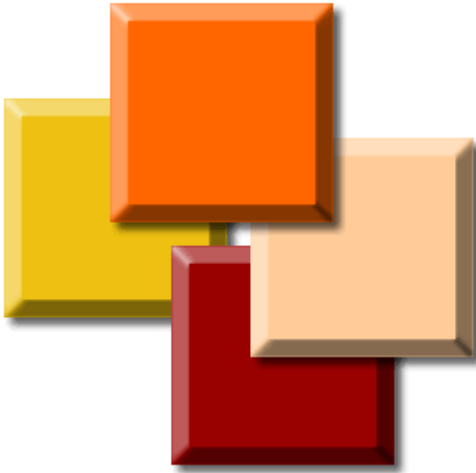


Voluntary Sector Training



Training Programme

Training for the voluntary sector, by the voluntary sector

January 2009 to March 2009

edition 17

Who are we?

Voluntary Sector Training (VST) is an independent charity working to support the development of a strong, effective and diverse voluntary and community sector in Essex.

VST offers a service to voluntary and community organisations, paid staff and volunteers including management committee members/trustees.

High quality training

Accessible venues

Expert trainers

Knowledge of the sector

Subsidised places

Free Places scheme

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Booking Form

centre page pullout or download from website

Essex CVS Partnership Voluntary Sector Training

A company limited by guarantee registered in England and Wales Company Registration No 4384288

Registered Office: 46 High Street, Great Dunmow, Essex, CM6 1AN

Registered Charity No: 1095800

Dear Colleagues,

Welcome to the new VST brochure outlining the first programme for 2009. We have now been delivering training sessions for the staff and volunteers working in the many voluntary and community organisations in Essex for 10 years!

During this period the organisation has extended its delivery area by partnering with CVSs across Essex. I am pleased that both **Colchester and Southend** have now joined the partnership. Local groups in these areas will benefit from both local delivery and for the smaller organisations access to the **VST Free Places scheme**. As always we want to deliver to meet your needs so please tell us what your group needs to help you do what you do even better.

In common with many voluntary and community groups finding the funding to support the costs of subsidising our training places is an ongoing issue. There is recognition of the value of supporting the capacity of the VCS at national, regional and local level. The importance of skills (and qualifications) to economic success is also stressed but the needs and contributions of the VCS as a sector has not been fully addressed. Recent developments include the establishment of a VCS sector skills body and amendments to Train to Gain to more fully recognise the real circumstances of voluntary organisations and the key role that volunteers play – both as “workers” and as trustees/ management committee members. (Yes I know trustees work!)

VST is working to try to maximise the realistic opportunities for the voluntary sector to benefit from Train to Gain. This is where a major part of government funding for skills

development is being channelled now and in the future. We need to make it work for us though.

At the same time I am pleased that Essex County Council are funding a small scale pilot aimed at supporting the training needs of the small local community groups – usually first aid, manual handling, food hygiene etc. So if your group is struggling to get volunteers trained because you have no funds, now is your opportunity! Full details of the criteria are on page 27 in the brochure, together with details of VST's free places fund for small groups.

Yours sincerely

Linda Riley
VST Director
November 2008

Workplace Learning Champions - Passionate about learning?

If the answer is YES, then you could train to be a Workplace Learning Champion for FREE.

VST together with the Akenham Partnership will be running a series of three two hour training sessions in the period January to March 2009 in Chelmsford.

Find out how you could get an OCN qualification in Learning and Development and help develop skills in your organisation at the same time by telephoning VST on 01371 876747.

Fully funded by ESF and LSC, so there is no charge for taking part!!

Course Listings

Section 1 - Management Skills & Organisational Development

Finance Policies - Getting the Basics Right! **- HALF DAY £25**

Here we look at the types of policies and procedures organisations should have in place to help them run in the most efficient way possible; whilst protecting the assets of the organisation. This is suitable for all organisations, whatever the level, as it will give you the opportunity to check whether you are doing things right. For newly formed organisations, it will help you build your policies and procedures. If your organisation has been in existence for a number of years, it may also help highlight areas which need to be reviewed!

