



TRAINING AT TRAFFORD HALL

TENANT FUTURES

Training programmes delivered at Trafford Hall include courses for individuals, groups and communities involved in improving their own neighbourhoods.

Courses currently being run can be found in the Trafford Hall training programme, by going to www.traffordhall.com and clicking on the link in the News section of the first page.

Trafford Hall has funding from the DCLG to run a two-year training programme relating to tenant panels and equivalent groups. We are calling this residential programme *Tenant Futures*.

We have based the programme on four phases of development for anyone involved in tenant panels:

1. Development and Support of Individuals
2. Development of the Group
3. Encouraging the Panel to Engage with the Wider Community
4. Understanding Policy and Management Issues

We are liaising with the National Tenant Organisations on the framework for tenant panels and equivalent groups, as the NTOs see them. However, we, and the CLG, are very aware that Tenant Panels mean different things to different tenants (and landlords) and we have borne this in mind when developing the programme. In the same way that elephants are grey, but not all grey things are elephants, we are keeping an open mind on the breadth of tenant panels and equivalent groups and exactly what they will be involved in.

This tender relates to the courses from April 2012 onwards, initially for a period of four months (thus, April-July), although (i) not all course may be run in that period, but may be delivered later in the year, and (ii) not all the courses that will be run in this period are being put out to tender as they have recently been tendered for and (in most cases) have been run in the last 6 months of the programme already. These courses will be offered directly to the trainers who have already tendered for and won them in the last round of training.

You may tender for any or all of the following courses (see pages 14-27 of this document)

- **Costs for the courses are crucial. As well as the cost, the knowledge, experience, structure and information contained in the tenders will be very important in terms of assessing them.**
- **Courses which run over 2 days (or 1.5 days in terms of actual training time) will cover approx 14 hours of contact time, including mealtimes – trainer fee should include development time, travel and all materials costs and expenses. VAT may be added separately.**
- **Courses which run over 3 days (2.5 days in terms of actual training time) will cover approx 24-26 hours of contact time, including mealtimes – trainer fee should include development time, travel and all materials costs and expenses. VAT may be added separately.**

Trainers are expected to remain at Trafford Hall for the duration of the course, where accommodation and all meals and refreshments will be provided. In the event of trainers not wishing to remain overnight, they will be expected to remain until the evening session is completed on both Day 1 and Day 2 (as appropriate)

Lead Trainers should have – as a minimum – a PTLLS (Preparing To Teach in the Lifelong Learning Sector) qualification, or some other equivalent qualification and/or considerable experience in training in the subject field to voluntary and tenant groups.

You should use the template included as part of this document to itemise all costs associated with delivery of each course.

For all courses, we will assume a delegate number of up to 25.

Under this tender we are looking for professional trainers who are active in the relevant community field to deliver short residential courses. The purpose of the courses is to raise the skills and capacity of local people to enable them to become involved in managing housing, working with their landlord, and improving life for their local community, via their involvement with tenant panels or equivalent groups. The courses will be held at Trafford Hall, near Chester, Cheshire, (see www.traffordhall.com) on a residential basis.

We are looking for trainers who have a **clear understanding of the issues** which social housing tenants will be dealing with in the coming year, including changes to housing regulation, policy decisions and how tenants can become involved in a very real way in managing their homes and working with their landlords.

We are looking for trainers to deliver the courses who may already have **experience of working with our target group** and who can **meet our rigorous quality standards**.

We are looking for trainers who have **new ideas and innovative ways of approaching and delivering courses** but still meet course aims.

We are looking for trainers who **understand the financial implications of working under this kind of funded programme**, run by a national charity. Costs will be a key part of the short-listing process.

We are looking for trainers who have **some exciting ways of working** to bring to the courses and who can **motivate and enthuse** our target group, yet still achieve our core aims and outcomes.

1. If you are a trainer who has never worked on Trafford Hall programmes before –

If you are interested in tendering for any of the courses, and have never worked on courses at Trafford Hall before, then please fill in the Trainer Pro-forma at the end of this section, send it back to Barbara Watson, Training Consultant, at b.watson@traffordhall.com, or in the post or by fax, with your full tender application. **We need reference contacts from at least two community or landlord organisations for which you have delivered community-based training in the past.**

2. For all trainers -

- ◆ You may apply to deliver any or all of the courses
- ◆ The application must include an outline programme for each course showing the sessions (including approximate times), how you will train on those sessions and the expected learning outcomes from each session. You must make sure that this ties in with our objectives for the course. Remember we are looking for exciting, new and innovative ways of approaching and delivering the course.
- ◆ You must also state the names of the trainers (individuals) who will be delivering the training and, at least one of those trainers must be available to undertake a presentation if short-listed.
- ◆ You must also quote costs for running each course as outlined within the information for each course.
- ◆ Accommodation for trainers will be provided at Trafford Hall as necessary, without charge.
- ◆ **Please make sure that your organisation's name and full contact details are on each page of your tender as a header or footer. For ease of receipt, your tender document should not include company logos or other picture files.**
- ◆ **Please make sure that every course you are tendering for starts on a separate page and that each page is numbered.**

Closing date for return of tenders is
THURSDAY 1 MARCH 2012
12.00 NOON

Tender documents may be sent by post or by email to
Barbara Watson, Training Consultant
Trafford Hall, Ince Lane, Wimbolds Trafford, Chester, CH2 4JP
b.watson@traffordhall.com

Whether you send your tender by email or as a hard copy, we will acknowledge receipt by email. If you do not receive that acknowledgement by 4.00 pm on Thursday 1 March you should contact Barbara to make sure your tender has been received within the deadline. We cannot accept responsibility for non-receipt of tenders.

Tenders will then be short-listed and those trainers who are on the shortlist may be asked to attend to present their ideas for the course(s) to a panel of approximately six people, which will include community volunteers and members of Trafford Hall staff. You will be informed **by email by no later than Thursday 1 March** if you have been shortlisted and are required to present to the panel. **Please ensure your email address is on your tender** and that you check your email regularly. This will be the only notification method.

The dates of the presentations will be **Tuesday 13 and Wednesday 14 March 2012**. If you are unable to attend a presentation on those dates, please say so when you return your tender and we will try to accommodate you. However, due to tight time-scales if this is not possible, then we will choose from trainers who can attend the presentations.

