

Training & Development Programme

April 2025 - March 2026



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Welcome to our 2025/26 Training & Development Programme



Alex Tooke
Training & Development Partner
alex.tooke@southeastconsortium.org.uk
07850 710942



Jo Doherty
Training & Development Co-Ordinator
joanne.doherty@southeastconsortium.org.uk
07514 803409



For more information:
www.southeastconsortium.org.uk/prospects/training-programme/

We're excited to introduce a number of new courses this year.

Sessions will cover all your housing essentials, and all new courses dedicated to helping you get to grips with the new Procurement Act.

Please share this brochure with your colleagues. As always, Members get a number of free places included with your yearly membership.

Courses are subsidised for Non-Members as part of our reinvestment programme. Members annual allocation this year runs from April 2025 – March 2026.

We're always looking to improve our training offer, especially to our members. This year you may notice that our programme looks a bit different to our previous offer. After evaluating all your feedback, we've decided to prioritise our 'in demand' sessions to ensure that everyone has the opportunity to access them, as we appreciate these do fill up very quickly. As soon as the courses are full, we will be offering them again with new dates being added regularly via our website.

We also have just two tiers of training now - **PROCUREMENT** and **HOUSING ESSENTIALS**.

All our courses, including those offered last year are still available to you under our **TAILOR-MADE** training offer. All available courses are displayed under the 'Tailor-Made' section in the brochure.

Our Tailor-Made offer isn't just for your organisation, if you only have one or two people wanting to attend a session from our tailor-made section, please contact us directly and as soon as we have enough interest in that course, we will arrange a date and offer that session to everyone.

This stops us running low attendance sessions and means that we can reinvest more by offering the courses that you want. However, you can still use this offer if you have a number of staff members who need training on a certain topic or area. We'll adapt the course to meet your requirements and deliver them to you either in your offices or online.

Please contact us and we will be happy to discuss all your training needs. Please also get in touch if you require any training that is not included in this year's programme, and we will try our best to source it for you or include it in next year's programme.

We look forward to welcoming you on our courses soon.



Next Generation Leaders Programme

In partnership with:



We've partnered with Solace to provide an Institute of Leadership and Management Certificated course for next generation leaders in the housing sector. It's part of our £300,000 a year investment in people.

Each cohort will benefit from a four-module programme which explores the role of leadership in delivering change. Delegates benefit from growing their network of like-minded colleagues from different housing providers in a supportive environment.

The course is open to colleagues working within registered providers and both Members and Guests are able to apply.

Candidates must be existing managers – which means they're either managing people or non-staff resources with full responsibility / accountability.

Find out more here:

www.southeastconsortium.org.uk/prospects/next-generation-leaders/

Here are some testimonials from past Next Generation Leader Delegates:

"Through completing the course, I gained the relevant and necessary knowledge and skills needed to become a more effective change agent and leader. I also learnt from the experiences of other leaders engaged on the same course, who were also working to make a difference in their approach to their work and develop as leaders."

– Dave O'Toole, Origin Housing

"I found the next generation leaders programme to be beneficial in both my professional and personal development. It's helped me develop my strategic thinking, self-awareness, and problem-solving skills, as well as understanding the principles of effective change management, political awareness, and collaborative working. Being part of this programme has also grown my professional network and I highly recommend it to anyone interested in better understanding leadership."

– Merle Murray, Golding Homes



Procurement

May 2025 – January 2026

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For information on all our courses, visit:
www.southeastconsortium.org.uk/prospects/training-programme/



Section 20 – A Practitioners Viewpoint

IN PERSON (Northfleet, Kent)
CPD Certified



Date 13 May 2025

Time 0930 – 1600

Cost £70+VAT for Non-Members or Members
outside of training allocation

Venue [Eastgate, 141 Springhead Parkway,
Northfleet, Kent DA11 8AD](#)

Learning objective

The one-day course will look at consultation requirements, using legislation, examples, and case law. The morning session is designed to look at principles and foundation issues. The afternoon session will look at more complex issues around case law and recent legislation.

Recommended for

- Procurement Roles

Agenda

Facilitated by David Ashby, Director of Strategic Development, SEC. Session outline below:

- To look at consultation requirements, using legislation, examples, and case law
- Gain an understanding of the principles and foundation issues
- Delve into more complex issues around case law and recent legislation.

How do I join?

We will be delivering this training session at Eastgate in Northfleet, Kent. In advance of the session, you will be sent a calendar invite with attached T&C's, directions, and any pre-course material.



Tender Evaluation & Cost Model

ONLINE (MSTeams)
CPD Certified



Date 5 June 2025

Time 1000 – 1200

Cost £70+VAT for Non-Members or Members
outside of training allocation

Learning objective

At the end of this session, each delegate will show an understanding of cost models and how to proactively implement them to ensure maximum output. Delegates will look at Cost Model examples alongside the implications of the race to the bottom process. Furthermore, delegates will look at how to approach the quality element of their tenders, both in the planning and the evaluations themselves.

Recommended for

- Procurement Roles
- Surveyors

Agenda

Facilitated by SEC.

Session outline below:

- Why is the quality element of your tenders important?
- Getting the preparation right – applying the correct cost/quality weighting for your project
- Asking meaningful quality questions
- Scoring matrixes & model responses
- Evaluation panels and moderation sessions – practical masterclass
- Race to the bottom process.

How do I join?

We will be delivering this training session on MS Teams. In advance of the session, you will be sent a unique URL to join within a calendar invite. Please ensure that the attached T&Cs on the invite are thoroughly read.



Introduction to Contract Management under the Procurement Act

ONLINE (MSTeams)
CPD Certified



Date 26 June 2025

Time 1000 – 1200

Cost £70+VAT for Non-Members or Members outside of training allocation

Learning objective

At the end of this session, each delegate will understand the importance of effective contract management and the tools at their disposal to effectively manage their contracts.

Recommended for

- Compliance Officers
- Surveyors

Agenda

Facilitated by Eddie Henley, Associate, Trowers.
Session outline below:

- Why do we need contract management?
- Public procurement law issues
- Standard forms of R&M contract (JCT Measured Term, TPC2005 and TAC-1, NEC Term Services Contract)
- Top Tips for effective contract management.