Trainer: Jane Seymour

Date: Tuesday, 20th January 2009

Time: 1.30pm to 4.30pm

Venue: Epping Hall, Epping

Producing Effective Promotional Material

Most organisations promote themselves through leaflets, flyers or posters. This course will consider the impact of the text and look of your material, tailoring material for different audiences and giving your material a corporate look. It will also cover DTP using Publisher and how to get your publication printed. Douglas Brown is a trainer and consultant specialising in helping third sector groups communicate effectively without spending huge amounts of money.

Trainer: Douglas Brown PR Training Services

Date: Thursday, 29th January 2009

Time: 10am to 4.30pm

Venue: Canvey Island

Conflict Management

- Dealing with difficult customers/clients

One of the many challenges for staff working with people within a 'care' setting is to develop an awareness of the effect our attitudes/behaviour may have on clients and to increase our ability to identify and deal effectively with potential areas of conflict. By the end of the session participants will have a greater understanding of the effect they have on others, improved awareness of potential conflict and strategies to reduce their vulnerability and increase their skills to deal with conflict situations.

Trainer: Derick Moore

Date: Tuesday, 3rd February 2009

Time: 10am to 4.30pm

Venue: Essex Records Office, Chelmsford

DATE FOR YOUR DIARY!!!!

Coming next term with Derick Moore:

Mental Health Awareness

Date: Monday 27th April 2009

Time: 10am to 4.30pm

Venue: Springfield Parish Centre, Chelmsford

Funding Application Workshop

Fund raising is essential to the voluntary sector and as an activity can be very time consuming. It therefore needs to be conducted effectively to reap the necessary rewards. This programme looks at methodology and technique which will give you an 'edge' over other applications. It will provide a basic understanding of fund raising practice, the tools to ensure you produce effective applications. Participants can bring along fund raising applications for individual attention on the day!

At the end of the day, participants will be able to:-

- Understand the nature of fund raising and making grant applications
- Identify & understand key terminology used in fund raising
- Develop a fundable project brief using key principles in fund raising information which is required in today's funding climate
- Draft an effective application for grant funding support.

Trainer: Mark Gerbaldi

Date: Wednesday, 4th February 2009

Time: 10am to 4.30pm

Venue: Nightingale Centre, Brentwood

ACCREDITED TRAINING

Professional Programmes for Trustees & Management Boards (Trustee Training)

The training addresses a range of practical and technical issues facing trustees and is accredited by Open College Network (OCN) at level 3. It covers the following areas:

- types of voluntary organisations
- roles and responsibilities of trustees
- governance vs. management
- legal and financial obligations of trustees
- board diversity
- strategic, business & operational planning for trustees
- policies and procedures for legislative compliance
- financial compliance
- equal opportunities
- recruitment and management of staff

Participants could be new trustees, experienced trustees or people considering taking on a trustee role. The training is also well suited to managers/development workers advising groups on governance. The programme includes 4 days of face to face training, with course materials, assessments and support from the trainers. Participants are expected to attend all four days.

Part One (2 days)

Dates: 5th and 6th February 2009

Time: 10.00am to 4.30pm

Venue: Springfield Parish Centre, Chelmsford

Part Two (2 days)

Dates: 5th and 6th March 2009

Time: 10.00am to 4.30pm

Venue: Springfield Parish Centre, Chelmsford

Trainers: Sandra Jarvis & Gill Robinson, EETEC
www.eetec.co.uk

Some comments from previous course participants:

"This was a top class course"

"Exceptionally good trainers"

"Well worth the effort, would recommend"

Don't miss this course!!

“How to Win Tenders”

- Understanding Tendering and Procurement

This is an entry level course run by Tendering for Care (TfC), a leading national provider of tendering training for the VCS, which is designed to help learners to understand the legislation which underpins tendering and how this drives the demands of those who manage the procurement process.

Successful tendering affects the organisation as a whole. This course helps staff and Trustees to look in detail at what these effects are likely to be, to understand the requirements of procurement and how to position the organisation to enable it to tender successfully for public sector contracts. Organisations may be of the “umbrella” type whose function is to offer support and advice to their members; or they may be organisations who are themselves tendering for contracts.