Presentations will be for 20 minutes with time allowed for questions and answers afterwards. At least one of the trainers who will deliver the course must attend the presentation. Full details on the presentation requirements will be sent out to short-listed trainers.

Following the presentations, all trainers will be informed of the outcome by email **no later than Friday 16 March 2012**. Dates will be agreed with you at that point and contracts will be sent out in the following week.

You may tender for any or all courses. In each case, please fill in the 'costs' template for both the first run of a course, and then the cost you would charge for second and subsequent repeat courses. You should reflect the fact that these courses, tied to Government policy, may require updating before they are run for the second or third time.

If you need any further information please contact me, Barbara Watson, Training Consultant

Telephone: 01244 300246
 Fax: 01244 300818
 E-mail: b.watson@traffordhall.com

Or, if I am not available, please contact my assistant, Claire Lawton on the same numbers or mc.lawton@traffordhall.com

We look forward to receiving your tender.

Barbara Watson
Training Manager

Please note -

Aims and Objectives of the courses open for tender follow

PLEASE MAKE SURE THAT YOU READ AND UNDERSTAND THE CONDITIONS FOR TENDERING SECTION OF THIS DOCUMENT.

If you do not wish to tender for these courses yourself, but you know another organisation that you feel may be interested, please feel free to pass this information on to them.

The National Communities Resource Centre Trafford Hall

Trainer Pro-Forma – FOR TRAINERS NEW TO TRAFFORD HALL.

This form will be kept on file for general use.

Name:

Organisation:

Address:

Phone No:

Fax No:

E-mail:

Subject Matter (your expert field) – Please Tick The Appropriate Box(es)

Tenant Involvement	<input type="checkbox"/>	Environment	<input type="checkbox"/>
Youth	<input type="checkbox"/>	Health/Wellbeing	<input type="checkbox"/>
Committees	<input type="checkbox"/>	Crime	<input type="checkbox"/>
Urban Regeneration	<input type="checkbox"/>	Parenting	<input type="checkbox"/>
Finance	<input type="checkbox"/>	Community Action	<input type="checkbox"/>
Basic Skills	<input type="checkbox"/>	Fundraising	<input type="checkbox"/>
Personal Development	<input type="checkbox"/>	Community Business	<input type="checkbox"/>
Team/Group Development	<input type="checkbox"/>	Design	<input type="checkbox"/>

Other (please specify):

Experience – *more about you:*

What is your background?

Who Have You Trained in the last 12 months?

Who Have You Worked With/For in the last 12 months?

On What Courses?

Please give us contact details (including email addresses) for two community groups or community support organisations we can contact for a reference. (This can be landlords/local authorities/community development projects).

Reference 1

Reference 2

Will You Be Using Any Co-Trainers?

YES/NO

Name of Co-Trainer:

CONDITIONS, INSTRUCTIONS AND INFORMATION ON TENDERING PROCEDURES

1. These instructions are designed to ensure that all tenders are given equal and fair consideration. It is important therefore that you provide all the information asked for in the format and order specified. Please contact Barbara Watson, Training Consultant (email b.watson@traffordhall.com), at the National Tenants Resource Centre, Trafford Hall, Ince Lane, Wimbolds Trafford, Chester, CH2 4JP, Telephone 01244 300246, if you have any doubts as to what is required or if you have difficulty providing the information requested. Pre-tender negotiations are not allowed but we welcome the opportunity to discuss the aims and objectives of individual courses if they are not clear from the documents.

Incomplete Tender

2. Tenders may be rejected if the information asked for is not given at the time of tendering.

Returning Tenders

3. Tenders should be addressed to Barbara Watson, **at the address in (1) above**, as hard copies or by email, to reach us by **12 noon, Thursday 1 March 2012**. Trafford Hall will shortlist trainers and may invite each short-listed trainer to make a presentation to a panel consisting of Trafford Hall staff and community reps at a date and time to be agreed.

Receipt of Tenders

4. Tenders will be received up to the time and date stated. It is the responsibility of the tendering organisation to ensure that their tender is delivered no later than the appointed time. Tenders received after that time will not be considered. **If you send your tender by email, please request a read-receipt. If you do not get acknowledgement of receipt of any tender (whether sent by email or by post) by email by 4.00 pm on Thursday 1 March, it is your responsibility to contact us to find out if we have received it. Trafford Hall takes no responsibility for non-receipt of tenders.**

Acceptance of Tenders

5. By issuing this invitation Trafford Hall is not bound in any way and does not have to accept the lowest or any tender.

Inducements

6. Offering an inducement of any kind in relation to obtaining this or any other contract with Trafford Hall will disqualify your tender from being considered and may constitute a criminal offence.

Confidentiality of Tenders

7. Please note the following requirements. You must not:
 - Tell anyone else details of your tender before the time limit for delivery of tenders.
 - Try to obtain any information about anyone else's tender or proposed tender before the time limit for delivery of tenders.
 - Make any arrangements with another organisation about whether or not they should tender, or about their or your tender details.
 - Discuss the tenders or the application process with any other organisation or person except the person specified above, unless you are inviting them to partner your tender.

Failure to comply with these conditions may disqualify your tender.

You may put in a joint tender with another trainer or organisation so long as it is made absolutely clear in your tender who the other partner is. Costs must still be all-inclusive for all trainers/organisations involved.

You may contact Barbara Watson at any time **by email (b.watson@traffordhall.com) or by telephone (01244 300246)** before putting in your tender, to discuss anything in the course details, as supplied by Trafford Hall, which is not clear or which you require clarification about, or about how you should lay-out details of your course programme or other parts of your tender document.

You must not expect guidance on specific content of your course, nor on the charges you may make. Trainers are encouraged to add relevant content to the course if it seems appropriate to the subject. The course details as supplied by Trafford Hall are for guidance only.

Costs and Expenses for Tender process

8. You will not be entitled to claim from Trafford Hall any costs or expenses which you may incur in preparing your tender nor in attending any subsequent presentation if required to do so, whether or not your tender is successful.

