

Training and support

Learning new skills



The ASPIRE scheme is PHA's recently developed resident training and support programme. PHA has always maintained the belief that customer engagement truly benefits the association. Importantly, we appreciate the value of those who aspire to develop their knowledge and new skills.

The ASPIRE scheme is made up of stages of training and residents are supported throughout their chosen level. The training can be seen to develop skills and empower residents, enabling many to make a difference to their own lives and to their communities.

A is the first stage of active involvement in PHA. When residents have shown an interest in PHA issues and services and apply to develop their skills on the ASPIRE training and support scheme.

S is for the support they receive from PHA throughout their involvement at all stages of the training programme.

P is for participating in any of the '[getting involved](#)' paths

I is for the potential influence over PHA service decisions that trainees attain whilst learning new skills.

R is for the recognition that all trainees receive when they complete their level of training. Upon completion of each level, competence is rewarded by a certificate and entitlement to further support whilst developing new skills at a higher level.

E is for the feeling of empowerment that all trainees achieve when any level of training is completed. Tenants become qualified to make decisions about service delivery and gain the confidence to affect the lives of the communities around them.

Opportunities are provided for all PHA tenants to be involved at whatever level they wish. Many choose to only be involved at an individual level and respond to surveys, submit suggestions or make complaints. Others strive to make a difference by enrolling on our Residents Involvement Register, or by securing a place on PHA's resident group, the [Peninsula Tenants Committee \(PTC\)](#). Whatever the level of involvement, the ASPIRE scheme has been developed to support tenants throughout their learning and development.

If you are interested in joining the scheme, please [e-mail](#) the **Customer Engagement Team** or call 0300 303 8030.

Further details of the ASPIRE training scheme can be found below.

Further information

[ASPIRE application route](#)

[ASPIRE summary chart](#)

[ASPIRE stages](#) What training is offered at each stage and how we will support you.