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Omfax Systems Limited

Effective Repairs Reporting
E-learning for housing staff

Omfax e-learning provides an effective and flexible way for staff to develop their skills and knowledge, making them more efficient and productive.

Training front line staff can be difficult to manage and arrange; releasing staff for training has to fit around workloads and manning the phones. Everyone learns at different speeds, and it's often hard to assess the impact of classroom-based training on advisor knowledge.

Effective Repairs Reporting is a practical e-learning course designed specifically for customer service advisors working in social housing organisations. It focuses on giving advisors the background training they need to deal confidently and competently with repair requests from residents.

The course focuses on:
- talk more knowledgeably with residents about problems in their property
- identify the correct item needing attention and communicate accurately with maintenance officers and contractors
- explain to residents who is responsible for different types of repair and what they are required to do
- recognise and reduce any health or safety risks, and prioritise fixes appropriately.

Effective Repairs Reporting will raise confidence; advisors' confidence in their knowledge, your confidence that they really know what they are talking about, and your residents' confidence in the service when they call to report their repair problems.

Effective Repairs Reporting provides a flexible and effective way to build advisor knowledge.
- Advisors learn at their own speed.
- New staff can simply undertake training when they join.
- Advisors can undertake the course individually, at times that suit them and yourself.
- Each course is modular and has built-in formal testing, so managers and learners can assess their progress.
- Successful completion is recognised with a certificate, to ensure standards are maintained.

"We've used Omfax Effective Repairs Reporting training for over 5 years, as a valuable part of our induction for all new staff in our Customer Service Centre, providing them the knowledge and confidence to carry out their work competently."

Kieran Barrett
Customer Service Centre Manager
Greenfields Community Housing

The course covers four modules

1. **Structure:** including walls, roofs, doors and windows
2. **Water and drainage:** including bathroom and sanitary fittings
3. **Heating and electrics:** including switches and controls
4. **Fixtures and fittings:** including stairs, floors, kitchen units, fencing, gates and outbuildings

Each topic covers:

- the different parts; clear diagrams and explanations of what each part is called and what it is made of
- the typical problems residents experience and the repairs they need
- which repairs are usually residents' responsibility
- how quickly you should respond and how to weigh up different situations, depending on risk and inconvenience.

Effective Repairs Reporting is based on Omfax's tried and tested social housing handbooks and guides and Keyfax software, providing relevant content that significantly improves the service advisors competence.

Operated in conjunction with our Keyfax Inter•View software for customer services, it ensures advisors are knowledgeable, confident and delivering a first class service.

How e-learning works

Each learner is given their own login to the system, which they can access from any PC. They can study at their own pace and around their day-to-day workload. They work their way through the different topics and test themselves as they progress. At the end of each module they take a formal test to check their understanding.

Certificate of competence: Learners who achieve 65% or more in each of the four module tests will receive a certificate. Anyone who scores 90% or more overall, will receive a **Gold certificate**.

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

Monitoring progress: Managers are able to monitor the progress of each learner, as well as how much time they have spent on the course. This means they can support their teams through the training and identify any particular problems.

Cutting the costs of training

As social housing providers seek ways to reduce operating costs, the training budget may be constrained. One way to get more from the budget is with e-learning, reducing expenditure on expensive classroom training.

With Effective Repairs Reporting you have all the flexibility of e-learning, together with focussed training for improved customer service standards.

About Omfax

Omfax Systems is a leading provider of information solutions for customer services. We offer a portfolio of innovative products and services that bring unrivalled clarity, consistency and efficiency to communication with customers.

Our clients are progressive and forward thinking, and choose Omfax because of our in-depth knowledge of customer contact services and our ability to implement solutions to improve and enhance customer service.

We have worked extensively with housing associations, local authorities and facilities contractors, as well as with a range of other organisations and agencies, such as schools, colleges and health care trusts.

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Interested or you want more information?

Contact us for more information and to find out how this product can be used to enhance Keyfax Inter•View. Please email **sales@omfax.co.uk** or give us a call on **01869 242967**

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