Evaluation Criteria

9. The tender process will be conducted in a manner that ensures tenders are evaluated fairly to ascertain the most advantageous tender. Your response to our requirement will be evaluated under the following headings. Please note that the order in which the criteria are listed does not imply any relative importance; any elaboration is illustrative only and is not an exhaustive list. We will consider conformity to the structure requested and the quality of response to the detail specified in this document under the following main headings:
- a. Experience, e.g. knowledge of subject matter and track record in delivering similar training
 - b. The quality and relevant experience of the staff that will deliver the training. For this reason, the trainers who will deliver the course must make any presentations.
 - c. Quality of references
 - d. Ability to work in an inspirational, understandable and motivational way with the participants for whom the course is intended.
 - e. Ability to identify innovative ways of training.
 - f. Quality of the training outline, including understanding of the aims and objectives of the training as specified by Trafford Hall, understanding of the relevant issues relating to the subject matter, planning of the training period in ways which ensure good participation.
 - g. Proposals for ensuring quality in the delivery of the training.
 - h. Proposals for offering best value with regard to information, advice and support for participants on the training course.
 - i. Overall cost

Tendering Strategy

10. Trafford Hall's tendering strategy is designed to promote fair and open competition and constructive co-operation between Trafford Hall and training organisations.

Freedom of Information

11. Trafford Hall adheres to the Government's Code of Practice on Access to Information. Under the Code of Practice, Trafford Hall is obliged to provide details, upon request, regarding the expenditure of public money. This may include amongst other things the disclosure of winning tender details, standards of service and performance and the tender evaluation criteria.

Submission of Tenders

12. One printed copy of each tender should be submitted. This may be posted to the addressee above or faxed to 01244 300818. Receipt of printed copies will be acknowledged by email only.
or
Electronic copies may be submitted by email in Word format only. Receipt of electronic copies will be acknowledged by email when the document is opened.

Tenders must include all the information requested for the training course (please see details of course aims and objectives (follows)).

Please make sure you have your company's name as a header or footer on each page of your tender document.

Please number each page

Please ensure that each separate course tendered for starts on a new page of your tender document.

Please do not include company logos or other picture files in your document, for ease of receipt via our email system.

Please send us any information that you feel will support your tender, for example relevant training your have undertaken recently on similar subjects with a similar audience, or work 'in the field' on similar issues.

TRAINING AT TRAFFORD HALL

Course titles are working titles only – Trainers may suggest their own title for a course but we retain the right to use titles that are in line with other courses in the programme. Titles must explain what the course is about in a clear and concise way.

Course details are there purely for guidance to give you an idea of what we are looking for in the course – we expect a considerable amount of trainer input to the courses, and you should include any issues you feel we have missed or may discuss the relevance of issues which we have included but which you feel are not required.

Courses are generally available to residents involved in appropriate local development and part of a constituted group. They are encouraged to attend as individuals or in groups, as appropriate to each course. Young people aged 14+ may attend courses if they are working with adults on a project and if the course is relevant to allowing that to happen. Trafford Hall will make a decision on this – in consultation with the trainer – regarding each course. Trainers may then be expected to make any necessary changes to the course programme to ensure that young people can take a full part in the course.

If particular legislation is referred to within the training, then trainers should be aware that participants will only come from England, but should ensure that all legislation issues dealt with in the course are up to date and relevant.

Paid workers occasionally attend courses when they pay for their places and, again, trainers will be informed of their attendance as soon as places are confirmed on the course.

Note

- All titles are working titles only.
- Please do not assume that all 'Notes' sections are identical for all courses.
- Trainers should be aware that all the following courses will provide the opportunity for the participant groups to **apply for small-grant funding of up to £500 per group**.
- Course outlines should include an understanding of **peer-learning** so that groups understand how to take their ideas and information back to their own communities and get others involved.
- Each course should include **action-planning** for the group to give them clear guidelines on their next steps.

TRAINERS SHOULD TENDER USING INFORMATION OUTLINES BASED ON THE FOLLOWING:

Course Title	Note – titles as shown in the outline sheets are working titles only. However, please use these titles for the purpose of this exercise. More inspiring titles will be welcomed if you are chosen to deliver the course!			
Training Organisation and Name(s) of Trainers	Please note – those trainers delivering the course <u>must</u> be (at least one of) the same trainers that attend the shortlisted presentation sessions (see previous letter pages of this document). Changes of <u>lead</u> trainer after that point can only be agreed with the Training Consultant and (unless in cases of emergency) must be trainers either known to Trafford Hall or will be expected to take time to visit Trafford Hall prior to the course to meet the Training Team. If you/your organisation have never trained at Trafford Hall before, please make sure you fill in the Trainer form on P4 of this document.			
1. Course Aims and Objectives	These should be an expansion and improvement of the aims and learning outcomes as shown in the outline sheets. Trainers should provide a short paragraph explaining the aims of the course, which would explain and promote the course to possible delegates, plus learning outcome bullet points. This information will be used within the printed training programme, so must be clear and inspiring. You will have the opportunity to amend this before publication if you are chosen to deliver the course. Trainers should feel free to bring their own dynamic to the course and to include learning outcomes not listed on these pages.			
2. Outline Programme for Course (See comments relating to course times in outline sheets.). Please lay out with the following four headings:	Session No (At this point, please do not go into detail such as length of times of sessions unless you want to)	How you Will run that Session (e.g. trainer input, small working groups, guest speaker, etc)	Aim of Session	Learning Outcomes from that Session

Please indicate whether you require digital projector, use of IT suite, etc.
Please include any other information you feel is relevant to your course – including your own experience in running this or other courses either locally or nationally.
Please include any other comments about the course that you feel are relevant. We are keen to have your input.

Please ensure that your costs for delivering each course are based on the following:

You should copy and paste this table and include it as part of the documentation for each course tendered for.

RUNNING COURSE FOR THE FIRST TIME	
No. Days of course	DAYS
First Trainer costs for delivery	£
Second Trainer (if required) costs for delivery	£
Development Time	£
Learning Materials Costs (printing etc)	£
Travel Costs	£
Costs specific to this course (e.g. visit to project, input from good-practice group etc)	£
TOTAL COST FOR DELIVERY OF COURSE FOR FIRST TIME	
RUNNING REPEAT COURSE	
No. Days of course	DAYS
First Trainer costs for delivery	£
Second Trainer (if required) costs for delivery	£
Development Time	£
Materials Costs (printing etc)	£
Travel Costs	£
Costs specific to this course (e.g. visit to project, input from good-practice group etc)	£
TOTAL COST FOR DELIVERY OF COURSE AS A REPEAT	

This information should be given separately FOR EACH COURSE AT THE END OF THE OUTLINE PROGRAMME FOR EACH COURSE.