How do I join?

We will be delivering this training session on MS Teams. In advance of the session, you will be sent a unique URL to join within a calendar invite. Please ensure that the attached T&C's on the invite are thoroughly read.



Contract Management, Achieving Value, Avoiding Conflicts and Managing Risk

ONLINE (MSTeams)

Date 17 July 2025

Time 1000 – 1200

Cost £70+VAT for Non-Members or Members outside of training allocation

Learning objective

Participants will learn practical strategies and legal frameworks to enhance contract management skills, enabling them to proactively identify and mitigate risks, resolve conflicts, and optimise value in your contracts.

Recommended for

- Compliance Officers
- Project Managers

Agenda

Facilitated by Stuart Brown, Associate, Trowers.
Session outline below (exact content may change):

- **Introduction** - Welcome and Introductions with an overview of the training objectives and agenda
- **Fundamentals of Contract Management** - Understanding the Role of Contract Managers in Social Housing / Key Legal Principles and Frameworks in Contract Management / Practical Tools for Contract Analysis and Management
- **Managing Risks and Avoiding Conflicts** - Identifying Common Risks in Social Housing Contracts / Strategies for Risk Mitigation and Conflict Resolution / Case Studies and Examples from Social Housing Contexts
- **Q&A and Discussion** - Open Floor for Questions and Discussion on Specific Challenges Faced by Participants / Practical Tips and Takeaways for Immediate Implementation
- **Conclusion and Wrap-Up** - Summary of Key Learnings / Next Steps and Resources for Further Learning.

How do I join?

We will be delivering this training session on MS Teams. In advance of the session, you will be sent a unique URL to join within a calendar invite. Please ensure that the attached T&C's on the invite are thoroughly read.



Introduction to Public Procurement

ONLINE (MSTeams)

Date 10 September 2025

Time 1000 – 1500

Cost £70+VAT for Non-Members or Members outside of training allocation. Lunch and refreshments will be provided.

Learning objective

This training session will support delegates understanding of the different procurement procedures available under the Procurement Act 2023 and the context of public procurement. Delegates will also develop their understanding of practical procurement issues including selection, evaluation, and moderation.

Recommended for

- Procurement Roles

Agenda

Facilitated by Stuart Brown, Associate, Trowers. Session outline below:

- Introduction to the public procurement rules and legal landscape
- Importance of effective pre-market engagement and procedures
- Commercial purchasing tools (frameworks and DPS)
- Procurement challenges and remedies
- Selection criteria, exclusion grounds and selection procedure
- Evaluation criteria and methodology
- Moderation and Modifications
- Publication and transparency requirements
- Importance of effective contract management
- Top tips for a successful procurement.

How do I join?

We will be delivering this training session on MS Teams. In advance of the session, you will be sent a unique URL to join within a calendar invite. Please ensure that the attached T&C's on the invite are thoroughly read.



Measured Terms Contracts

IN PERSON (Northfleet, Kent)
CPD Certified



Date 18 September 2025

Time 0930 – 1600

Cost £70+VAT for Non-Members or Members outside of training allocation

Venue [Eastgate, 141 Springhead Parkway, Northfleet, Kent DA11 8AD](#)

Learning objective

The one-day course will look at the theory of contract administration, along with some examples using the JCT Measured Term Contract 2016 as the basis. Delegates will have learnt solid practical tips and examples to use in their day to day work situations with schedule of rate type contracts to enable them to manage contract administration in a more confident and professional manner.

Recommended for

- Procurement Roles
- Compliance Officers

Agenda

Facilitated by David Ashby, Director of Strategic Development, SEC. Session outline below:

- Identify the clauses, explore the definition and discuss practical examples in JCT 2016 Measured Term Contract
- Understand how to deal with typical problems such as delays, loss and expense and extensions of time
- How to apply clauses to real world scenarios through group exercises and discussions of simulated contract scenarios
- This course follows on from the introductory training and precedes the training on the Intermediate Contract.

How do I join?

We will be delivering this training session at Eastgate in Northfleet, Kent. In advance of the session, you will be sent a calendar invite with attached T&C's, directions, and any pre-course material.



Public Procurement: Alternative Cost Evaluation Models

ONLINE (MSTeams)

Date 25 September 2025

Time 1000 – 1200

Cost £70+VAT for Non-Members or Members outside of training allocation

Learning objective

Participants will explore innovative and alternative methods for evaluating cost in public procurement. The session will equip delegates with the knowledge and tools needed to optimise procurement outcomes by balancing cost in the right way.

Recommended for

- Contracts Managers
- Senior Procurement Roles

Agenda

This course will be delivered by Trowers & Hamblins.

Session outline below:

- Evaluation: an overview
- Introduction to price evaluation
- The interplay between price and quality
- Bidder behaviour (including the “race to the bottom” and abnormally low tenders)
- Relative price evaluation methodologies
- Alternative price evaluation methodologies.

How do I join?

We will be delivering this training session on MS Teams. In advance of the session, you will be sent a unique URL to join within a calendar invite. Please ensure that the attached T&C's on the invite are thoroughly read.



Advanced Public Procurement

ONLINE (MSTeams)

Date 9 October 2025

Time 1000 – 1500

Cost £70+VAT for Non-Members or Members outside of training allocation.

Learning objective

This training session will support delegates understanding of the areas of risk and effective risk mitigation. Delegates will also develop their understanding of how to incorporate social value into procurement procedures, and how to apply flexible procedures in line with the PCR 2015 and current HMG policy.

Recommended for

- Contracts Managers
- Senior Procurement Roles

Agenda

Facilitated by Trowers.

Session outline below:

- Anatomy of a claim (procurement challenges)
- Effective risk mitigation strategies
- How to combat a claim of ineffectiveness
- Use of Voluntary Transparency Notices, Contract Award Notices and Modification Notices
- Top 10 risks to avoid
- Introduction to procurement policy - recap of key procurement policy notes and how to apply these in practice
- How to incorporate social value into your public procurements
- Introduction to Procurement Bill.

