**THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA**

**PROVISION OF CONFLICT MANAGEMENT TRAINING**

**APPENDIX 1 - SERVICE SPECIFICATION**

**Introduction**

* 1. The Royal Borough of Kensington and Chelsea (RBKC) has 2,200 employees. Many of its’ employees have a long career of working with the Borough and we want to ensure that they are well prepared for retirement when they decide to do so. As such we wish to commission Pre-retirement training for our staff.
  2. The Councils’ offer a wide range of services that include Adult, Children, Environment and Planning services. As such there will be a range of individuals with varying expectations and needs attending the training.
  3. Each face to face training course will either be run as a full day, the contract will be offered as a 12-month contract and with absolute discretion the Council may, following a review, extend the contract by a period of up to 12 months and may do so again to make a maximum contract length of 36. We expect to run up to 3 courses per year. The anticipated value for this contract is £20,000 and £27,000

1. **Scope and method of the training**
   1. The chosen provider will be able to explore the following;

* Budgeting and financial implications of retirement
* Relationships work and home
* Physical and mental wellbeing
* Opportunities: volunteering, educations and learning new skills, employment.
  1. There should be opportunities to engage the audience, taking into consideration learning styles and current knowledge.
  2. A briefing will take place where the content of the training and the shape of the programme will be agreed between RBKC and the provider at the beginning at the contract. Review meetings will take place to ensure that the programme is up-to-date and relevant.
  3. The booking of events will be co-ordinated by the Learning and Development Team.

1. **Programme Frequency**  
   1. All programmes will run based on demand and subject to financial constraints. An indication of the number of events required is given in paragraph 1.3.
   2. At its absolute discretion the Council may, following a review, extend the contract for a further period of up to 12 months and may do so again to make a maximum contract length of 36 months.
   3. We expect there to be a maximum of **20 – 30 per workshop** plus their partners if they would like to attend. We would work with the chosen provider to ensure the schedule allows the subject matter covered to be delivered by one trainer.
2. **Programme requirements**

The successful provider will:

* Be responsible for promoting the online evaluation process following each event
* Produce all materials for attendees
* Allow for applied and reflective learning during the training period
* Ensure all learning materials can be adapted to ensure those with visual and or hearing impairments can gain benefit of the programmes
* Deliver training within the premises of RBKC
* Bring their own equipment, if required, such as laptop, projector and connection leads.

**5. Contract Performance Monitoring**

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| **Activity** | **Timescale** | **Who will be responsible** |
| Agree the outlines and delivery schedule | At the initial planning meeting following the contract being awarded | The provider |
| Attendance lists | On conclusion of each training day | The provider to send to the learning and Development team (if not able to hand to a member of staff on the day) |
| Evaluation online | Promote at the end of the course | The provider and learning and development team |
| Review meetings | As required | The provider and learning and development team |