IF YOU NEED ANY FURTHER INFORMATION, PLEASE CONTACT BARBARA WATSON, TRAINING MANAGER AT TRAFFORD HALL.
PHONE: 01244 300246 EMAIL: b.watson@traffordhall.com.

EVERY SHEET OF YOUR TENDER SHOULD HAVE YOUR CONTACT'S NAME, COMPANY NAME, TELEPHONE AND EMAIL CONTACT
DETAILS PRINTED ON IT AS A HEADER OR FOOTER, PLEASE. PLEASE DO NOT INCLUDE COMPANY LOGOS.

DRAFT OUTLINE FOR 2-DAY TRAINING EVENTS IN THIS TENDER DOCUMENT

These times are movable depending on the programme but will give you a rough idea of timings.

Day 1

9.00 on	Arrival, registration (NOTE – some delegates may have arrived the previous evening)
11.00	Welcome, Housekeeping. Morning Session commences
12.20	End of morning sessions
12.30	Lunch
1.30	Afternoon Session (to include coffee break), through to ...
5.30 approx	End of afternoon session.
6.00 or 6.30	Dinner
7.30	Evening Session
9.00	Latest for Evening Session to finish

Day 2

9.00	Start of morning session (to include coffee break), through to ...
1.15	Evaluations (TH staff), certificates, etc.
1.30	Close, followed by LUNCH

DRAFT OUTLINE FOR 3-DAY TRAINING EVENTS IN THIS TENDER DOCUMENT

These times are movable depending on the programme but will give you a rough idea of timings.

Day 1

9.00 on	Arrival, registration (NOTE – some delegates may have arrived the previous evening)
11.00	Welcome, Housekeeping. Morning Session commences
12.20	End of morning sessions
12.30	Lunch
1.30	Afternoon Session (to include coffee break), through to ...
5.30 approx	End of afternoon session.
6.00 or 6.30	Dinner
7.30	Evening Session
9.00	Latest for Evening Session to finish

Day 2

9.00	Start of morning session (to include coffee break), then as Day 1
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Day 3

9.00	Start of morning session (to include coffee break), through to
1.15	Evaluations (TH staff), certificates, etc.
1.30	Close, followed by LUNCH

The evening session on the first (and for 3-day courses, second) day should be 'easy' for example this is a good time to ask someone externally to do a presentation about their already-running project, or to show a relevant video, or to run any session that does not require delegates to be overly stretched at the end of the day.

For the purposes of this tender, you should work roughly to the above timetable, but please do not worry about fine detail on timings for the moment.

COURSES FOR TENDER AT February 2012

These courses should provide delegates with a clear understanding of the subject, and delegates must go away understanding how the issue relates to their own circumstances.

It is expected that time will be given to enable the delegates to action-plan for anything they want to do when they get back into their own communities, whether that is looking up additional information on the web, arranging a meeting to spread the learning, making appointments with their landlord workers, etc. Delegates should go away with a clear plan for the next steps when they get home.

PLEASE NOTE – THE USE OF THE WORD “COMMUNITY” WITHIN THESE AIMS AND OBJECTIVE SHEETS VARIES DEPENDING ON WHETHER THE TENANT PANEL IS LANDLORD-BASED, LOCALLY BASED, COLLABORATIVE, ETC. THE “COMMUNITY” IS USED TO MEAN WHOMSOEVER THE PANEL OR EQUIVALENT GROUP REPRESENTS IN THEIR WORK ON THE PANEL.

Course Title	TENANT PANELS – UNDERSTANDING THE OPPORTUNITIES
Duration 2 DAYS	11.00 DAY 1 THROUGH TO 1.30 DAY 2 Evening sessions should be included.
Audience	Social Housing Tenant activists in England. The basis of the course is to give delegates information and ideas for pre-panel understanding as they begin to develop their own panels (or equivalent groups) locally . Whenever possible groups of 3-4 from one panel will be encouraged to attend.
Date	To be agreed. It is anticipated that this course will run at least twice in the 2012-2013 year.
Aim	<p>To give these volunteers, who will be already involved in tenant activities in their own areas, an understanding not only of current policy regarding panels or equivalent groups, but of how other groups are already acting on it, what’s going right, what’s going wrong.</p> <p>It will need to cover:</p> <ul style="list-style-type: none"> • A history of how it fits into Housing Policy since 1980 • More recent history, including Involvement and Empowerment Standard, co-regulation • Who’s doing what currently • What’s working – good practice examples (including peer-learning from informed tenants on other panels if appropriate). • What landlords are likely to want to do/what they should do – with a recognition of the issues of independence and representation • Roles (e.g. decision making, monitoring and scrutiny, local resolution of complaints) • Types of Panels (e.g. collaborative, co-regulation, temporary, demographic groups, etc) • Where are delegates/their landlords up to now? • Independence and Representation • How delegate groups can decide what to do next – action planning <p>This course must give an overview of the options and opportunities and must acknowledge the NTO document on Tenant Panels. Delegates should be encouraged to use their possible grant allocation to visit good-practice panels and equivalent groups.</p>
Learning Outcomes	<ul style="list-style-type: none"> • Delegates will understand how this development in housing issues will affect them and the opportunities that may arise for them in the coming months. • They will learn about good practice ideas that are already happening and will make contacts and networks across the country with relevant people. • They will understand what the new policies will mean for landlords and how their work will be affected. • They will action-plan their own next steps and identify additional training needs.
Community Outcome	<ul style="list-style-type: none"> • Local tenant panels and equivalent groups begin to develop and work more closely with their landlords. • Groups identify ways forward which will reflect their interests and local issues and will enable them to work to their own strengths in identifying additional training that may be required to move in a particular direction. • Groups understand how tenant panels and equivalent fit into the wider issues and how they can work with their landlord to ensure that their panels or equivalent groups are effective and