How do I join?

We will be delivering this training session on MS Teams. In advance of the session, you will be sent a unique URL to join within a calendar invite. Please ensure that the attached T&C's on the invite are thoroughly read.



Preventing Procurement Fraud and Managing Conflicts of Interest

ONLINE (MSTeams)

Date 5 November 2025

Time 1000 – 1200

Cost £70+VAT for Non-Members or Members outside of training allocation

Learning objective

Participants will gain a clear understanding of common procurement fraud risks in social housing, along with practical strategies and legal frameworks to prevent, detect, and address fraud in procurement processes. By the end of the session, delegates will be equipped with actionable tools to enhance transparency, enforce ethical practices, and safeguard against procurement fraud in their organisations.

Recommended for

- Contracts Managers
- Senior Procurement Roles

Agenda

Session outline below:

- What is procurement fraud?
- Fraud detection – how do you identify procurement fraud?
- Fraud prevention – proactive steps to prevent procurement fraud
- Conflicts of interest
- Key considerations under the Procurement Act 2023
- Identifying and mitigation conflicts of interest
- Conflicts assessment.

How do I join?

We will be delivering this training session on MS Teams. In advance of the session, you will be sent a unique URL to join within a calendar invite. Please ensure that the attached T&C's on the invite are thoroughly read.



Public Procurement: Frameworks, Dynamic Models and Open Procurement

ONLINE (MSTeams)

Date 6 November 2025

Time 1000 – 1200

Cost £70+VAT for Non-Members or Members outside of training allocation

Learning objective

Participants will gain a comprehensive understanding of various procurement methods—frameworks, dynamic models and open procurements—empowering them to select the most appropriate approach for their procurement needs. By the end of the session, delegates will be able to navigate the complexities of different procurement methods, understand their advantages and limitations, and apply them strategically in their organisations.

Recommended for

- Contracts Managers
- Senior Procurement Roles

Agenda

Session outline below (exact content may change):

- **Introduction** - Choosing the Right Procurement Method / Overview of Frameworks, Dynamic Models, and Open Procurements
- **Understanding Procurement Frameworks** - Benefits / When to Use and How to Set Them Up / Legal and Compliance Considerations / Case Study
- **Dynamic Purchasing Systems (DPS) and Other Dynamic Models** - How They Differ from Traditional Frameworks / Advantages of DPS / Setting Up and Managing / Other Dynamic Models in Procurement
- **Open Procurement Methods** - When Should It Be Used? / Key Steps / Transparency and Fairness / Comparing Open Procurement to Frameworks and DPS: Pros and Cons / Legal Considerations
- **Conclusion and Wrap-Up** - Summary of Key Learnings / Tips for Choosing the Right Procurement Method / Questions and Next Steps.

How do I join?

We will be delivering this training session on MS Teams. In advance of the session, you will be sent a unique URL to join within a calendar invite. Please ensure that the attached T&C's on the invite are thoroughly read.



Delivering Meaningful Social Value

IN PERSON (Northfleet, Kent)
CPD Certified



Date 12 November 2025

Time 1100 – 1500

Cost £70+VAT for Non-Members or Members outside of training allocation. Lunch and Refreshments will be provided.

Venue [Eastgate, 141 Springhead Parkway, Northfleet, Kent DA11 8AD](#)

Learning objective

To provide delegates an introduction to delivering meaningful, sustainable and community led social value within communities. This workshop will include facilitated discussions and hands-on activities that bring social value, meaningful engagement and sustainability to life.

Recommended for

- Community engagement teams
- Social Value / CSR employees
- Project managers
- Business development teams

Agenda

Facilitated by The Mason Foundation.

Session outline below:

- To explore what we mean by 'Social Value' and the difference between consultation and co-development
- Discussing the benefit of 'bringing the community on the journey with you' – empowering community engagement and ensuring social value is integral to your process, not an afterthought
- How to ensure sustainability for your social value project. - Are communities hard to reach?
- Exploring different engagement methods to reach the most under-represented groups.

How do I join?

We will be delivering this training session at Eastgate in Northfleet, Kent. In advance of the session, you will be sent a calendar invite with attached T&C's, directions, and any pre-course material.



Advanced Contract Management

IN PERSON (Northfleet, Kent)
CPD Certified



Date 21 January 2026

Time 0930 – 1600

Cost £70+VAT for Non-Members or Members outside of training allocation. Lunch and Refreshments will be provided.

Venue [Eastgate, 141 Springhead Parkway, Northfleet, Kent DA11 8AD](#)

Learning objective

At the end of this session, each delegate will have a fuller understanding of the theory of contract administration through examples used within the JCT Intermediate Building Contract. Each delegate will be provided with a pre-session workbook to support their learning on the day alongside a copy of the JCT Intermediate Building Contract.

Recommended for

- Compliance Officers

Agenda

Facilitated by David Ashby, Director of Strategic Development, SEC. Session outline below:

- Identify the clauses, explore the definition, and discuss practical examples in JCT 2016 Intermediate Building Contract that relate to time, cost, quality
- Understand how to deal with typical problems such as delays, loss and expense and extensions of time
- How to apply clauses to real world scenarios through group exercises and discussions of simulated contract scenarios.

How do I join?

We will be delivering this training session at Eastgate in Northfleet, Kent. In advance of the session, you will be sent a calendar invite with attached T&C's, directions, and any pre-course material.



How to Compile a Procurement Pipeline

ONLINE (MSTeams)

Date 22 January 2026

Time 1000 – 1200

Cost £70+VAT for Non-Members or Members outside of training allocation

Learning objective

Gain an in-depth understanding of the requirements for publishing a procurement pipeline, as introduced in the new procurement regulations. By the end of the session, delegates will be equipped to manage, update, and publish their procurement pipeline in compliance with regulatory standards, improving transparency and stakeholder engagement.