The course addresses the following:

- Why tendering? – procurement legislation
- Challenging procurement decisions
- Presenting your tender
- How tenders are appraised and scored;
- Guidance and tips

Trainer: Janet Roberts, Tendering for Care (TfC)

Time: 10am to 4pm

Course 1

Date: Wednesday, 11th February 2009

Venue: The George Hurd Centre, Basildon

Course 2

Date: Wednesday, 25th March 2009

Venue: UDC, Great Dunmow

Coming up next term with TfC are:

29th April 2009 Chelmsford Preparing Effective Tenders

24th June 2009 Chelmsford Tendering as a Consortium

Budgeting, Improving Your Financial Control

- HALF DAY £25

Delegates who are required to put together budgets for their organisation as a whole or a project will benefit from this course. No previous experience is required but it will be useful if the delegate has looked at financial information (accounts) previously. At the end of this session you will be able to understand why organisations need to budget; who is responsible for budgeting; understand the different types of budget and their possible implications; know what type of information would be needed to help prepare a budget and know what type of information is contained in a budget. It will also look at the information needed in order to monitor and prepare reports on a budget for your management committee.

Trainer: Jane Seymour

Date: Wednesday, 25th February 2009

Time: 1.30pm to 4.30pm

Venue: The George Hurd Centre, Basildon

Devising a Fundraising Strategy

Every good fundraiser has a strategy or plan of action. This course covers the preparation, context, and content of good fundraising strategy. It will consider budgeting, setting targets and making the most of existing resources.

Trainer: Mark Gerbaldi

Date: Thursday, 26th February 2009

Time: 10am to 4pm

Venue: Castlepoint CVS, Thundersley (on A13)

Time & Stress Management

The least you will get from this course is to learn to value your time and know how and when to say “NO!” Learn how to analyse and prioritise your workload and delegate to

everyone's advantage.

Trainer: Kate Hinch

Date: Monday, 2nd March 2009

Time: 10am to 4.30pm

Venue: Salvation Army Hall, Rayleigh

HR Policies Update & Consultancy Workshop

This course will provide you with an opportunity to review and analyse your current personnel policies with one of the voluntary sector's most expert consultants in the field. It will also look at employment contract issues. On the day we will go through the audit in the morning, look at what should be in a 'typical' staff handbook and then cover some specific policies in detail in the afternoon. The outcome will be an audit and a list of HR policies to upgrade in order of priority for each organisation. In the afternoon, organisations can work on policies from examples provided and the trainer will act as a 'consultant' to each organisation. We will definitely cover: Sickness Absence, Discipline and Grievance, Staff code of conduct. Other policies will be dealt with by advance request.

Trainer: Gill Taylor

Date: Thursday, 5th March 2009

Time: 10.30am to 4.30pm

Venue: Essex Records Office, Chelmsford

The Manager as a Coach NEW COURSE

Managers have many responsibilities; coaching is among the most important. Coaching focuses on developing an individual so problems do not re-occur. Not a quick fix solution by just correcting the problem, but a long lasting effect that enables your employees to overcome future problems. This course will help managers take the step from just problem solving to developing individuals skills and bringing about a leadership style that focuses on learning and development.

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Accredited Leadership training with Anglia Ruskin University Leading The Way

Leading the Way is an accredited course for 3rd Sector Managers dealing with strategy, planning, tendering and impact assessment.

To find out more about the course, and how you could access this training plus an individualised coaching session for you and your organisation for as little as £100, contact the 3rd Sector Futures team at Anglia Ruskin University:

Tel: 0845 196 6888 for details of eligibility criteria

Email: 3rdsectorfutures@anglia.ac.uk
www.3rdsectorfutures.co.uk

Booking is through VST and will be subject to eligibility criteria being satisfied.

