

Tpas Training Team

A – Z List of Training Courses





This list provides an A-Z look at our courses. All of our courses are tailored to meet your specific needs. It may be that the training course you are looking for doesn't appear or you are looking for something slightly different, in which case we will endeavour to develop a course to accommodate your needs.

- All courses are available as 'in house' where we come to you
 - They can be full or half day sessions (depending on the content to be covered) in the daytime, evening or weekend
 - We also offer a service to all our clients that helps you to identify your training needs and then we devise a programme to suit
 - Our comprehensive range of courses empower resident together with housing providers to deliver effective co-regulation, excellent services, accountable governance and sustainable communities
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| <ul style="list-style-type: none"> • Accredited Scrutiny • Accounts & Bookkeeping/
Treasurer Skills • Being an Effective Group • Being on the Board • Better Groups, Better Chairing • Bringing It all Together • Chairing Skills • Challenging & Questioning Skills • Challenging Effectively/ Meeting Skills • Committee & Chair Skills • Communication and Influencing • Community Leadership • Complaints and Designated Persons • Confidence Building • Dealing with Difficult Situations • Decision Making Techniques & Skills • Digital Engagement • Effective Challenging & Questioning Skills • Effective Meetings • Effective Negotiation • Embracing Your Community • Embracing Your Diversity • Equality & Diversity | <ul style="list-style-type: none"> • Establishing a Residents Association • Fundraising/Finding the Funds • Getting on Board – An Introduction • Getting to Grips for Scrutiny • Getting Your Point Across • Good Governance • Governance and Committee Skills • Guide to Effective Tenant & Community Engagement • Health & Safety Training • Housing Law: What You Should Know • Housing Policy & Legislation • Housing Today • How to be a Better Representative – Sheltered Tenants • How to Take Minutes • Introduction & Planning Scrutiny • Introduction to Housing Law • Introduction to Scrutiny • Introduction to Social Housing • Involving Everyone • Learning from Complaints • Making a Presentation • Making Sense of Performance Information |
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- Making the Most of Social Media
- Management Committee Training
- Managing a Project
- Mergers Training
- Moving Your Group forward/
Setting Goals for Your Group
- Mystery Shopping
- Newsletters & Publicity
- Personal Development for
Engagement Staff
- Personal Effectiveness
- Planning A Scrutiny Review
- Planning for Outcomes
- Planning for Successful Scrutiny
- Practical Skills for Being a
Representative
- Preparing & Managing Budgets
- Recruitment & Selection
- Reporting for Scrutiny
- Resident Engagement in Building
Safety
- Resident Inspectors
- Resident Involvement and Social
Media
- Resolving Conflict
- Reviewing Your Approach to
Scrutiny
- Reviewing Your Resident
Engagement
- Role of a Community
Representative
- Scrutiny – Recruiting the Right
Panel
- Scrutiny – Tracking Impact
- Scrutiny – Getting it right in Local
Authorities
- Scrutiny – Models and
Approaches
- Secretary Skills./Minute Taking
- Services & Customer Performance
Information
- Setting up a Tenants & Residents
Group
- Sheltered Housing Training
- Show the Value of Your Tenant
Involvement
- Skills for Chairs
- Skills for Working with Groups
- Social Media
- Successful Secretaries & Taking
Minutes
- Supporting & Developing Scrutiny
- Supporting Residents Groups
- Team Building
- Team Development
- Techniques to Gain Insight &
Information
- Tenant Inspectors
- Tenants Setting the Standards
- The Buyers Guide – The Role of
Tenants & Residents in Selecting
Contractors
- Treasurer Skills
- Training for Task & Finish Group
- Understanding Contracts &
Procurement
- Understanding Differences in
People
- Understanding Performance
Information
- Value for Money and Tenant
Engagement
- Working as a Group/Effective
Challenging
- Working as a Team
- Working Together