Recommended for

- Contracts Managers
- Senior Procurement Roles

Agenda

Session outline below (exact content may change):

- **Introduction** - New Procurement Regulations and the Concept of a Procurement Pipeline / Importance of Transparency and Planning
- **Understanding the Procurement Pipeline** - Why Is It Important? / Components / Legal and Regulatory Requirements for Publishing / Its contribution to Strategic Planning and Risk Management
- **How to Create and Publish a Procurement Pipeline** - Defining Key Milestones, Deadlines, and Procurement Categories / Keeping the Pipeline Up-to-Date / Tools and Platforms for Publishing / Demonstration of an Effective Procurement Pipeline
- **Stakeholder Engagement and Communication** - Communicating to Internal and External Stakeholders / Compliance and Responding to Feedback / Building Trust and Transparency
- **Conclusion** - Key Learnings / Tools and Resources for Publishing / Final Questions and Next Steps.

How do I join?

We will be delivering this training session on MS Teams. In advance of the session, you will be sent a unique URL to join within a calendar invite. Please ensure that the attached T&C's on the invite are thoroughly read.



Housing Essentials

April 2025 – November 2025

Resident Conflict	Online	30 April 2025	12
The Roles of the Duty Holders under the Building Safety Act 2022	Online	14 May 2025	12
An Introduction to Safeguarding Adults and Children in Social Housing	Online	21 May 2025	13
Supporting Residents with Mental Health Issues	Online	22 May 2025	13
Level 2 Award in Gas Safety Awareness in Social Housing	In Person	03 June 2025	14
Embedding and Embracing the Changes in Social Housing Act	Online	11 June 2025	14
Consumer standards - A Practitioners Guide	Online	12 June 2025	15
L2 VRQ in Electrical Safety Awareness in Social Housing	Online	19 June 2025	15
Condensation and Mould	Online	09 July 2025	16
Housing Health and Safety Rating System (HHSRS)	In Person	14 July 2025	16
Successfully Tackling Disrepair	In Person	16 July 2025	17
Introduction to Social Housing	Online	24 September 2025	17
Effective Data Management	Online	30 September 2025	18
Introduction to Development and Regeneration	Online	01 October 2025	18
Asbestos Awareness	Online	13 October 2025	19
Building Safety and Property Compliance	Online	13 & 14 November 2025	20



For information on all our courses, visit:
www.southeastconsortium.org.uk/prospects/training-programme/



Resident Conflict

ONLINE (MSTeams)
CPD Certified



Date 30 April 2025

Time 2 Sessions: 0930 – 1230 / 1330 – 1630

Cost £30+VAT for Non-Members or Members outside of training allocation

Learning objective

At the end of this session, each delegate will have gained knowledge on various aspects of conflict and how to manage certain situation which could arise within role.

Recommended for

- Housing Officers
- Neighbourhood Service Managers
- Resident Liaison Officers

Agenda

Facilitated by The Resident Conflict Company.

Session outline below:

- Defining conflict, aggression, and assertive behaviour
- Principles for managing conflict, different personalities, and communication styles
- The stages of conflict escalation – using a 4-part model to de-escalate conflict to support managing unpredictable situations (drugs, alcohol, groups, etc.)
- Understanding personal triggers – ‘Red rag’ words and phrases
- Managing vocal speed and tone Strategies to maintain composure
- Defining abusive behaviour
- Involving others and a 3-step model to handle abusive behaviour
- How we tend to listen, questioning techniques and structuring challenging conversations.

How do I join?

We will be delivering this training session on MS Teams. In advance of the session, you will be sent a unique URL to join within a calendar invite. Please ensure that the attached T&C's on the invite are thoroughly read.



The Roles of the Duty Holders under the Building Safety Act 2022

ONLINE (MSTeams)

Date 14th May 2025

Time 0930 – 1230

Cost £70+VAT for Non-Members or Members outside of training allocation

Learning objective

Aims to provide a comprehensive understanding of the key responsibilities and duties outlined in the Act. The course begins with an overview of the Act's primary objectives. It then delves into the definitions of the main duty holders, clarifying the roles of the Principal Accountable Person, Accountable Person, and Responsible Person. Additionally, the course addresses the responsibilities of residents and owners. The training concludes with a summary of the key points discussed and an interactive Q&A. By the end of the course, attendees will have a clear understanding of their roles and responsibilities under the Building Safety Act 2022.

Recommended for

- Surveyors
- Project Managers

Agenda

Session outline below (exact content may change):

- Aim of the Act
- Definition of the main duty holders
- Principal Accountable Person Duties
- Accountable Person Duties
- Responsible Person Duties
- Duties of Residents and Owners
- Summary
- Questions.

How do I join?

We will be delivering this training session on MS Teams. In advance of the session, you will be sent a unique URL to join within a calendar invite. Please ensure that the attached T&C's on the invite are thoroughly read.



An Introduction to Safeguarding Adults and Children in Social Housing

ONLINE (MSTeams)
CPD Certified



Date 21 May 2025

Time 0930 – 1630

Cost £50+VAT for Non-Members or Members outside of training allocation

Learning objective

Attendees will learn how to improve safeguarding practice within the housing sector. Participants will:

- Understand safeguarding responsibilities and duties
- Understand the importance of joint working and good communication
- Know how to share information appropriately, at the right time, with the right people
- Learn how to put safeguarding into practice including identifying risk and challenging local authority decisions.

Recommended for

- Resident Liaison Officers
- Housing Officers

Agenda

Facilitated by the Social Care Institute for Excellence (SCIE). Session outline below:

The course equips housing staff with the skills they need to carry out their duties around safeguarding both adults and children.

Content includes:

- An introduction to safeguarding as outlined by the Care Act 2014
- A summary of duties and responsibilities for local authorities
- The importance of cooperation, partnership, and information sharing
- The relevance of the Mental Capacity Act 2005
- Case studies to explore safeguarding in practice.

How do I join?

We will be delivering this training session on MS Teams. In advance of the session, you will be sent a unique URL to join within a calendar invite. Please ensure that the attached T&C's on the invite are thoroughly read.



Supporting Residents with Mental Health Issues

ONLINE (MSTeams)

Date 22 May 2025

Time 1000 – 1300

Cost £30+VAT for Non-Members or Members outside of training allocation

Learning objective

This workshop is designed to enhance your skills in supporting those with mental health issues. Learn to recognise the basic symptoms of specific mental health issues, develop effective communication techniques and gain practical strategies for de-escalating situations. Learners will also discover how to appropriately signpost individuals to further support and learn how to practise self-care.