	relevant.
Notes	<ul style="list-style-type: none"> • Clear information and plenty of times for questions and answers • Time for groups to plan actions for when they return to their communities • Time for research and good networking opportunities by working in mixed groups. • Presentations from good-practice groups and projects IF RELEVANT – trainers can also use videos/dvds to demonstrate other good-practice projects. • Trainers on this programme will be expected to work with the Trafford Hall's Training Consultant to ensure this event focuses on the required aim and learning outcomes. • Trainers may bring in additional trainers to assist with the specific workshops if this is not the trainer's speciality, but this cost must be included within the total cost of the course.
Costs	<p>Cost quoted for this course must include:</p> <ul style="list-style-type: none"> • Delivery time • All development time • Production of all training materials/handouts, etc, for the number of participants attending the course, plus one set for Trafford Hall files. • All costs involved in course delivery – including an estimate of costs involved in inviting speakers/projects to attend the course which will add to the effectiveness of the course. • Travel costs and VAT • PLEASE USE THE TEMPLATE ON PAGE 10 TO ITEMISE COSTS FOR EACH COURSE. <ul style="list-style-type: none"> • Trainers are expected to stay at Trafford Hall for the duration of the course and accommodation will be provided at Trafford Hall for two trainers at no cost to trainers. If more than two trainers are required, this must be agreed with Trafford Hall Training Manager prior to the course contract being signed. • If the course requires an external visit to a project, the approximate cost involved should be included in the quote. Trainers will be expected to organise the visit themselves by liaison with the visited project. Payment and the organisation of the coach travel will be the responsibility of Trafford Hall. Any such visit should be within 30 minutes travelling time, door-to-door, from Trafford Hall and the visit should not be for longer than one hour. • If you need any particular equipment for delivering your course, for example use of IT suite, use of laptops, digital projectors, etc, then you should state this in your tender. <p>Tenders will be judged against:</p> <ul style="list-style-type: none"> • Trainers understanding and experience of the subject • Inspiring and interesting course structure • Cost <p>References are required and will always be taken up for any trainers new to Trafford Hall</p>

Course Title	TENANT PANELS – ROBUST FRAMEWORKS
Duration 3 DAYS	11.00 DAY 1 THROUGH TO 1.30 DAY 3. Evening sessions should be included.
Audience	Social Housing Tenant activists in England. This course is for those panels that are just about to be set up or which have just been set up. Whenever possible groups of 3-4 from one panel will be encouraged to attend. It must cover ways to be involved, understanding of common principles and the establishment of strong and viable panels.
Date	To be agreed. It is anticipated that this course will run at least twice in the 2012-2013 year.
Aim	<p>This course must cover:</p> <ul style="list-style-type: none"> • Roles <ul style="list-style-type: none"> ○ Tenant Panels and Decision Making (including Allocations) ○ Tenant Panels and Shaping Services ○ Tenant Panels and Monitoring and Scrutiny (NOTE: Trainers will be expected to know about and explain other methods of M&S than the standard ones – it is important that delegates are allowed to understand all the options. ○ Tenant Panels and the Local Complaints Process • Types of Tenant Panels <ul style="list-style-type: none"> ○ Collaborative Tenant Panels ○ Co-Regulation ○ Temporary Panels (e.g. Service Review) ○ Demographic Groups – tenant constituency/area based/service areas • Tenant Involvement <ul style="list-style-type: none"> ○ Tenant Leadership and understanding ○ Access to all at different but relevant levels ○ Functioning structures and adequate support ○ Tenant Panels membership spec. • Resourcing Tenant Panels • Reviewing Tenant Panels; Understanding Outcomes and Impact Assessment <p>This course must give an overview of the options and opportunities and must acknowledge the NTO document on Tenant Panels</p>
Learning Outcomes	<ul style="list-style-type: none"> • Delegates will understand how to ensure that the panels or equivalent groups they will be part of will have a firm foundation, and how to prioritise tenant involvement in local issues, with their landlord. • They will have a clear understanding of all ‘jargon’ and will be able to make clear and decisive judgements about the direction their own panel should take. • They will learn about good practice ideas that are already happening and will make contacts and networks across the country with relevant people. • They will begin to develop their own panels or equivalent groups in ways relevant to them, and work with their landlord to ensure they are meeting local needs. • They will action-plan their own next steps and identify additional training needs.
Community Outcome	<ul style="list-style-type: none"> • Local tenant panels and equivalent groups are firmly established and remain sustainable due to a focused and direct understanding of the way forward. • Groups identify ways forward which will reflect their interests and local issues and will enable them to work to their own strengths in identifying additional training that may be required to move in a particular direction. • Groups understand how tenant panels and equivalent groups fit into the broader picture nationally, how they can network with other panels or equivalent groups and how they can work with their landlord to ensure that their panels or equivalent groups are effective and relevant.
Notes	<ul style="list-style-type: none"> • Clear information and plenty of times for questions and answers

	<ul style="list-style-type: none"> • Time for groups to plan actions for when they return to their communities • Time for research and good networking opportunities by working in mixed groups. • Presentations from good-practice groups and projects IF RELEVANT – trainers can also use videos/dvds to demonstrate other good-practice projects. • Trainers on this programme will be expected to work with the Trafford Hall’s Training Consultant to ensure this event focuses on the required aim and learning outcomes. • Trainers may bring in additional trainers to assist with specific workshops if this is not the trainer’s speciality, but this cost must be included within the total cost of the course.
Costs	<p>Cost quoted for this course must include:</p> <ul style="list-style-type: none"> • Delivery time • All development time • Production of all training materials/handouts, etc, for the number of participants attending the course, plus one set for Trafford Hall files. • All costs involved in course delivery – including an estimate of costs involved in inviting speakers/projects to attend the course which will add to the effectiveness of the course. • Travel costs and VAT • PLEASE USE THE TEMPLATE ON PAGE 10 TO ITEMISE COSTS FOR EACH COURSE. <ul style="list-style-type: none"> • Trainers are expected to stay at Trafford Hall for the duration of the course and accommodation will be provided at Trafford Hall for two trainers at no cost to trainers. If more than two trainers are required, this must be agreed with Trafford Hall Training Manager prior to the course contract being signed. • If the course requires an external visit to a project, the approximate cost involved should be included in the quote. Trainers will be expected to organise the visit themselves by liaison with the visited project. Payment and the organisation of the coach travel will be the responsibility of Trafford Hall. Any such visit should be within 30 minutes travelling time, door-to-door, from Trafford Hall and the visit should not be for longer than one hour. • If you need any particular equipment for delivering your course, for example use of IT suite, use of laptops, digital projectors, etc, then you should state this in your tender. <p>Tenders will be judged against:</p> <ul style="list-style-type: none"> • Trainers understanding and experience of the subject • Inspiring and interesting course structure • Cost <p>References are required and will always be taken up for any trainers new to Trafford Hall</p>

