

Information on Buses Diversity and Inclusion Training presentation

All bidders that pass the ITT threshold will be asked to present to a selection of TfL and Bus Operator training staff

We will be asking you to run a thirty minute training session around the issue of customers occupying the priority area when it is required by a customer with a specific need.

The session should provide the audience with an overview of your approach to delivery for TfL's requirements.

It should highlight how you are going to increase awareness of the importance of making improvements in this area and equip them with at least one technique they can use to increase capability and effectiveness.

- The session will be delivered to representatives from TfL and the Bus Operators
- Members of the audience will be available to act as delegates if required
- Audience interaction and inclusion within the training is encouraged

You should clearly demonstrate how you will deliver training that is new and engaging by utilising training tools and techniques that will stimulate learning in an impactful way for the delegates.

Following the session up to 15 minutes will be allocated for further questions.

The assessment criteria includes a number of sub-questions we would like you to cover, including recommendations for messaging, tone of voice and audiences, how you will ensure delegate understanding and skills practice.

Criteria 1, 2 and 3 must score a minimum of 9 to pass.

It is noted that this is an outline of your intended delivery and therefore bidders will not be penalised in any way where they have to talk through aspects that they will include in the training but are unable to demonstrate at this point.

Evaluation Criteria

Criteria	What we are looking for	Maximum Marks	Weighting
Training structure MUST SCORE MIN 9 TO PASS	<ul style="list-style-type: none"> • a clear rationale for the structure and approach • clear aims and objectives for the session • training effectively summarised including checks to ensure delegates understanding of key concepts / skills 	4	1.6%
Training quality MUST SCORE MIN 9 TO PASS	<ul style="list-style-type: none"> • ability to explain information objectives in a clear and logical way • learning points clearly support the objectives • examples used are relevant to the training delegates and reflect their reality • content is clear and follows a logical sequence • content is presented using a variety of techniques which address all learning styles • effective time management • awareness of specific customer needs and causes of conflict 	8	3.2%
Delegate interaction MUST SCORE MIN 9 TO PASS	<ul style="list-style-type: none"> • engagement with delegates and ability to maintain their interest • ensures delegate participation • ability to communicate effectively with delegates of differing educational and social backgrounds 	5	2.0%
Technology / Training aids	<ul style="list-style-type: none"> • integrated use of technology and training aids • trainer(s) either demonstrate or provide clear instructions to the delegates (where needed) • activity directly related to the training content 	4	1.6%
Stakeholder Engagement	<ul style="list-style-type: none"> • demonstrates a good understanding of - and strong approach to - engaging with a wide range of stakeholders. 	2	0.8%
Team quality	<ul style="list-style-type: none"> • strong interpersonal and presentation skills • clear roles and areas of expertise • knowledge of the topic in question 	2	0.8%
<u>Total</u>		25	10%