Recommended for

- Housing Officers
- Neighbourhood Service Managers
- Resident Liaison Officers

Agenda

Facilitated by Laura Burke, Director of Laura Burke Consultancy. Session outline below:

- Recognise basic symptoms of specific mental health issues
- Identify key behaviours associated with individual disorders and employ appropriate techniques to effectively communicate with customers
- Employ active listening and communication techniques for people with mental health issues
- Learn how to de-escalate a situation
- Discover how to signpost effectively
- Learn the importance of looking after you.

How do I join?

We will be delivering this training session on MS Teams. In advance of the session, you will be sent a unique URL to join within a calendar invite. Please ensure that the attached T&C's on the invite are thoroughly read.



Level 2 Award in Gas Safety Awareness in Social Housing

IN PERSON (Sittingbourne, Kent)
Certification in Gas Safety Awareness

Date 3 June 2025

Time 0900 – 1630

Cost £180+VAT for Non-Members or Members outside of training allocation. Lunch and refreshments will be provided.

Venue [36 Church Road, Sittingbourne, Kent, ME10 3RS](#)

Learning objective

At the end of this session, each delegate will develop their skills and knowledge in relation to the requirements for landlords under the Gas Safety Regulations. Upon completion of this session, delegates will receive a level 2 certification in Gas Safety Awareness.

Recommended for

- Housing Improvement Officers
- Contract Managers

Agenda

Facilitated by Logic4training.

Session outline below:

- Know the types of gas used in domestic dwellings and the requirements for correct combustion
- Understand the effects that Carbon Monoxide can have on the human body
- Know how Carbon Monoxide detectors should be used to reduce the risk of Carbon Monoxide poisoning
- Know how to identify the signs of an appliance which has combustion/flue/ventilation problems.
- Understand the requirements for landlords under the Gas Safety Regulations
- Understand the requirements placed upon gas installers to work legally in domestic properties
- Understand the actions necessary in the event of an escape of gas or report of fumes.

How do I join?

We will be delivering this training session at Swale Heating in Sittingbourne, Kent. In advance of the session, you will be sent a calendar invite with attached T&C's, directions, and any pre-course material.



Embedding and Embracing the Changes in Social Housing Act

ONLINE (MSTeams)
CPD Certified



Date 11 June 2025

Time 1000 – 1300

Cost £90+VAT for Non-Members or Members outside of training allocation

Learning objective

At the end of this session, each delegate will understand the changes from the Social Housing (Regulation) Act 2023 and preceding White Paper, Building Safety Act 2022 and complaints processes in social housing.

Recommended for

- Resident Liaison Officers
- Housing Officers

Agenda

Facilitated by Michael Guest of the CIH.

Session outline below:

- What change is developing and why?
- The crucial role of managers and operational staff in preparing for and meeting this change
- What needs to be done and thinking on how to do it.

How do I join?

We will be delivering this training session on MS Teams. In advance of the session, you will be sent a unique URL to join within a calendar invite. Please ensure that the attached T&C's on the invite are thoroughly read.



Consumer standards - A Practitioners Guide

ONLINE (MSTeams)

Date 12 June 2025

Time 1000 – 1300

Cost £80+VAT for Non-Members or Members outside of training allocation

Learning objective

This session is aimed at helping housing association and local authority staff who are responsible for repairs & maintenance, compliance & building safety or capital works & asset management.

Recommended for

- Project Managers
- Project Architects

Agenda

Facilitated by Peter Salisbury of Manifest Consulting and Clare Armstrong of Gradient Consultants.

Session outline below:

- How the roles of the Regulator of Social Housing and Housing Ombudsman have developed. And the key changes from the old to the new Regulatory environment
- An overview of the new building safety regime including Building Safety Cases, Building Assessment Certificates and the Golden Thread
- How the new consumer standards and regulatory regime work with the Building Safety Act
- How the new Consumer Gradings work
- Key themes and trends: what we can learn from inspections so far
- What you can expect from an inspection and how you can make sure that you're prepared.

How do I join?

We will be delivering this training session on MS Teams. In advance of the session, you will be sent a unique URL to join within a calendar invite. Please ensure that the attached T&C's on the invite are thoroughly read.



L2 VRQ in Electrical Safety Awareness in Social Housing

ONLINE (MSTeams)
Level 2 VRQ Award

Date 19 June 2025

Time 0900 – 1530

Cost £350+VAT for Non-Members or Members outside of training allocation

Learning objective

At the end of this session, each delegate will have achieved a strong level of competence to support their organisations in achieving electrical compliance.

Recommended for

- Housing Improvement Officers
- Contract Managers

Agenda

Facilitated by CORGI. Session outline below:

- Understanding Electricity - a basic understanding of the components needed for electricity to work
- Understanding Basic & Fault Protection - what are the things we can do to reduce risk
- Legislative Documents - the documentation you need in place to demonstrate and maintain compliance
- Inspection & Testing of Electrical Installations & Equipment - an understanding of your legal responsibilities for servicing electrical installations
- Managing Electrics in Social Housing - an overview of the challenges encountered, identifying solutions and improving best working practices
- Electrical Safety Responsibilities - covers who is legally accountable for electrical compliance within your organisation.

How do I join?

We will be delivering this training session virtually. In advance of the session, you will be sent a unique URL to join within a calendar invite. Please ensure that the attached T&C's on the invite are thoroughly read.



Condensation and Mould

ONLINE (MSTeams)

Date 9 July 2025

Time 1000 – 1200

Cost £15+VAT for Non-Members or Members outside of training allocation

Learning objective

At the end of this session, each delegate will have an introduction to how water behaves in buildings.

Recommended for

- Repairs Surveyors
- Property Services Managers

Agenda

Facilitated by a member of the Sava training team.

Session outline below:

- How water behaves
- Common sources and diagnosis
- Potential remedies
- Timber defects
- Practical applications / case study.

How do I join?