Course Title	TENANT PANELS – OVERCOMING CHALLENGES
Duration 2 DAYS	11.00 DAY 1 THROUGH TO 1.30 DAY 2. Evening sessions should be included.
Audience	Social Housing Tenant activists in England. This course is for those panels or equivalent groups which are experiencing difficulties. Whenever possible groups of 3-4 from one panel will be encouraged to attend.
Date	To be agreed. It is anticipated that this course will run at least twice in the 2012-2013 year.
Aim	This course must cover the following scenarios: <ul style="list-style-type: none"> ○ Not enough tenant involvement ○ Conflict ○ Diversity and misunderstanding ○ Tenants with low expectations ○ Unfocussed tenant panels or equivalent groups ○ What happens if the landlord is not complying ● Reviewing Tenant Panels or equivalent groups, and Impact Assessment ● Action-planning for a better more sustainable future
Learning Outcomes	<ul style="list-style-type: none"> ● Delegates will understand why problems arise in their work, and how issues and problems can be resolved. ● They will understand how to have effective and positive discussions and feedback that enables things to move forward ● They will network with other groups experiencing similar problems and establish support with other groups from other parts of the country. ● They will action-plan their own next steps and identify additional training needs.
Community Outcome	<ul style="list-style-type: none"> ● Local tenant panels and equivalent groups work together to move forward and resolve problems. ● Groups identify ways forward which will reflect their interests and local issues and will enable them to work to their own strengths in identifying additional training that may be required to move in a particular direction. ● Groups understand how other tenant panels and equivalent groups work towards resolving problems – whilst at the same time finding out that there is possibly no ‘quick fix’ and that the resolution of difficulties will mean commitment and hard work.
Notes	<ul style="list-style-type: none"> ● Clear information and plenty of times for questions and answers ● Time for groups to plan actions for when they return to their communities ● Time for research and good networking opportunities by working in mixed groups. ● Presentations from good-practice groups and projects IF RELEVANT – trainers can also use videos/dvds to demonstrate other good-practice projects. ● Trainers on this programme will be expected to work with the Trafford Hall’s Training Consultant to ensure this event focuses on the required aim and learning outcomes. ● Trainers may bring in additional trainers to assist with specific workshops if this is not the trainer’s speciality, but this cost must be included within the total cost of the course.
Costs	<p>Cost quoted for this course must include:</p> <ul style="list-style-type: none"> ● Delivery time ● All development time ● Production of all training materials/handouts, etc, for the number of participants attending the course, plus one set for Trafford Hall files. ● All costs involved in course delivery – including an estimate of costs involved in inviting speakers/projects to attend the course which will add to the effectiveness of the course. ● Travel costs and VAT ● PLEASE USE THE TEMPLATE ON PAGE 10 TO ITEMISE COSTS FOR EACH COURSE. <p>● Trainers are expected to stay at Trafford Hall for the duration of the course and</p>

accommodation will be provided at Trafford Hall for two trainers at no cost to trainers. If more than two trainers are required, this must be agreed with Trafford Hall Training Manager prior to the course contract being signed.

- If the course requires an external visit to a project, the approximate cost involved should be included in the quote. Trainers will be expected to organise the visit themselves by liaison with the visited project. Payment and the organisation of the coach travel will be the responsibility of Trafford Hall. Any such visit should be within 30 minutes travelling time, door-to-door, from Trafford Hall and the visit should not be for longer than one hour.
- If you need any particular equipment for delivering your course, for example use of IT suite, use of laptops, digital projectors, etc, then you should state this in your tender.

Tenders will be judged against:

- Trainers understanding and experience of the subject
- Inspiring and interesting course structure
- Cost

References are required and will always be taken up for any trainers new to Trafford Hall

Course Title	TENANT PANELS – LOCAL RESOLUTION OF COMPLAINTS
Duration 2 DAYS	11.00 DAY 1 THROUGH TO 1.30 DAY 2. Evening sessions should be included.
Audience	Social Housing Tenant activists in England. This course is for those panels or equivalent groups already involved or expecting to be involved in the local resolution of complaints, through their panel or equivalent group work. Whenever possible groups of 3-4 from one panel will be encouraged to attend.
Date	To be agreed. It is anticipated that this course will run at least twice in the 2012-2013 year.
Aim	This course must give the delegates a clear understanding of the complaints process, how they can be involved, and with very clear examples of good practice. It should include: <ul style="list-style-type: none"> • Input from an ‘officer’ with real on-the-ground complaints experience. It is anticipated that this officer may be the ‘second trainer’ on this course. You should identify this person in your tender. • Input from tenants already involved in the complaints procedure in a positive way, and who are able to provide information and input regarding not only good practice, but some of the problems/difficulties that have occurred.
Learning Outcomes	<ul style="list-style-type: none"> • Delegates will understand the legal requirements of dealing with complaints, and learn from people already dealing with these issues of the best ways of managing local complaints. • They will understand the issues that arise when complaints are being resolved by tenant panel input and how that affects local relationships. • They will understand any concerns that the ‘good practice’ panel have experienced and any issues that have arisen • They will establish networks with other groups considering the same issues and establish support with other groups from other parts of the country. • They will action-plan their own next steps and identify additional training needs.
Community Outcome	<ul style="list-style-type: none"> • Local tenant panels and equivalent groups work together with their landlords to move forward and establish a positive and effective complaints panel. • Groups identify their own strengths and identify additional training that may be required to move in a particular direction.
Notes	<ul style="list-style-type: none"> • Clear information and plenty of times for questions and answers • Time for groups to plan actions for when they return to their communities • Time for research and good networking opportunities by working in mixed groups. • Presentations from good-practice groups and projects IF RELEVANT – trainers can also use videos/dvds to demonstrate other good-practice projects. • Trainers on this programme will be expected to work with the Trafford Hall’s Training Consultant to ensure this event focuses on the required aim and learning outcomes. • Trainers may bring in additional trainers to assist with specific workshops if this is not the trainer’s speciality, but this cost must be included within the total cost of the course.
Costs	<p>Cost quoted for this course must include:</p> <ul style="list-style-type: none"> • Delivery time • All development time • Production of all training materials/handouts, etc, for the number of participants attending the course, plus one set for Trafford Hall files. • All costs involved in course delivery – including an estimate of costs involved in inviting speakers/projects to attend the course which will add to the effectiveness of the course. • Travel costs and VAT • PLEASE USE THE TEMPLATE ON PAGE 10 TO ITEMISE COSTS FOR EACH COURSE. <p>• Trainers are expected to stay at Trafford Hall for the duration of the course and accommodation will be provided at Trafford Hall for two trainers at no cost to trainers. If more</p>