Dates: Thursday 5th, 12th and 26th February
2009 (3 day course)
Time: 9am to 3pm

Venue: Champions Manor Hall, South Woodham
Ferrers, just off A130, south of Chelmsford

The day will cover:

- Management and leadership spectrum - where does coaching fit in?
- Understanding learners needs
- Matching your coaching style to learners
- Communication tools and barriers
- Questioning techniques
- Coaching styles

Trainer: Iain Atkins, Endeavor Training

Date: Tuesday, 10th March 2009

Time: 10am to 4.30pm

Venue: Chelmsford CVS Training Room, Chelmsford

Volunteers and the Law (Safety and Security)

This workshop is intended for voluntary sector managers, board/ management committee members, volunteer co-ordinators and others in voluntary organisations with responsibility for managing volunteers. It will provide an overview of Risk assessment and management and then, depending on the concerns of participants, will cover some or all of the following:

- **Security of information:** Data protection, confidentiality, volunteers' intellectual property rights
- **Security of money:** Volunteers handling money, volunteers involved with fundraising
- **Volunteers' safety and security:** Health and safety, young volunteers, volunteers with special needs, insurances
- **Protecting clients/service users, the public and the organisation:** Volunteers working with children and vulnerable adults, criminal record checks and other checks, insurances
- **Volunteer drivers**

Trainer: Sandy Adirondack

Date: Wednesday, 11th March 2009

Time: 10am to 4.30pm

Venue: Essex Records Office, Chelmsford



Booking Form

Course Title:

Date:

Surname:

First name:

Organisation:

Job title:

*Status: Trustee / Volunteer / Paid staff FULL TIME / PART TIME

*delete as appropriate

Contact address:
(this is where pre-course
info will be sent)

Invoice address:

Postcode:

Postcode:

Tel No. (*mobile – for emergencies on course days*):

Tel No. (work):

Email:

Please give details of any practical support you may need,
access or dietary requirements:

Date of Birth:

Ethnic Origin:

Booking Conditions

Data Protection

Information given on this form will be transferred to a computer database to be used to manage course administration. Summarised anonymous monitoring information may be passed on to funders. We never pass on your personal details to any other organisation. Our courses are publicised by a termly brochure, our website and a monthly electronic newsletter which you can sign up to receive from the website. If you do NOT want course brochures sent to you by POST please tick here

Telephone Bookings

We are happy to reserve you a place over the phone but please note telephone bookings are provisionally held for 7 days only and cannot be guaranteed until both booking form and cheque have been received by VST.

Payment - courses cost £50 per day (£25 half day) unless specified

To secure your place, please enclose a cheque made payable to 'Voluntary Sector Training' with your booking form. If you would like to be invoiced please state address opposite.

Free Places

VST now has 2 funds to offer free places. One is for organisations with under £20,000 income pa. If you think your group will qualify please tick here and we will send you an application form. **Don't send in fee!**

The second is a new fund '**Supporting the Supporters**' which offers free places for volunteers undertaking caring roles in the community, please phone VST for special booking form or visit the VST website - **DON'T FILL IN THIS FORM!!!**

Cancellations

Cancellation of bookings can be made in writing up to 4 weeks before the course date and a refund will be paid. **After this time reimbursement, in the case of non-attendance, will not be possible** although substitutions are welcomed for the same course on the same date.

I have read and accept the above booking conditions.

Signature of participant/organisational representative

Return form with payment to: Voluntary Sector Training, 46 High Street, Great Dunmow, Essex, CM6 1AN

***Networking skills - working with people outside your team* NEW COURSE!**

The most successful people and organisations are ones that have well-developed networks and strong professional relationships beyond their immediate place of work. This course will look at the importance and practicalities of developing such relationships and networks. It aims to de-mystify the art of networking and show how you can develop your own individual style to make the most of the many opportunities available to build and maintain effective relationships.

Trainer: Sandra Duck, Sweet-tlc

Date: Thursday, 12th March 2009

Time: 10am to 4.30pm

Venue: SAVS, Southend

Organisational Risk Assessment

Organisations need to consider the possible negative consequences of their activities and how to guard against them. This course will consider how to identify factors, both internal and external, that can affect them. It will also look at how to assess their probability and how to draw up a risk assessment management plan.

Trainer: Paul Ticher

Date: Tuesday, 17th March 2009

Time: 10.30am to 4.30pm

Venue: Rainbow Services, Harlow

***Marketing Skills* NEW COURSE!**

This one day course is for managers who want to raise the profile of their organisation in order to raise funds, increase public awareness of their charity or to recruit trustees or volunteers. Topics covered include market research, knowing your competition, PEST (the factors that affect your ability to promote your organisation) and "selling" techniques.