We will be delivering this training session on MS Teams. In advance of the session, you will be sent a unique URL to join within a calendar invite. Please ensure that the attached T&C's on the invite are thoroughly read.



Housing Health and Safety Rating System (HHSRS)

IN PERSON (Northfleet, Kent)
CPD Certified



Date 14 July 2025

Time 0900 – 1630

Cost £70+VAT for Non-Members or Members outside of training allocation. Lunch and refreshments will be provided.

Venue [Eastgate, 141 Springhead Parkway, Northfleet, Kent DA11 8AD](#)

Learning objective

At the end of this session, each delegate will have an awareness of the principle and practice of the Housing Health and Safety Rating System. You will understand the hazards, the way the system works and set out the implications for decent homes and for inspections and maintenance programmes.

Recommended for

- Surveyors
- Maintenance Inspectors

Agenda

Facilitated by Andrew Lavendar (Environmental Health Practitioner) from Lavendar and Wilson.

Session outline below:

- Understand the background of HHSRS
- How the Rating System works
- How to use the operating guidance
- Deficiencies and Linking to Hazards
- Making assessment and recording the score
- Practical exercise and examples.

How do I join?

We will be delivering this training session at Eastgate in Northfleet, Kent. In advance of the session, you will be sent a calendar invite with attached T&C's, directions, and any pre-course material.



Successfully Tackling Disrepair

IN PERSON (Northfleet, Kent)

Date 16 July 2025

Time 1000 – 1600

Cost £70+VAT for Non-Members or Members outside of training allocation. Lunch and Refreshments will be provided.

Venue [Eastgate, 141 Springhead Parkway, Northfleet, Kent DA11 8AD](#)

Learning objective

At the end of this session, each delegate will have a greater understanding of how to tackle incoming claims and future proof their organisation. Delegates will also learn what RPs can do to assist with minimising disrepair as well as strategic, longer-term solutions by use of technology to maximise the prospects of successfully defending a disrepair case.

Recommended for

- Repairs Surveyors
- Disrepair and Environmental Officers

Agenda

Facilitated by the team at Birketts alongside guest speaker Mike Parrett. Session outline below:

- The Blame Game - Mike Parrett
- Disrepair, understanding the Landlord's obligations
- The Pre-Action Protocol and tactics to consider
- The importance of record keeping
- Possible defences
- Damages and how they are assessed
- Defending claims for legal costs.

How do I join?

We will be delivering this training session at Eastgate in Northfleet, Kent. In advance of the session, you will be sent a calendar invite with attached T&C's, directions, and any pre-course material.



Introduction to Social Housing

ONLINE (MSTeams)

Date 24 September 2025

Time 1000 – 1600

Cost £90+VAT for Non-Members or Members outside of training allocation

Learning objective

At the end of this session, each delegate will understand the origins of social housing and how this informs the purpose and values of housing organisations today. There will be a chance to learn how housing associations are structured, funded and regulated.

Recommended for

- People new to Social Housing
- Housing Officers
- Neighbourhood Service Managers
- Resident Liaison Officers

Agenda

Facilitated by Pauline Hayes of the CIH. Session outline below:

- The purpose and functions of Social Housing today and how to relate it to your role within your organisation
- The origins of social housing and how this impacts on the vision and purpose of the sector today
- The funding of social housing, including the four primary activities of housing providers and the six internal disciplines
- Overview of the Housing Revenue Account for Local Government
- The regulatory framework.

How do I join?

We will be delivering this training session on MS Teams. In advance of the session, you will be sent a unique URL to join within a calendar invite. Please ensure that the attached T&C's on the invite are thoroughly read.



Effective Data Management

ONLINE (MSTeams)
CPD Certified



Date 30 September 2025

Time 0900 – 1230

Cost £50+VAT for Non-Members or Members outside of training allocation

Learning objective

In an era where data underpins most of our business processes, delegates will understand the principles of how to manage data effectively and why effective data management is so important. This session focuses on data management to help you to be compliant on property safety including the golden thread of data required under the Building Safety Act.

Recommended for

- Asset Data Specialists
- Asset Managers

Agenda

Facilitated by Pennington Choices.
Session outline below:

- Check whether you have accurate asset types and numbers
- Reconcile your compliance programmes with your asset registers
- Adopt data validation principles into your management of compliance records
- Report your compliance position accurately
- The Golden Thread of Data.

How do I join?

We will be delivering this training session on MS Teams. In advance of the session, you will be sent a unique URL to join within a calendar invite. Please ensure that the attached T&C's on the invite are thoroughly read.



Introduction to Development and Regeneration

ONLINE (MSTeams)
CPD Certified



Date 1 October 2025

Time 1000 – 1600

Cost £90+VAT for Non-Members or Members outside of training allocation

Learning objective

This session will provide delegates with knowledge on how new homes are developed and existing neighbourhoods are regenerated.

Recommended for

- Housing Officers
- Project Managers
- Development Officers

Agenda

Facilitated by Michael Guest of the CIH.
Session outline below:

- Explain how development and regeneration is funded and what steps are taken
- Summarise the importance of urban design
- Understand how to undertake development and regeneration
- List the policies you must take into account
- Identify who to work with during these projects.

How do I join?

We will be delivering this training session on MS Teams. In advance of the session, you will be sent a unique URL to join within a calendar invite. Please ensure that the attached T&C's on the invite are thoroughly read.



Asbestos Awareness

ONLINE (MSTeams)
UKATA Certification

Date 13 October 2025

Time 0900 – 1300

Cost £30+VAT for Non-Members or Members outside of training allocation

Learning objective

At the end of this session, each delegate will have developed their knowledge on the hazards and risks posed by asbestos containing materials. The session provides an overview of the legislative measures in place to permit employees to safeguard themselves and other affected by work activities.

Recommended for

- Surveyors

Agenda

Facilitated by Pennington Choices.