than two trainers are required, this must be agreed with Trafford Hall Training Manager prior to the course contract being signed.

- If the course requires an external visit to a project, the approximate cost involved should be included in the quote. Trainers will be expected to organise the visit themselves by liaison with the visited project. Payment and the organisation of the coach travel will be the responsibility of Trafford Hall. Any such visit should be within 30 minutes travelling time, door-to-door, from Trafford Hall and the visit should not be for longer than one hour.
- If you need any particular equipment for delivering your course, for example use of IT suite, use of laptops, digital projectors, etc, then you should state this in your tender.

Tenders will be judged against:

- Trainers understanding and experience of the subject
- Inspiring and interesting course structure
- Cost

References are required and will always be taken up for any trainers new to Trafford Hall

Course Title (3)	TENANT PANELS – IMPROVING REPAIRS
Duration 2 DAYS	11.00 DAY 1 THROUGH TO 1.30 DAY 2. Evening sessions should be included.
Audience	Social Housing Tenant activists in England. This course is for those panels or equivalent groups which are working on, or are interested in being involved in, tenant panels or equivalent groups which are involved in Repairs. Whenever possible groups of 3-4 from one panel will be encouraged to attend.
Date	To be agreed. It is anticipated that this course will run at least twice in the 2012-2013 year.
Aim	<ul style="list-style-type: none"> • This course must look at examples of good practice in repairs policy from across the country, especially with regard to tenant involvement through panels or equivalent groups. It must be clear regarding legal and procedural restrictions and opportunities. • It must allow tenants to focus on their own Repairs panels, services, where they work and where improvement is needed. • Tenants must go away with clear action points to discuss with their own landlords and wider groups to improve local repairs services • Tenant Cashback must be discussed, explained, and time allowed for delegates to consider whether this is a good local option. • It is anticipated that tenants from panels already working on Repairs will be involved as examples of good practice. Trainers may use experienced tenants as ‘second trainers’ if required.
Learning Outcomes	<ul style="list-style-type: none"> • Delegates will understand the repairs processes and consider the best ways forward for their own groups. • They will network with other groups working in this area and establish support with other groups from other parts of the country. • They will action-plan their own next steps and identify additional training needs.
Community Outcome	<ul style="list-style-type: none"> • Local tenant panels and equivalent groups are confident and have a clear understanding of the Repairs services. • Groups identify ways forward which will enable them to work to their own strengths in identifying additional training that may be required to move in a particular direction. • Groups understand how other tenant panels and equivalent groups work on these issues and learn about good practice from tenants already undertaking Repairs services. • Delegates are able to explain Tenant Cashback to their own groups and their wider community, to enable more people to consider whether this option is the right one for them.
Notes	<ul style="list-style-type: none"> • Clear information and plenty of times for questions and answers • Time for groups to plan actions for when they return to their communities • Time for research and good networking opportunities by working in mixed groups. • Presentations from good-practice groups and projects IF RELEVANT – trainers can also use videos/dvds to demonstrate other good-practice projects. • Trainers on this programme will be expected to work with the Trafford Hall’s Training Consultant to ensure this event focuses on the required aim and learning outcomes. • Trainers may bring in additional trainers to assist with specific workshops if this is not the trainer’s speciality, but this cost must be included within the total cost of the course.
Costs	<p>Cost quoted for this course must include:</p> <ul style="list-style-type: none"> • Delivery time • All development time • Production of all training materials/handouts, etc, for the number of participants attending the course, plus one set for Trafford Hall files. • All costs involved in course delivery – including an estimate of costs involved in inviting speakers/projects to attend the course which will add to the effectiveness of the course. • Travel costs and VAT

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 - If you need any particular equipment for delivering your course, for example use of IT suite, use of laptops, digital projectors, etc, then you should state this in your tender.
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- Trainers understanding and experience of the subject
 - Inspiring and interesting course structure
 - Cost
- References are required and will always be taken up for any trainers new to Trafford Hall