Trainer: Kate Hinch
 Date: Friday, 20th March 2009
 Time: 10am to 4.30pm
 Venue: Hythe Community Centre, Colchester

Business Planning

This session will look at the steps involved in costing, drafting and presenting a practical and clear Business Plan. The workshop will consider the process involved in compiling the document to ensure that it is truly 'owned' by the organisation and its personnel making use of the exercise as a team building programme. A robust Business Plan is essential for maintaining direction of your organisation to keep on track and prioritise as well as providing a foundation document for effecting a strategic fund raising campaign – more than anything else, it will help you to convince funders that they should support your activities.

Trainer: Mark Gerbaldi
 Date: Tuesday, 24th March 2009
 Time: 10am to 4.00pm
 Venue: Discovery Centre, Braintree

Tailored Training

Take advantage of our expertise and knowledge of local and national trainers!

Did you know that VST are able to arrange a course especially for your organisation if one of our open courses is not appropriate for your needs?

Phone VST on 01371 876747 if we can help by bringing a course to you!

Section 2 - IT Training

NB - All Sessions Use a Mobile Laptop Suite

Excel XP

This one day course explains how to present information in a clear and concise manner using spreadsheets, workbooks and charts in Excel. Participants will learn how to create and edit a spreadsheet, enter information and formulae and create graphs and charts. Participants should have some familiarity with Word and basic keyboard and mouse skills.

Trainer: David McLeary
 Date: Tuesday, 27th January 2009
 Time: 10am to 3.30pm
 Venue: Theatre Resource, Ongar

IT for Small Community Groups NEW COURSE!

This session will be run as a workshop designed for small community groups and will cover how to set up an email account, file management, internet surfing and using Google's facilities for calendars, maps, photo galleries etc. Will be suitable for new groups just starting out and those groups that do not have IT support and want to get their IT sorted!

Trainer: David McLeary
 Date: Friday, 27th February 2009
 Time: 10am to 3.30pm
 Venue: Training Room, Maldon CVS

SAGE

This is a one day course with practical sessions on how to set up an organisation; enter information; account for projects; set budgets and monitor those budgets. Even if you've been using these packages for a while, you may find there are a number of things you did not know they could do. This is where our knowledge comes in. General setup and day to day

accounting are covered in this all day session for charities/ community organisations using Sage Software.

Trainer: Jane Seymour

Date: Thursday, 19th March 2009

Time: 10am to 4.30pm

Venue: Champions Manor Hall, South Woodham Ferrers

Access XP

An introduction to setting up and using a database. Come and learn how you can use this to keep your membership lists or other data! The course will cover creating and formatting a database, producing queries and reports as well as editing the database. You should have some familiarity with Word, Excel and basic keyboard and mouse skills.

Trainer: David McLeary

Date: Thursday 26th March 2009

Time: 10am to 3.30pm

Venue: Essex Records Office, Chelmsford

Section 3 – Practical Skills

First Aid (Appointed Person)

This course will give you a working knowledge of first aid, covering what to do in emergency situations, wounds and bleeding and resuscitation. It will include HSE regulations and responsibilities of being the Appointed First Aider. Also further first aid treatments relevant to participants' work environment. All participants will receive a wallet size certificate (on successful completion of assessment), a comprehensive First Aid pocket size manual and a Health and Safety information handout.

Trainer: Jane Johannessen

Time: 10am to 4.30pm

Course 1

Date: Tuesday 20th January 2009

Venue: Foakes Hall, Great Dunmow

Course 2

Date: Tuesday, 10th March 2009

Venue: Theatre Resource, Ongar

Risk Assessment – HALF DAY £25

A properly implemented programme of risk assessments can assist in preventing injuries, property damage and other losses. Employers must ensure that people undertaking risk assessments are competent to do so. The course will cover the necessary knowledge and practical skills.

Trainer: Kate Hinch

Date: Thursday 22nd January 2009

Time: 9.30am to 12.30pm

Venue: Nightingale Centre, Brentwood

Lone Worker – HALF DAY £25

Working alone carries specific personal safety risks. Health and Safety law requires employers to assess these risks and to take steps to avoid or control risks where necessary. Employees too have a responsibility to take reasonable care of themselves and others affected by their work. This session will help you understand the risks and consider steps to reduce and control personal safety risks.

