Current training courses

TPAS Cymru runs courses and events across Wales where tenants, residents, staff and board members can learn new skills and share good practice.

TPAS Cymru's wide range of courses can be delivered in Welsh or English and, can be delivered 'in house' and adapted to suit the needs of specific organisations.

Some of the course contents can be altered to suit a full day, half day or master class option. If you'd like more information about the courses listed or if you want to discuss your specific needs and the course content please don't hesitate to contact us on: **02920 237303** or **01492 593046**

Widening Participation	1 Day	Half Day
Involving everyone - how to let the wider community know what you're doing, what's changed as a result of your work and how they can get involved.	✓	✓
Introduction to tenant & community engagement – Why is tenant and community engagement so important? What are the benefits and how can people get involved in a way they prefer.	✓	✓
How to use Plain language – Do you use jargon and abbreviations without realising it? What is plain language; why is it so important and what are the benefits of using it?	✓	✓
Recruiting and retaining tenant volunteers – A practical course with top tips to attract (and keep) volunteers.	✓	✓
Making meetings work to encourage new members – Find out how you can make your meeting interesting, welcoming and effective to new members.		✓
Involving young people - Find out techniques you can use to attract younger people to your activities and projects.		✓
Engagement without meetings – How to encourage people to get involved in your work without them having to attend meetings.		✓
Engaging with Diverse and Underrepresented Groups – This training session will look at the barriers to participation for underrepresented and diverse groups and explore how to overcome them.	✓	
Communicating with your diverse and underrepresented Groups – This practical training course will look at different ways of communicating with people we seldom hear from.	✓	
Looking after your tenant volunteers – Top ideas and suggestions for supporting, nurturing and developing your volunteers.	✓	✓

Digital Participation & Communications	1 Day	Half Day
Introduction to social media participation - This half day event looks at how to take the first steps into engaging communities via Social media. How to identify best ways of engaging, with very practical tips for getting started.		✓
Digital Participation Techniques - This 1-day training course is bursting with techniques and solutions to really take your community participation to a new level. Very popular.	✓	
Video Participation – realising the power of video - this interactive training day will equip participants with the knowledge and the practical skills to make and edit simple video using smartphone/tablet technology as an effective method of participation and engagement.	✓	
Effective Communications - this half day event is focused on essential principles on how to plan and deliver communications. This is suitable for people new to communications and wanted to learn about solid principles combined with practical examples.		✓
Launching your local business –using the power of digital - The local and wider economy can be reached via digital channels. Customers are out there waiting for your services. This is suitable for those looking to start their own business, mentors, and employment professionals. The Training can be tailored from 1 hour to a full day depending on the requirements and the range and depth of learning requirements.	✓	✓

Community Development	1 Day	Half Day
Recruiting & Retaining community volunteers – a practical course to recruit (and keep) community volunteers.	✓	✓
Involving young people in your community projects/activities – Techniques to attract young people to your community projects and activities.		✓
Alternative Engagement Methods – this course will help you know how to identify appropriate engagement methods.	✓	
Looking After your community Volunteers - Top ideas and suggestions for supporting, nurturing and developing your community volunteers.	✓	✓
Community Resilience and Wellbeing – links to participation. Exploring the links between participation and creating resilient communities and improving wellbeing.		✓

🤝 Community Development (cont)	1 Day	Half Day
Co-production introduction – What does it mean and how can you work together to shape services.		✓
ABCD introduction - do you know your ABCD? An Introduction to the Asset Based Community Development approach to supporting and developing communities		✓

💡 Effective skills	1 Day	Half Day
Dealing with challenging behaviour – During this course participants will gain a better understanding of what drives difficult and challenging behaviour and how to develop strategies for dealing with them more effectively.	✓	
Making meetings work – looking at how to have effective meetings that are short and to the point!	✓	✓
Being on Board – Everything you need to know about the role and responsibilities of being on a board.		✓
Mystery Shopping – Tenants checking the quality of service received for everyone's benefit.	✓	
Tenant Auditors - Tenants and landlord working in partnership to audit the service 2 days (not the staff), for everyone's benefit.	**2 Days**	
Running a Community Group - Top Tips on how to run an effective and representative community group.	✓	✓
Setting service standards – Why it's important to have service standards and advertise them.	✓	
Monitoring service standards – How tenants can be involved in monitoring the standard of service their landlord offers.	✓	
Being an effective team – How to make your team stand out from the crowd and work together to be effective.	✓	

Sector Issues	1 Day	Half Day
An introduction to Social Housing This course gives an overview of the history of social housing, its role and responsibilities.		✓
Introduction to HAs All you need to know about Housing Associations.		✓
Renting Homes (Wales) Act 2016 – an overview What is the Renting Homes (Wales) Act 2016? How will it affect you?		✓
Getting ready for Renting Homes Wales Act - staff workshop An opportunity for staff to look in more detail at the RHW Act and what they can be doing now to prepare for it.		✓
Openness and Transparency How can your Housing Association be more open and transparent following on from PAC report?		✓
Value for Money An introduction to what value for money means in social housing.		✓
Tenant Participation: meeting changing expectations The latest developments in participation. Are you on the right track?		✓
Involving Tenants in Value for Money The role tenants can play in evidencing value for money in their landlord.		✓
HA Regulation and the Role of Tenants How can you ensure that tenants are at the heart of regulatory arrangements in your organisation?		✓
Introduction to housing issues for new councillors/board members What are the latest issues and practice to be aware of in your role?		✓
Making the Most of Complaints Complaints are an opportunity not a threat! How to learn from customer dissatisfaction to improve your services.		✓
Outcomes in supported housing – How to write, evidence and record outcomes for your Service User Involvement.	✓	✓

Scrutiny	1 Day	Half Day
Skills for Scrutiny – practical and participative session to develop all the skills you need to play an effective role in scrutiny	✓	
Getting to grips with performance information & data – Top tips on how to interpret and understand the facts and figures put in front of you!	✓	
Scrutiny and Value for Money Explore how tenant scrutiny can help evidence and deliver value for money.		✓
How to communicate your scrutiny findings When you've finished your scrutiny process - how to share your findings with others?		✓
Effective challenging and questioning skills How to challenge and express your point of view in an effective and assertive way.	✓	

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TPAS Cymru has also devised a Learning and Training Needs Assessment.

The Learning and Training Needs Assessment (LTNA) is a tool to help your organisation or group find out what knowledge, skills and experience you've got and help you to identify any gaps.

A LTNA can help your organisation/group to plan the relevant learning and training needed in an effective and economic way.

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