



TENANT ENGAGEMENT EXPERTS

**tpas**

# Tpas training and events

April – October 2018

Coming Soon!  
Tpas Housing Green  
Paper Events

What's on offer?

## Tpas Events

- National Tenant Conference
- Changing World of Scrutiny
- Linking Customer Experience Measurement with Tenant Engagement - with TLF Research.

## Tpas National Training Programme

- Tenant Engagement – Planning and Delivering Task & Finish Approaches
- Improving Performance and Value for Money
- Tenant Engagement and Procurement
- Develop your Questioning Skills
- and more.

## Training for you in house

- Currently in demand - all things scrutiny, groups, influence, legislation and communities.

## Tpas E learning

- New Effective Tenant Engagement course plus Social Media, Performance, Scrutiny and Fundraising.

Look out for our next flyer in July covering our training and events offer July 2018 – March 2019

The flyer features a background image of a smiling man in a hat. The Tpas logo is in the top left. A circular badge on the right says 'Book by 31st March 2018 Save a minimum of £100 per delegate!'. The main text reads 'national tenant conference 2018' in large yellow letters, followed by 'Shaping the future of the tenant experience' and '11th and 12th July 2018 | Chesford Grange'. A pink button at the bottom says 'Bookings now open'.

**tpas**

**national tenant conference 2018**

Shaping the future of the tenant experience

11th and 12th July 2018 | Chesford Grange

Book by 31st March 2018  
Save a minimum of  
**£100**  
per delegate!

**Bookings now open**

W: [www.tpas.org.uk](http://www.tpas.org.uk) E: [training@tpas.org.uk](mailto:training@tpas.org.uk) T: 0161 868 3520

# Changing World of Scrutiny Events

Following our sell out event in Durham 22 Feb 2018 we will be running two more events in the coming months.

20 June – Ipswich

We will also be holding the event in Plymouth - date to be confirmed.

A unique learning and networking event to highlight innovation and develop your scrutiny for the future

The events include case studies and presentations incorporating links to insight, digital, face to face, arms length and task and finish approaches plus our popular scrutiny lounge interactive session in the afternoon.



## Tpas E learning

at [www.tpaselearning.org.uk](http://www.tpaselearning.org.uk)



### Accredited by Open Awards at Level 2

10 hours over 2 weeks, access 24 hours a day. Tutor feedback and interaction via forums.

**Regular start dates**

### Effective Tenant Engagement

An ideal introduction for all staff, contractors and volunteers. We explore what it is, what's in it for you, approaches and examples.

**Start dates for 2018**

24 April. 15 May. 24 July. 11 September.

### Social Media Getting Involved Online

Feel confident to engage online using social media and apply it in your job or volunteering role.

**Start dates for 2018**

5 June. 4 September.

### Understanding Tenant Scrutiny

An ideal introduction for staff and volunteers, accreditation for those already involved. We explore what it is, how it links the principles and approaches plus current examples.

**Start dates for 2018**

17 April. 18 Sept.

### Understanding and Using Housing Performance Information

For new staff and volunteers in scrutiny, inspection and influence roles. A tour around the jargon, the data, questioning, value for money.

**Start dates for 2018**

22 May. 16 October.

**To book visit:**

[www.tpas.org.uk/tpas-events/training-and-events](http://www.tpas.org.uk/tpas-events/training-and-events)

# In house popular Tpas training at your place



We design courses with you to meet your exact requirements and can deliver a tailored version of any national course just for you.

In the last year we delivered over 170 courses in house covering over 30 different subjects in around 50 combinations with a 94% satisfaction rate! High demand courses included:

## All things scrutiny and influence

For task and finish; light touch and formal approaches; for new volunteers, new groups; existing groups; pools of volunteers. Everything from facilitated reviews to techniques, effective questioning and research approaches.

## Keeping up to date

Housing law; policy and legislation; techniques to gain insight and information; procurement; effective tenant engagement; digital engagement; impact reporting.

## Groups, teams and meetings

Chairing; working as a group; effective meetings, committee skills; minutes and note taking. Plus training for staff who work with and support local groups and tenants associations.

## Communities and diversity

Working with communities; community leadership; understanding the differences in people; involving everyone.

## We can deliver anything else you may want

If it's housing or engagement related! Get in touch

Just contact us by phone or email. We can help you focus on what you want and when you want it then match you with a trainer who can design the training with you. It's simple.

# Linking Customer Experience Measurement with Tenant Engagement Event



An event for housing providers and volunteers  
23 May 2018  
9.30am – 12.00pm  
Leeds City Centre

Join us for an informative session on how to effectively measure customer experience within the housing sector and using actionable insight to further engage tenants in supporting your customer experience strategy.

Price **£155** + VAT  
**Tpas members £126** + VAT  
Use discount code **TPAS2018**  
when booking for Tpas members

Book at  
[www.tlfresearch.com/briefings-events/](http://www.tlfresearch.com/briefings-events/)



# Tpas National Training

## April – October 2018

### Tenant Engagement – Planning and Delivering Task & Finish Approaches

How to make pop up and time limited approaches work for you.

25 April – Midlands  
8 August – Manchester  
21 June – London  
18 September – South West

### Improving Performance and Value for Money

Use performance information and apply value for money thinking.

22 August – Midlands  
11 September – London  
10 October – North West

### Housing Issues Today – and how we got here

Supply, demand, benefits, homelessness and policy.

30 April - South West  
16 May – Manchester

*'Informative, useful and relevant' 'great overview'*

### Working with Communities

A practical course grounded in community development theory.

23 April – London  
9 May – Peterborough  
26 September – Leeds

### Develop your Questioning Skills

Increase your confidence to influence, challenge, research or scrutinise.

12 September – North East  
24 October – Manchester

### Tenant Engagement and Procurement

The basics of procurement and contracts and building in engagement.

11 June – Leeds  
19 September – Manchester  
10 October – South West

### Digital Engagement

Making better use of accessible technology in engagement.

27 April – North West

*'Gives a broader view of digital'*

### Measuring Impact in Tenant and Community Engagement

Planning, tracking, measuring and reporting on impact and social value.

7 June – Midlands  
27 September – London  
23 October – South West

### To book visit...

[www.tpas.org.uk/tpas-events/training-and-events](http://www.tpas.org.uk/tpas-events/training-and-events)

### Prices From:

**Volunteers – £125** + VAT

**Staff – £199** + VAT

Note - Tpas is a not for profit organisation and can only run our very successful national courses if they stack up financially. With this in mind please book early to avoid disappointment. Decisions on viability, exact location and venue will be made at least 10-14 days in advance of the course date.

### Did you know Tpas is an approved centre for the Chartered Institute of Housing and Open Awards?

We offer short Open Awards Level 2 courses and longer CIH Level 2 and 3 awards relevant for staff and volunteers.



See more information at [www.tpas.org.uk/tpas-events/accredited](http://www.tpas.org.uk/tpas-events/accredited)

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