Course Title	TENANT PANELS – DIVERSE REPRESENTATION
Duration 2 DAYS	11.00 DAY 1 THROUGH TO 1.30 DAY 2. Evening sessions should be included.
Audience	Social Housing Tenant activists in England. This course is for those panels or equivalent groups which are aware their panel, and local involvement, may not be including certain parts of the community, whether that is a particular ethnic group or, for example, younger tenants, or older tenants, or tenants with a disability. Whenever possible groups of 3-4 from one panel will be encouraged to attend.
Date	To be agreed. It is anticipated that this course will run at least twice in the 2012-2013 year.
Aim	<p>This course should focus on <u>panels or equivalent groups</u> and not on general ‘community involvement’.</p> <p>This course must cover the following:</p> <ul style="list-style-type: none"> • An understanding of how to gain information and knowledge about the local community and the make-up of that community (including local authority/landlord information, internet research, door-knocking, public meetings, involvement with other local groups, etc). • An understanding of the possible difficulties involved in encouraging particular sections of the community to be involved (e.g. place of meetings, time of meetings, understanding of information, childcare requirements, translation needs, poverty and socio-economic differences, suspicion and uncertainty) – and possible ways to resolve them. • An understanding of what makes people WANT to be involved – a need to know and understand what motivates different people to give up their time and put something back into their community. <p>The overall aim is to ensure that tenant panels and equivalent groups are truly representative of their community and are confident they are able and willing to contact and try to involve all members of the community. Action-planning on the course should focus around a clear way forward to help this happen.</p> <p>Involvement of a group, or representative from a group, which has experienced and overcome this difficulty would be a very positive part of this course.</p>
Learning Outcomes	<ul style="list-style-type: none"> • Delegates will understand the make-up of their own community and be able to identify any groups or individuals that are not currently represented on their own panel or equivalent group. • They will understand how to have effective and positive discussions and contact with all sections of the community in order to resolve local problems in this regard. • They will network with other groups experiencing similar problems and establish support with other groups from other parts of the country. • They will action-plan their own next steps and identify additional training needs.
Community Outcome	<ul style="list-style-type: none"> • Local tenant panels and equivalent groups become more representative of their own communities and establish better working relationships with diverse groups in their community. • Groups identify ways forward which will reflect local issues and will enable them to work to their own strengths in identifying additional training that may be required to move in a particular direction. • Groups understand how other tenant panels and equivalent groups work towards resolving problems – whilst at the same time finding out that there is possibly no ‘quick fix’ and that the resolution of difficulties will mean commitment and hard work.
Notes	<ul style="list-style-type: none"> • Clear information and plenty of times for questions and answers • Time for groups to plan actions for when they return to their communities • Time for research and good networking opportunities by working in mixed groups.

	<ul style="list-style-type: none"> • Presentations from good-practice groups and projects IF RELEVANT – trainers can also use videos/dvds to demonstrate other good-practice projects. • Trainers on this programme will be expected to work with the Trafford Hall’s Training Consultant to ensure this event focuses on the required aim and learning outcomes. • Trainers may bring in additional trainers to assist with specific workshops if this is not the trainer’s speciality, but this cost must be included within the total cost of the course.
Costs	<p>Cost quoted for this course must include:</p> <ul style="list-style-type: none"> • Delivery time • All development time • Production of all training materials/handouts, etc, for the number of participants attending the course, plus one set for Trafford Hall files. • All costs involved in course delivery – including an estimate of costs involved in inviting speakers/projects to attend the course which will add to the effectiveness of the course. • Travel costs and VAT • PLEASE USE THE TEMPLATE ON PAGE 10 TO ITEMISE COSTS FOR EACH COURSE. <ul style="list-style-type: none"> • Trainers are expected to stay at Trafford Hall for the duration of the course and accommodation will be provided at Trafford Hall for two trainers at no cost to trainers. If more than two trainers are required, this must be agreed with Trafford Hall Training Manager prior to the course contract being signed. • If the course requires an external visit to a project, the approximate cost involved should be included in the quote. Trainers will be expected to organise the visit themselves by liaison with the visited project. Payment and the organisation of the coach travel will be the responsibility of Trafford Hall. Any such visit should be within 30 minutes travelling time, door-to-door, from Trafford Hall and the visit should not be for longer than one hour. • If you need any particular equipment for delivering your course, for example use of IT suite, use of laptops, digital projectors, etc, then you should state this in your tender. <p>Tenders will be judged against:</p> <ul style="list-style-type: none"> • Trainers understanding and experience of the subject • Inspiring and interesting course structure • Cost <p>References are required and will always be taken up for any trainers new to Trafford Hall</p>

Course Title	YOUR PANEL, YOUR COMMUNITY
Duration 2 DAYS	11.00 DAY 1 THROUGH TO 1.30 DAY 2. Evening sessions should be included.
Audience	Social Housing Tenant activists in England, involved in tenant panels or equivalent groups. Whenever possible groups of 3-4 from one panel will be encouraged to attend.
Date	To be agreed. It is anticipated that this course will run at least twice in the 2012-2013 year.
Aim	<ul style="list-style-type: none"> • To ensure that panels or equivalent groups are accepted and involved with the community, that they are acknowledged as representing them and are accountable to them. • To help panels or equivalent groups to market themselves well whenever opportunities arise to improve and increase their visibility both locally and in the wider community and in the national context.
Learning Outcomes	<ul style="list-style-type: none"> • To help panels and equivalent groups to consider their own policies and strategies for: <ul style="list-style-type: none"> • Consulting with their community (and will consider ways to do this effectively with their own community) • Involving groups and individuals from the community • Marketing themselves to their community • Identifying roles and responsibilities for taking things forward • Identifying opportunities locally, regionally and nationally • Considering ways that their learning can be shared with others – possibly by offering good-practice visits, production of reports, web-based information, etc. • They will network with other groups considering the same issues and establish support with other groups from other parts of the country. • They will action-plan their own next steps regarding consultation and marketing and identify additional training needs.
Community Outcome	<ul style="list-style-type: none"> • Local tenant panels and equivalent groups consult with and involve their communities in a more pro-active way. • Local tenant panels and equivalent groups understand the need for good marketing, both locally and in a wider arena and help promote the benefit of panels and tenant involvement both locally and nationally. • Groups identify ways forward which will reflect their interests and local issues and will enable them to work to their own strengths in identifying additional training that may be required to move in a particular direction.
Notes	<ul style="list-style-type: none"> • Clear information and plenty of times for questions and answers • Time for groups to plan actions for when they return to their communities • Time for research and good networking opportunities by working in mixed groups. • Presentations from good-practice groups and projects IF RELEVANT – trainers can also use videos/dvds to demonstrate other good-practice projects. • Trainers on this programme will be expected to work with the Trafford Hall's Training Consultant to ensure this event focuses on the required aim and learning outcomes. • Trainers may bring in additional trainers to assist with specific workshops if this is not the trainer's speciality, but this cost must be included within the total cost of the course.
Costs	<p>Cost quoted for this course must include:</p> <ul style="list-style-type: none"> • Delivery time • All development time • Production of all training materials/handouts, etc, for the number of participants attending the course, plus one set for Trafford Hall files. • All costs involved in course delivery – including an estimate of costs involved in inviting speakers/projects to attend the course which will add to the effectiveness of the course. • Travel costs and VAT • PLEASE USE THE TEMPLATE ON PAGE 10 TO ITEMISE COSTS FOR EACH COURSE.

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- Cost

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