Session outline below:

- Have an increased awareness of the nature and properties of asbestos and its effects on health
- Be familiar with the types, uses and likely occurrences of asbestos in buildings and where appropriate items of plant
- Know how to avoid the risks from asbestos by understanding where to obtain information on asbestos in premises prior to commencing work
- Know what to do if suspicious materials are found
- Know how to use appropriate workplace precautions, including the risk assessment process
- Know how to undertake work activities in a safe manner and without risk to themselves or others. Have an awareness of the key aspects of the asbestos regulations and how they fit into the broader context of health and safety legislation
- Understand procedures to be followed when coming into unintentional contact with ACMs and an understanding of the appropriate emergency arrangements.

How do I join?

We will be delivering this training session on MS Teams. In advance of the session, you will be sent a unique URL to join within a calendar invite. Please ensure that the attached T&Cs on the invite are thoroughly read.



Building Safety and Property Compliance

ONLINE (MSTeams)
CPD Certified



Date 13 & 14 November 2025

Time 0900 – 1230

Cost £90+VAT for Non-Members or Members outside of training allocation

Learning objective

Each delegate will gain knowledge around property compliance and building safety obligations. This session will also ensure that you are up to date with legal and regulatory requirements within your organisation. You will strengthen your approach to provide more effective oversight, scrutiny, and challenge compliance performance. Furthermore, you will know what questions to ask to gain assurance on how your organisations will meet it legal obligations in order to keep your residents safe and ensure you are fulfilling your duties.

Recommended for

- Surveyors
- Project Managers

Agenda

Facilitated by Pennington Choices. Session outline:

- Understand why property compliance is important for your organisation and residents
- Understand the key legal and regulatory property compliance obligations your organisation must meet for gas, electric, fire, asbestos, water, lifts and building safety
- Understand the specific legal duties placed on you as a senior manager/director
- Understand how you can gain full assurance around your organisation's performance
- Understand why a positive safety culture and effective leadership will support successful property compliance outcomes.

How do I join?

We will be delivering this training session on MS Teams. In advance of the session, you will be sent a unique URL to join within a calendar invite. Please ensure that the attached T&Cs on the invite are thoroughly read.



Tailor-Made

April 2025 – March 2026

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For information on all our courses, visit:
www.southeastconsortium.org.uk/prospects/training-programme/

ASB Essentials & Neighbour Disputes

Overview

Understand how to effectively manage a case from start to closure whilst ensuring the correct ASB case management skills are used.

Agenda

- The golden threads of case management: policy and procedure, case file recording and partnership working
- The checks and actions to take when first receiving a report of ASB, which help to effectively risk assess and triage the report
- How to conduct effective complainant interviews
- How to identify vulnerable victims
- How to conduct an effective perpetrator interview
- How to decide whether there is enough evidence to take action, applying the civil standard of proof.

Building a Customer Centric Culture

Overview

Delegates will increase their customer satisfaction levels through focusing on customer journeys resulting in customer centric behaviours from colleagues, leaner processes, and enhanced levels of cross organisational collaboration.

TAILOR-MADE

APRIL 2025 — MARCH 2026

Coaching and Leadership

Overview

Get expert, friendly executive coaching help with current challenges and future development.

Agenda

Facilitated by Mark Rhodes.

“Whether you need a one off session to help with a specific issue, or a series of sessions, I help you with your real issues, challenges and desires so you get the results you need, instead of a lot of theory that just doesn’t work in the real world.”

Construction Design Management



Overview

This will be an introductory course looking at key aspects of the CDM regulations, as well as the organisations requirements and responsibilities.

Agenda

Session outline below:

- A brief history of the CDM Regulations
- The 2015 Regulations
- CDM interpretation (definition of construction work)
- Duty holders and the law
- Documentation
- The CDM process
- The Building Safety Act
- Gateways.

Damp and Mould Toolkit

Overview

At the end of this session, each delegate will have developed a fuller understanding of various areas of damp, including, Rising Damp, Penetrating Damp, Condensation Damp and Damp and Mould. Delegates will explore existing acts of legislation concerning damp and mould alongside the Decent Homes Standard, The Housing Act and Building regulations amongst others. Building Pathology, Stock profiling and Archotyping will also be discussed alongside case studies to fully embed the learning.

EDI Foundations

Overview

This is an introductory workshop to ensure participants understand the principles of equality, diversity and inclusion - building on any existing training to explore additional concepts that are relevant to the workplace and how participants carry out their day-to-day roles.

Fire Safety and the Regulatory Regime

Overview

Each delegate will have a fuller understanding of the Fire Safety Act and the requirements upon social landlords.

Agenda

Facilitated by the team from Birkett's alongside guest speakers. Session outline below:

- How did we get here?
- The Hackitt Report
- Grenfell Tower Enquiry
- What it seeks to do
- What it says
- What it means for you!

Housing Health and Safety Rating System (HHSRS) Principles and Practice

Overview

The 2 Day HHSRS Principles and Practice course covers the 29 hazards (with an emphasis on those which are more significant and more commonly encountered), the mechanics of the system, use of the Operating Guidance, linking deficiencies to hazards and assessment of likelihood and harm outcomes. There are several exercises based on real life properties throughout.

Hoarding Disorder

Overview

Delegates will have a greater awareness of hoarding disorder and why it is increasing due to a greater understanding of the issue and the impact this has on landlords and compliance.

Agenda

- Overview of hoarding disorder: diagnosis; what makes hoarding different to collecting
- The diverse range of hoarding types and the level/type of risk; the hoarding scale
- What interventions are successful; typical treatment interventions and success rates
- Organisations that offer support, making a referral
- Action planning.

Leadership Team and Skills Development

Overview

Delegates will gain an insight into how cohesive leadership teams result in high levels of customer centricity, colleague engagement and efficient delivery of services.

TAILOR-MADE

APRIL 2025 — MARCH 2026

Mapping Mental Health

Overview

Further your understanding of this vast topic. How to recognise signs of ill mental health, have practical guidance to underpin a conversation to support and signpost someone confidently, whilst managing your own wellbeing.

Agenda

- The importance of being able to discuss Mental Health as a topic
- What is an inclusive Mental Health culture?
- A closer look at some of the mental health illnesses
- Encouraging Mental Health communication
- How can I signpost and support?
- My Wellbeing Action Plan: looking after ourselves so that you can support others is crucial.