Trainer: Kate Hinch

Date: Thursday 22nd January 2009

Time: 1.30pm to 4.30pm

Venue: Nightingale Centre, Brentwood

CIEH Level 2 Award in Food Safety

This course will provide candidates with a good understanding and knowledge of food safety. The qualification provides an introduction to food safety and focuses on eight key areas, including the law, principles of safe food storage and food handling. Study aids will focus on catering practice and guide candidates in applying knowledge of food safety, to ensure that hazards are controlled and good food hygiene standards are maintained.

Trainer: Kate Hinch

Time: 9.30am to 5pm

Course 1

Date: Thursday, 29th January 2009

Venue: Braintree Town Hall, Braintree

Course 2

Date: Wednesday, 18th March 2009

Venue: SAVS, Southend

Manual Handling (People)

This course is intended for those working as carers or in work that involves people handling. It will cover legal regulations, causes of injury and techniques. There will also be a practical session in the use of small manual handling aids and demonstrations of safe techniques using the principles of biomechanics. Will involve practical group work.

Trainer: Jane Johannessen

Date: Tuesday, 10th February 2009

Time: 10am to 4.30pm

Venue: Nightingale Centre, Brentwood

Fire Safety

This session run by Essex Fire and Rescue Service will help you gain the understanding of the nature of fire and smoke,

fire safety training and evacuations. It will cover the correct procedures to follow during a fire, how to carry out a fire risk assessment and hazards and risks. There will also be a film presentation showing the correct use of all types of extinguishers on fires.

Trainer: Essex Fire and Rescue Service

Date: Thursday, 12th February 2009

Time: 10am to 4.30pm

Venue: Braintree Fire Station

CIEH Level 2 Health & Safety in the Workplace

All staff and volunteers deserve safe working conditions but do you know what your legal obligations are? This session will make sure you know what to do to ensure you fulfil the requirements. The qualification provides an introduction to health and safety. Study aids focus on enabling candidates to understand health and safety requirements placed on employers and employees, the potential hazards and risks in the workplace, the main causes of harm to workers and how their own action can reduce risks to health and safety.

Trainer: Kate Hinch

Date: Monday, 30th March 2009

Time: 9.30am to 5pm

Venue: Latton Bush Centre, Harlow

Please note that FREE places are available on all the courses in the above section (Practical Skills) for VOLUNTEERS working with Care organisations/ Community Support Groups - anything that helps vulnerable people live independently in the community. Places are limited - please phone VST to discuss your eligibility on 01371 876747.

Essex Safeguarding Adults Board

An Introduction to the Protection of Vulnerable Adults from Abuse - FREE TRAINING

Who is it for?

These half-day courses are aimed at all those who work directly with vulnerable adults in any care setting for example Residential/ day care/ hospital or in their own/ or carers.

Course dates (available sessions as of November 08):

22 January 2009 - St Margaret's Hospital, Epping - AM/PM Sessions Available

2 February 2009 - Central Baptist Church, Chelmsford - AM/PM Sessions Available

5 March 2009 - Epping Hall, Epping - Am/PM Sessions Available

6 March 2009 - Kennedy House, Clacton on Sea - Am/PM Sessions Available

12 March 2009 Runwell Lodge, Runwell Hospital, Wickford - AM/PM sessions Available

18 March 2009 - The Discovery Centre, Gt Notley/Braintree - AM/PM Sessions Available

For further information, to check availability or to request an application form for POVA courses and e-learning please contact:

Michala Jury

ESAB & ESCB Administrator

New Bridge House, 60-68 New London Road

Chelmsford, CM2 0PD

michala.jury@essex.gov.uk

Fax: 01245 506649 Phone: 01245 506642

www.essexsab.org

HOW TO CONTACT US:

Voluntary Sector Training

UVCC

46 High Street

Great Dunmow

Essex

CM6 1AN

Tel/fax/ansaphone: 01371 876747

email: admin@voluntarysectortraining.org.uk

VST Staff:

Linda Riley

Director

Maddy Pitcher

Administration Manager

Kay Sheard

PA/Company Secretary

Linda Carter

Administration Officer

Doreen Goodall

Course Support / Promotions Asst.

