



Is training worth going on?

If you have asked yourself this question then you might be interested in what other people have said about the courses / workshops that they have attended.

"It made me realise how much more I (and others) need to think before we speak or do anything."

"A little more than my expectations."

"It cleared up a lot of questions. I found it very interesting"

"Course was very worthwhile"

"I haven't learned everything there is to know but I feel that I am more educated than before I went"

"This course was refreshing, stimulating and informative"

Cantonese
 如果您覺得用自己的語言和我們交談比較容易，請找一個會說英語的朋友或親戚致電我們，電話是：0800 183 0454。我們可以安排翻譯人員與您聯繫，討論您需要的翻譯服務。

Greek
 Αν προτιμάτε να μιλήσετε στη γλώσσα σας ζητήστε από έναν φίλο ή συγγενή σας να επικοινωνήσει στο 0800 183 0454. Μπορούμε να σας κανονίσουμε έναν διερμηνέα.

Gujarati
 જો તમને અમારી સાથે તમારી પોતાની ભાષામાં વાતચીત કરવી સરળ લાગતી હોય તો અંગ્રેજી બોલી શકતા એક મિત્ર અથવા સગાને કહો કે તેઓ 0800 183 0454 ઉપર અમારો સંપર્ક સાધે. અમે એક ઈ-ટર્મિનરની વ્યવસ્થા કરી શકીશું કે જેથી તમને જરૂરી ભાષામાં વિષય વચો કરી શકાય.

Mandarin
 如果您认为以自己的母语与我们交谈更容易的话，请让一位讲英语的朋友或亲属与 0800 183 0454 联系。我们可以安排一个翻译人员与您联系，讨论所需的翻译事宜。

Polish
 Jeśli łatwiej Ci będzie rozmawiać z nami we własnym języku, poproś tego z krewnych lub przyjaciół, który włada językiem angielskim, by skontaktował się z nami pod numerem 0800 183 0454. Możemy skierować do Ciebie tłumacza, który omówi z Tobą, jakiego rodzaju tłumaczeń będziesz potrzebować.

Punjabi
 ਜੇਕਰ ਤੁਹਾਨੂੰ ਸਾਡੇ ਨਾਲ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਗੱਲ ਕਰਨਾ ਅਸਾਨ ਲੱਗਦਾ ਹੈ ਤਾਂ ਆਪਣੇ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਮਿਤਰ ਜਾਂ ਰਿਸ਼ਤੇਦਾਰ ਨੂੰ 0800 183 0454 'ਤੇ ਸੰਪਰਕ ਕਰਨ ਲਈ ਅਖਬਾਰੀ ਚੁਣਾਓ ਜਿਸ ਵਿਚ ਸਹਾਇਤਾ ਕਰ ਸਕਾਏ ਜੇ ਤੁਹਾਡੇ ਲਈ ਤੁਹਾਨੂੰ ਦੇ ਚਾਹੇ ਹੋਵੇਗਾ ਕਰਨ ਲਈ ਤੁਹਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੇਗਾ।

Urdu
 اگر آپ ہم سے اپنی زبان میں بات کرنے میں آسانی محسوس کرتے ہیں تو انہیں اپنے والے ایک دوست یا رشتہ دار سے فون نمبر 0800 183 0454 پر رابطہ کرنے کے لئے کہیں۔ ہم آپ کے لئے ایک مترجم کو بروقت کر سکتے ہیں جو آپ کی ترجمانی ضرورت پر بات چیت کرنے کے لئے آپ سے رابطہ کرے۔

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Borough Council

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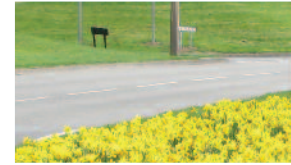
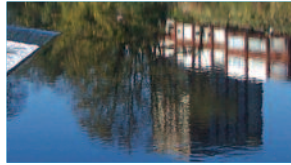
A Guide to Training in your role as a volunteer in Tenant Involvement

how you can receive free training when you are registered



Tenants leading the way to improve Housing Services

Tamworth
Borough Council



Who can attend the training provided?

At Tamworth Borough Council we are committed to offering training for tenants and leaseholders to raise your awareness, knowledge and confidence to get involved in discussions and decision making. We are always looking for new ideas for training and support ideas from the wider community. Training is free to participants and is funded by Tamworth Borough Council's Tenant Participation team.

What training can I do?

The training you are requesting should be related to housing services and tenant participation / involvement in general. The following are examples of the training we have provided so far;

- Successful meetings
- Respect and Diversity
- Easy Chair – introduction to chairing
- Equality and Diversity
- Learning to be Active
- Project Management Training
- Tenant Participation & Advisory Service Training
- Understanding Cultures and Communities.

We also run conferences, seminars and workshops for tenants to get involved in, for example, Choice Based Lettings Seminar, Tenant

Empowerment Conference and Developing and Reviewing Resident Involvement Strategies.

If the above courses have got you interested then please do not hesitate to contact the tenant participation team on **01827 709448** or **0800 183 0454** www.tenantparticipation@tamworth.gov.uk

When can I request to go on a training programme?

All you need to be is a tenant or leaseholder of Tamworth Borough Council and have been registered on the Tenant Participation's database of involvement you can request to participate in training. The training you wish to go on must be relevant to Housing Services or to tenant participation / involvement in general.

How can I find out about training?

A quarterly training bulletin will be sent out to everyone on the database of involvement. This is produced by the Tenant Participation Team and includes training courses recommended by other tenants and details from following sites;

- http://www.tamworth.gov.uk/housing/tenant_participation.aspx
- www.pep.org.uk
- www.tpas.org.uk
- www.tenantservicesauthority.org
- <http://www.hqnetwork.org.uk/>

Will I have to pay anything towards my training?

You will not be expected to pay towards your training as long as it is relevant to tenant participation or housing services. All training should be authorised and booked through the Tenant Participation Team at all times. Please refer to the expenses policy in reference to refreshments and travelling costs, if required.

Additional information

Popular courses have a high demand of interest and this may lead to limited places. In these cases the Tenant Participation Team will look at who has never been on a training course before and then on a first come, first served basis to allow as many people as possible to participate in training.

The training you are booked on should meet your expectations in what you are hoping to achieve. For this reason anyone attending a training programme will be asked to complete a pre-course and post course / conference questionnaires. Your views are valuable to us when running training workshops to see if they are worthwhile and informative to the right audience.

If you require any further information then contact the Tenant Participation Team on **01827 709 448** or **0800 183 0454** or Email: tenantparticipation@tamworth.gov.uk