Mindset and Performance

Overview

Delegates will understand how mindset impacts behaviours and the importance of having a positive growth approach. Delegates will also recognise how to inform, listen, engage, and celebrate through change and understanding the importance to energise change and help others to embrace and enable positive results.

Introduction to Neurodiversity

Overview

Explore what we mean by neurodivergence and the relevance of this for businesses in achieving a diverse and inclusive workforce.

Explore the value of neurodivergent employees within your business.

Gain an understanding of how to create and embed a neuroinclusive workplace culture.

Consider how to best support individuals within your team who are neurodivergent or have neurodivergent traits.

Supporting you to better understand and meet the needs of your neurodivergent customers, clients, residents and the wider community.

Preventing Sexual Harassment – For Managers

Overview

This essential course equips managers with the knowledge and practical tools to identify, prevent, and address sexual harassment in the workplace.

Agenda

Facilitated by the team from Laura Burke Training and Consultancy Ltd. Session outline below:

- Gain a clear understanding of sexual harassment, including its forms and behaviours
- Learn to identify signs and situations of harassment in the workplace
- Master the proper procedures for handling team member reports of harassment
- Understand your legal obligations and managerial responsibilities.

Strategic Asset Management

Overview

At the end of this session, each delegate will develop understanding of smart, strategic asset management within Social Housing. Both internal and external factors will be discussed alongside the process of strategy development and delivery.

Agenda

Facilitated by Michael Cleaver and Caroline Lester from 4i Solutions. Session outline below:

- Strategy & Asset Management
- Understanding your Asset in Context
- Developing Your Strategy
- Delivering Asset Management
- Summary and Discussion.

Strategic decision making for Board Level

Overview

Equips leaders to explain and justify strategic decisions effectively to board members whilst simplifying complex ideas into concise, action-focused messaging that resonates.

Agenda

- **The Problem:** Why communication fails in board settings and the consequences
- **Prioritisation:** Master the 'Must/Should/Could' rule
- **Purpose:** Apply the 'Purpose' rule to craft concise, high-impact presentations and reports
- **People:** Learn the 'Four Empathy Questions'
- **Practical Exercises:** Apply the techniques to real or simulated board scenarios, refining clarity, and impact in decision-making communications.

The Social Housing Act and Tenant Satisfaction Measures

Overview

At the end of this session each delegate will gain a greater understanding of the Social Housing (Regulation) Act, the purpose of TSMs and the key priorities landlords should be working to.

Agenda

Facilitated by Jonathan Hulley from Birketts.
Session outline below:

- The Social Housing (Regulation) Act
- The Safety and Quality Standard
- The Transparency, Influence and Accountability Standard
- The Neighbourhood and Community Standard
- The Tenancy Standard.

Verbal and Written Communication



Overview

Delegates will learn how to communicate effectively in order to deliver and understand information quickly and accurately and to build collaborative relationships.

Agenda

- Have an increased understanding of the importance of clear and effective communication
- Know how to improve written work, with key hints and tips to ensure information is shared and understood with clarity and conciseness
- Have practiced verbal communication skills, learning to display great listening skills, empathy, confidence and friendliness in their approach. This builds rapport, trust and respect
- Understand the difference communication styles and which can be used when
- Read non-verbal communication signs and adapt accordingly, as well as recognising their own non-verbal behaviours
- Be comfortable expressing ideas and suggestions and creating great dialogue.

Summary

Procurement

Section 20 – A Practitioners Viewpoint	13 May 2025
Tender Evaluation & Cost Model	05 June 2025
Introduction to Contract Management under the Procurement Act	26 June 2025
Contract Management, Achieving Value, Avoiding Conflicts and Managing Risk	17 July 2025
Introduction to Public Procurement	10 September 2025
Measured Terms Contracts	18 September 2025
Public Procurement: Alternative Cost Evaluation Models	25 September 2025
Advanced Public Procurement	09 October 2025
Preventing Procurement Fraud and Managing Conflicts of Interest	05 November 2025
Public Procurement: Frameworks, Dynamic Models and Open Procurement	06 November 2025
Delivering Meaningful Social Value	12 November 2025
Advanced Contract Management	21 January 2026
How to Compile a Procurement Pipeline	22 January 2026

Housing Essentials

Resident Conflict	30 April 2025
The Roles of the Duty Holders under the Building Safety Act 2022	14 May 2025
An Introduction to Safeguarding Adults and Children in Social Housing	21 May 2025
Supporting Residents with Mental Health Issues	22 May 2025
Level 2 Award in Gas Safety Awareness in Social Housing	03 June 2025
Embedding and Embracing the Changes in Social Housing Act	11 June 2025
Consumer standards - A Practitioners Guide	12 June 2025
L2 VRQ in Electrical Safety Awareness in Social Housing	19 June 2025
Condensation and Mould	09 July 2025
Housing Health and Safety Rating System (HHSRS)	14 July 2025
Successfully Tackling Disrepair	16 July 2025
Introduction to Social Housing	24 September 2025
Effective Data Management	30 September 2025
Introduction to Development and Regeneration	01 October 2025
Asbestos Awareness	13 October 2025
Building Safety and Property Compliance	13 & 14 November 2025

Tailor-Made

ASB Essentials & Neighbour Disputes	Bespoke - Contact SEC
Building a Customer Centric Culture	
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For more information, please contact the Training & Development Team



Alex Tooke

Training & Development Partner

[alex.tooke@
southeastconsortium.org.uk](mailto:alex.tooke@southeastconsortium.org.uk)

07850 710942



Jo Doherty

Training & Development Co-Ordinator

[joanne.doherty@
southeastconsortium.org.uk](mailto:joanne.doherty@southeastconsortium.org.uk)

07514 803409



For more information:

[www.southeastconsortium.org.uk/
prospects/training-programme/](http://www.southeastconsortium.org.uk/prospects/training-programme/)



South East Consortium
Building 1092, Galley Drive, Kent Science Park
Sittingbourne, Kent, ME9 8GA

0204 570 6637
sec.training@southeastconsortium.org.uk
www.southeastconsortium.org.uk