Nikki Turner

Course Support/ Promotions Asst.

SEE WEBSITE FOR DETAILS OF LATEST COURSES AND TO DOWNLOAD A BOOKING FORM, FREE PLACES REQUEST FORM AND FREE PLACES FOR SUPPORTERS BOOKING FORM

If you need any guidance as to which one to use - please phone the office!

General Information

Making A Booking

Please complete the booking form in the centre of this booklet, photocopying as necessary. Further copies can be obtained from the VST Office on 01371 876747 or on the website www.voluntarysectortraining.org.uk/booking. It is advisable to phone before booking to check if places are still available.

Telephone Bookings

We are happy to reserve you a place over the phone but please note telephone bookings are provisionally held for 7 days only and cannot be guaranteed until both booking form and cheque have been received.

Payment

To secure your place, please send a cheque for appropriate fee made payable to 'Voluntary Sector Training', with your booking form.

Full day courses £50, half day £25

ARU Leading the Way (3 day) £100

Trustee Training (4 day) £150

Refunds

Please let us know as soon as possible if you cannot attend. Cancellation of bookings can be made in writing up to 4 weeks before the course date and a refund will be paid. **After this time reimbursement in the case of non attendance, will not be possible although substitutions are welcomed for the same course on the same date.**

Cancellations

VST reserves the right to withdraw a course at any time. In these circumstances participants will be offered a full refund or an alternative date.

What happens after you book

We will let you know immediately if a course is full and you have been placed on the waiting list. Otherwise we will send you pre-course information and a map two weeks before the course. Please contact us if you do not receive them. Receipts will not be issued unless requested.

Equal Opportunities

VST seeks to promote a positive and welcoming environment and to provide equality of opportunity and freedom from discrimination for all individuals or groups in the community we serve.

Specialist Support

VST will endeavour to meet such requests. Please make sure the relevant part of the booking form is completed. The information in this booklet can be made available in other formats. Please contact us if you think this may help you.

Further information

A course outline is available on request for each of the courses in the programme. However, if you would like to discuss whether or not a particular course is right for you, please don't hesitate to phone us for advice!

Comments and Suggestions

VST strives for continuous improvement in its services and welcomes any comments, suggestions or complaints you may have. These can be made on the evaluation form completed at the end of each course or by letter/email.

Free Places

VST has two sources of funding to enable certain groups or organisations to take advantage of FREE TRAINING PLACES.

1. Free Places Fund

Thanks to a grant from Essex Community Foundation's Skills Investment Fund, VST can offer free training places to smaller qualifying organisations (**under £20,000 income pa and working within partnership area**) to help with the cost of course fees. There are a limited number of places for the 2008/09 year. If you wish to apply please contact us for an application form. VST will advise you if you DON'T qualify before the course. VST reserves the right to charge the full fee if you do not attend the course on the day!

2. Supporting the Supporters Fund

VST have also accessed funding from Essex County Council's Adults, Health and Community Wellbeing Department to provide FREE training places for members of community support groups and volunteers working with care organisations. This could be anything from helping at a neighbourhood support group, people who are volunteer carers, lone parent support groups, being a supporter for vulnerable adults or anything else that helps people live independently in their local community.

The free funding is for training in areas such as first aid, manual handling, food safety, fire safety, health and safety, risk assessment, safety for lone workers and stress awareness - in fact anything that enables volunteers to carry out a caring role more effectively. Hurry and book your place now - phone us now for a special booking form and to check your eligibility!

