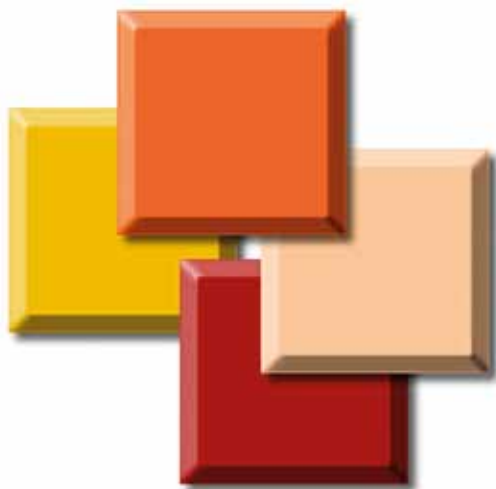


Voluntary Sector Training



Edition 22
January to April 2011



Training Programme

Training for the voluntary sector, by the voluntary sector

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.

What we do:

We are here to support voluntary and community organisations of all sizes to meet the training and development needs of their paid staff and volunteers, including trustees and committee members. We strive to offer a service that is High Quality, Affordable and Relevant.

Training:

- Open programme of training events
- Tailored training provision to meet your specific needs
- Affordable training places on all sessions
- Subsidised places for small organisations

Information and Advice:

- We want to make sure that you access the training that best suits your needs
- We offer free, impartial information and advice to help you choose the right session(s) for you
- We can provide detailed course outlines/information or even a discussion with the trainer to help you
- If you are not sure whether a session is right for you, please contact the office
- We can provide you with details of other organisations/sources of information that could help - and of course this information is confidential

Contents

	Page
Introduction	2
Courses:	
Management & Organisational Skills	3
Funding courses & workshops	17
Personal & Practical Skills	22
IT Courses	26
General Information, how to book and fees	28
Course Calendar	30
How to contact us	32

Introduction

Dear Colleagues

The changing landscape for all aspects of life for all of us in the voluntary and community sector continues to challenge. We have seen the government decisions on the comprehensive spending review but the full impacts are yet to be seen locally. Meanwhile organisations from all sectors are all looking carefully at how all the changes will affect them and the communities they serve. There is much talk of the role of voluntary and community organisations – whether as Big Society, as a deliverer of public services, a contributor to health and wellbeing or providing volunteering placements as a route to employment for disadvantaged groups. As always there are challenges as well as opportunities.

We do know that “skills are vital to our future and improving skills is essential to building sustainable growth and stronger communities”. This quote comes from the Department of Business, Innovation and Skills strategy document, Skills for Sustainable Growth (November 2010), which sets out the agenda for skills for the period of this administration. It is an interesting read.

The VST training programme for January to April includes sessions on a number of hot topics. These include sessions on outcomes, quality, updates on vetting and barring and employment law (including handling redundancies). If you don't see the topic that will help your organisation then get in touch. We may be able to arrange a bespoke solution to your issues.

The weather forecast may be dire and the dark nights are dismal, but remember spring is around the corner and a new year is always full of promise. VST will be moving office base late in December and we will keep you informed of new contact details.

Seasons greetings

Linda Riley

Linda Riley

Developing Decision Making Skills

Level 2 OCN Accredited

ONE-DAY COURSE

Who is it for?

This course is for anyone who is interested in improving and understanding decision making, particularly within groups.

- People who manage / facilitate groups or teams
- People working within groups or teams
- People wanting to build their leadership skills
- People involved in decision making processes, for example strategic development, recruitment or day to day management.

What is it about?

This course is all about the processes of decision making. You will look at how decisions are made, particularly within a group environment. The course will look at different decision making styles, giving you the opportunity to examine your own decision making style.

What will I learn?

