**THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA**

**PROVISION OF BITE SIZE TRAINING COURSES**

**SERVICE SPECIFICATION**

1. **Introduction** 
   1. The Royal Borough of Kensington and Chelsea (RBKC) and the London Borough of Hammersmith and Fulham (LBHF) operate a shared service for Human Resources that delivers learning and development for both Councils. Some services are also shared with Westminster City Council (WCC) whose employees have access to certain courses.
   2. There are 4,900 employees across RBKC and LBHF. WCC employs 2,780 bringing the total potential training cohort to 7,600.
   3. The Councils’ offer a wide range of services that include adult, children, environment and planning services. Services can be delivered independently or in Bi-Borough or Tri- Borough partnerships. The three boroughs work closely together to provide high quality services to local residents.
   4. RBKC wishes to commission ‘**Bite Size’ 90-minute face to face courses** **supported by on-line learning materials**. We have divided the RFQ into four separate lots (‘Lots’) as follows:

**Lot 1:** **Leadership and management**

**Lot 2: Personal effectiveness**

**Lot 3: The written word**

**Lot 4: Career planning**

* 1. Each 90-minute face to face training course will run up to 3 times a year. We anticipate that 3 x 90-minute courses will run on each day and will be complementary. This will allow a staff member to attend all three courses in one day on a related topic.

This equates to a maximum of 75 days over 36 months with an anticipated estimated value for this contract of £75,000 across all four Lots. For each Lot there is an option to extend the contract for a further 12 months, subject to agreement on both sides.

The anticipated value for each Lot is as follows:

**Lot 1: Leadership and management £20,000**

**Lot 2: Personal effectiveness £20,000**

**Lot 3: The written word £20,000**

**Lot 4: Career planning £15,000**

1.6 Each course will be followed up 3 weeks later with 3 pieces of on-line materials. These can be a mix of video, audio or written articles and should take no more than 5 minutes to complete. The cost of providing these additional pieces of learning needs to be built into the day rate for delivering the face to face courses. RBKC will be responsible for distributing the follow-up material to delegates.

1.7 The contract for each Lot will be awarded separately. Providers may tender for one, two, three or all four Lots in any combination.

1. **Scope and method of the training**
   1. Face to face training needs to be highly interactive.
   2. The chosen provider will be expected to use a variety of training methods and techniques to engage the particular audience of each course taking into consideration learning styles and current experience.
   3. Learning should be reinforced across the courses to develop a preferred and accepted approach of working across the Councils. This will include ‘models’ used, language and values.
   4. A briefing will take place where the content of the training and the shape of the programme will be agreed between the Bi Borough Learning (BBL) team at RBKC and provider(s) at the beginning at the contract(s). Quarterly review meetings will take place to ensure that the programme is up-to-date and relevant. There may also on occasions be a need to design courses for specific service groups.
   5. The booking of events will be co-ordinated by the BBL Team at RBKC.
2. **Programme Frequency**
   1. All programmes will run based on demand and subject to budgetary constraints. An indication of the number of events required is given in paragraph 1.5
   2. The programmes will run over a period of 36 months with an option to extend the contract for each Lot for a further 12 months with initial dates being scheduled for September 2016.
   3. We expect there to be a maximum of 15 attendees per workshop and the BBL Team would work with the chosen provider(s) to ensure the schedule allows the subject matter covered to be delivered by one trainer.
3. **Programme requirements**

The successful provider(s) will:

* Run three courses each day and these will be complementary, thus allowing a congruent learning experience for a staff member wishing to attend all three courses in one day;
* Be responsible for promoting the online evaluation process following each event;
* Produce all materials including certificates for attendees;
* Use training methods that are proven to support and convey theory and practice;
* The provider must ensure all learning materials can be adapted to ensure those with visual and/ or hearing impairments can gain benefit from the courses;
* The training will be delivered within the premises of RBKC, H&F or WCC;
* BBL Team would ask providers to promote our other training courses and provide additional learning material at the end of the course;
* Providers are asked to provide follow up material for each participant to reinforce the learning. This can take the form of 3 x 5 minute pieces of learning such as video, article, audio or interactive e-learning module. BBL Team will be responsible for distributing the follow-up material; and
* Providers will need to bring their own equipment such as laptop, projector and connection leads.

1. **Contract Performance Monitoring**

|  |  |  |
| --- | --- | --- |
| **Activity** | **Timescale** | **Who will be responsible** |
| Agree course titles and outlines and delivery schedule | At the initial planning meeting following the contract being awarded | The provider |
| On-line learning material /E- learning | Agree the additional learning material such as video, audio and e learning and how it will be accessed by the learner. | Both the provider and BBL team |
| Attendance lists | On conclusion of each training day | The provider to send to the BBL 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 BBL team |
| Follow up material and related courses | Promote at the end of the course | The provider and BBL team |
| Review meetings | Quarterly | The provider and BBL team |