Course Overview

Date	Course	Location	Page
January			
20th	First Aid AP	Dunmow	20
20th	Financial Policy Basics!	Epping	4
22nd	Risk Assessment	Brentwood	21
22nd	Safety for Lone Workers	Brentwood	21
27th	Excel	Ongar	19
29th	Producing Effective PR Material	Canvey Island	4
29th	Food Safety	Braintree	22
February			
3rd	Conflict Management	Chelmsford	5
4th	Funding Application Workshop	Brentwood	5
5th/6th & 5th/6th March	Trustee Training	Chelmsford	6
5th/12th/26th	ARU - Leading The Way	Sth W. Ferrers	11
10th	Manual Handling	Brentwood	22
11th	How to Win Tenders	Basildon	8
12th	Fire Safety	Braintree	22
25th	Budgeting	Basildon	9
26th	Devising a Fundraising Strategy	Thundersley	9
27th	IT for small groups workshop	Maldon	19
March			
2nd	Time and Stress Management	Rayleigh	9
5th	HR Policies Workshop	Chelmsford	10
10th	First Aid AP	Ongar	20
10th	Manager as Coach	Chelmsford	10
11th	Volunteers and the Law	Chelmsford	12
12th	Networking Skills	Southend	17
17th	Organisational Risk Assessment	Harlow	17
18th	Food Safety	Southend	21
19th	SAGE	Sth W. Ferrers	19
20th	Marketing Skills	Colchester	17
24th	Business Planning	Braintree	18
25th	How to Win Tenders	Dunmow	8
26th	Access	Chelmsford	20
30th	Health & Safety	Harlow	23

Free Training Places Fund

We are pleased to announce that VST has accessed funding from the Skills Investment Fund, managed by Essex Community Foundation to enable 100 FREE training places to be made available for smaller voluntary and community groups in the year to June 2009.

These are available to cover VST course fees for smaller organisations working in our partnership area (under £20,000 income pa, see map on back for details of partnership areas).

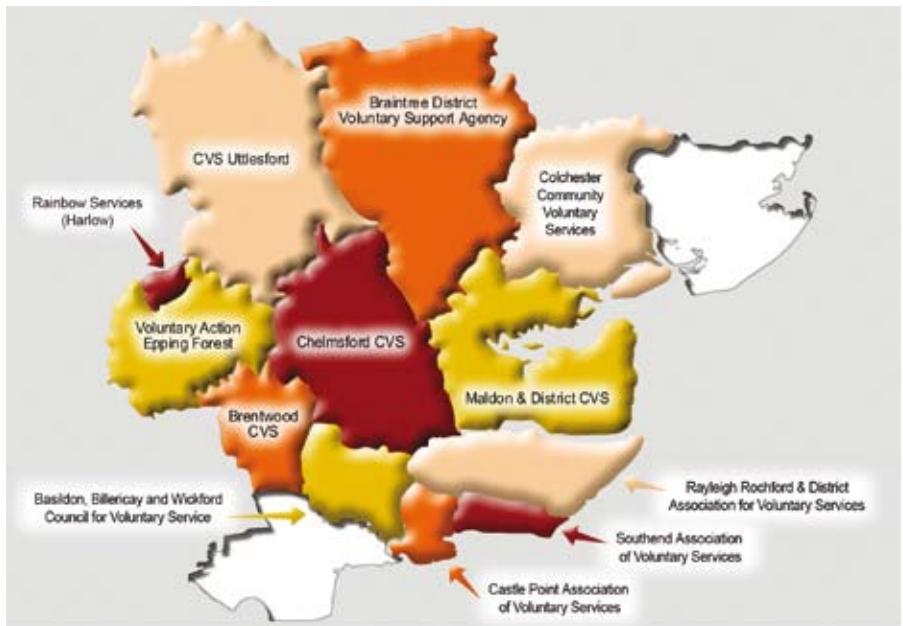
If your organisation would like to apply, please contact the VST office on 01371 876747 or visit the 'Free Places' page on our website.

Supporting the Supporters Fund

FREE places are also available thanks to funding from Essex County Council's Adults, Health and Community Wellbeing Department. These are for unpaid members of community support groups and volunteers working with care organisations. This could be anything from helping at a neighbourhood support group, people who are volunteer carers, lone parent support groups, being a supporter for vulnerable adults or anything else that helps people live independently in their local community.

The free funding is for training in areas such as first aid, manual handling, food safety, fire safety, health and safety, risk assessment, safety for lone workers and stress awareness - in fact anything that enables volunteers to carry out a caring role more effectively. Hurry and book your place now - phone us now for eligibility details and a special booking form!

Voluntary Sector Training is working in partnership with:



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