGHT FOR ME?

Role/function	Need assessment	Introduction/refresher to CORE	Online data submission	Using CORE data
Data Collectors	Why CORE is important and current uses, interviewing tenants, completing a log accurately	Course specifically aimed at group		
Data input staff	Input log accurately, understand data, check for errors, able to use online CORE data submission		Course specifically aimed at group	
Process coordinators/managers	Ability to manage data collection exercise efficiently and effectively for organisation, good practice in managing staff involved in data collection, liaison with IT staff and data users, data submissions, regulation	Could benefit from attending	Could benefit from attending	Could benefit from attending
Data users	Ability to check validity of own CORE data, access and utilise CORE data, link with other data sets, benchmarking, research, performance indicators, data analysis, information/stats production			Course specifically aimed at group

Role/function	Need assessment	Introduction/refresher to CORE	Supported Housing CORE	Sales CORE (HA only)
Supported housing	Why CORE is important and current uses, interviewing tenants, complete CORE log, CRF & SP Outcomes forms accurately. How to access reports.	Could benefit from attending	Course specifically aimed at group	
Sales staff	Why CORE is important and current uses, completing a log accurately, how to access data and reports	Could benefit from attending		Course specifically aimed at group

Course: Introduction/refresher to CORE	
Course aims	The aim of this course is to provide all staff responsible for collecting CORE information with a thorough understanding of CORE – why it is important both nationally and for their organisation. Understanding the questions through a series of exercises and a step-by-step guide to completing a log accurately.
Course outline	<ul style="list-style-type: none"> • Background and importance of CORE - brief summary of the uses and importance for both key stakeholders and landlords • Current information derived from CORE data • Dealing with errors and warnings • How to complete the 2010-11 CORE log • A brief overview of the new on-line system for data submission • Where to get help
Learning objectives/outcomes	By the end of the training delegates will have gained an understanding of the CORE process, how CORE data is used and be able to complete a log accurately
Who should attend	Staff who are completely new to CORE or would like to update their knowledge.

For further information or to book a training course please visit our website
www.rmc-consultancy.org.uk or contact Suzanne Hazelden on 01769 580380
 or suzanne@rmc-consultancy.org.uk

Course:	Online data submission (including validation facilities available on the CORE website)
Course aims	The aim of this course is to provide CORE data inputters with a thorough understanding of the CORE log questions to enable them to input CORE data and answer validation queries accurately on the new on-line system of data submission.
Course outline	<ul style="list-style-type: none"> • Assessment of individual's knowledge of CORE • Understanding the questions on the log • Introduction to the new on-line system • Different "user level" attributes • Inputting logs and using the help facilities • Validating data and correcting errors • Data checking processes
Learning objectives/outcomes	By the end of the course delegates will have an understanding of the new system of inputting CORE data and be able to confidently enter and validate data and identify internal problem areas.
Who should attend	Staff who are not familiar with online CORE data submission

Course:	Using CORE data (to inform your business) - a practical computer based course
Course aims	The aim of this course is to provide delegates with an understanding/awareness of how CORE data can be used within the organisation to inform decision making and link with other data sets to carry out benchmarking, research, performance indicators, data analysis, information/stats production.
Course outline	<ul style="list-style-type: none"> • Background to CORE and links with other housing datasets • Management and Communication within the organisation • TNS RI's Online Reporting & Data Access Facility • Monitoring Data quality and Performance • Practical exercises introducing basic ways of analysing CORE data (using Excel) • Future developments which will/may affect CORE
Learning objectives/outcomes	By the end of the training delegates will have a thorough understanding of the type of information collected and the different ways it can be used for the benefit of the organisation. How to download data and use the Online Report & Data Access Facility.
Who should attend	Managerial Staff. Staff who are responsible for providing reports. Policy & strategy co-ordinators.

Course:	Supported Housing CORE
Course aims	The aim of this course is to provide all staff involved in supported housing and responsible for completing both CORE logs and Client Record forms with a thorough understanding of both processes – why it is important both nationally and for their organisation and how to complete the forms accurately
Course outline	<ul style="list-style-type: none"> • Importance of CORE - brief summary of uses and importance for both key stakeholders and landlords • Current information derived from CORE supported housing data • Informing the Supporting People programme via the Client Record Form • How to complete the 2010-11 CORE log • How to complete the 2010-11 Client Record Form • Completion of SP Outcomes forms • Where to get help
Learning objectives/outcomes	By the end of the training delegates will have gained an understanding of the CORE & CRF process and how the data is used and be able to complete the forms accurately
Who should attend	Staff working in supported housing schemes and involved in interviewing new clients for services/accommodation.

Course:	Sales CORE (HA's and agents only)
Course aims	The aim of this course is to provide housing association staff involved in low cost home ownership and responsible for collecting CORE information with a thorough understanding of the CORE process – why it is important both nationally and for their organisation. How to complete a log accurately. Staff will also learn how to access and use the TNS RI's Online Report & Data Access Facility
Course outline	<ul style="list-style-type: none"> • Importance of CORE - brief summary of the uses and importance for both key stakeholders and landlords • Current examples of CORE Sales data & its application • Techniques/sources for obtaining the information • Accessing the CORE data (TNS RI Online reporting facility) • The problems with errors • How to complete the 2010-11 sales CORE log • Where to get help
Learning objectives/outcomes	By the end of the training delegates will have gained an understanding of the CORE process and how CORE sales data is used and be able to complete a sales log accurately. Delegates will also be able to access and use the TNS RI's Online Report & Data Access Facility
Who should attend	Staff who are completely new to CORE or would like to update their knowledge.