By the end of the course you will be able to:

- Recognise the way decisions are made
- Understand the different types of decisions made within groups
- Recognise different decision making styles

Trainer: Helen Payne
Date: Wednesday 26th January 2011
Time: 10.00am to 4.30pm
Venue: Chelmsford CVS, Chelmsford
Price: £70*/£50** for groups working with Young People

* An additional OCN charge of £15 is payable if participants wish to gain accreditation. This is optional.

** Accreditation fee inclusive

Recruiting Volunteers

Level 2 OCN Accredited

ONE-DAY COURSE

Who is it for?

Those people who are responsible for recruiting volunteers to work in their organisations.

What is it about?

The course explores what the role of a volunteer worker actually is and how to select the most appropriate method of recruiting them. This session will give you the information you need to know where to look for volunteers in an increasingly competitive market and how to recruit volunteers that stay with you.

What will I learn?

You will learn how to:

- Define a 'volunteer'
- Prepare volunteer assignments
- Evaluate recruitment methods
- Target recruitment campaigns
- Use sensory language to good advantage
- Prepare a recruitment advert

Book by phone 01371 876747

Trainer: Kate Hinch
Date: Thursday, 27th January 2011
Time: 10.00am to 4.30pm
Venue: Champion Manor Hall, South Woodham Ferrers
Price: £70*

* An additional OCN charge of £15 is payable if participants wish to gain accreditation. This is optional.

Tax Effective Giving Workshop

ONE-DAY COURSE

Who is it for?

Charity finance staff, fundraisers, trustees, anyone involved in soliciting or processing donations from individuals.

What is it about?

Tax-effective fundraising is invaluable to the charity sector, allowing tens of thousands of charities to significantly boost their income. However, charities are currently missing out on over £740 million each year in Gift Aid income alone. Come along and find out how to maximize funds for your charity.

What will I learn?

How to get started with and make the most out of the four main tax-effective fundraising techniques:

- Gift Aid
- Payroll Giving
- Gifts of Shares
- Legacies

Trainer: Gill Jolly
Date: Tuesday, 1st February 2011
Time: 10.00am to 4.30pm
Venue: Essex Record Office, Chelmsford
Price: £70

NEW!

Recognising Leadership Skills

Level 2 OCN Accredited

TWO HALF-DAY COURSE

Who is it for?

This course is for anyone new to leadership or who would like to start developing their leadership skills.

What is it about?

This course provides a comprehensive introduction to leadership skills. It identifies and examines key characteristics of leadership, allowing participants to explore the development of their own leadership style. By identifying and understanding core leadership skills participants will be able to develop and grow their own skills.

What will I learn?

By the end of the course you will be able to:

- Understand the key characteristics of leadership
- Understand the skills involved in leadership

Book by phone 01371 876747

Trainer: Helen Payne
Date: Thursday, 3rd February **and** Thursday, 17th February 2011 **Delegates must attend BOTH dates**
Time: 10.00am to 1.00pm on both days
Venue: Chelmsford CVS, Chelmsford
Price: £70*/£50** for groups working with Young People

*An additional OCN charge of £15 is payable if participants wish to gain accreditation. This is optional. ** Accreditation fee inclusive

Minute Taking

ONE-DAY COURSE

Who is it for?

Participants who will benefit from this programme include anyone considering involvement in the management of a community group, anyone who is already involved at any level e.g. an existing trustee, or simply anyone who wishes to know more information about governance in general.

What is it about?

The course explains, without jargon, the legal and practical purpose of minutes and the role of the minute-taker in meetings. The course then develops and practices the skills needed in deciding during the meeting what to record in the minutes, in taking notes, and how to write and lay out accurate minutes.

The emphasis is on producing paperwork for a meeting that does its job well, with the minimum effort and an appropriate level of formality.

What will I learn?

By the end of the course, participants will:

- Understand the legal and practical purpose of minutes
- Know what information has to be recorded in order to make minutes legally valid
- Be confident in using a framework to simplify the process of note-taking during the meeting and writing up the minutes afterwards
- Have practiced their note-taking and minute-writing skills
- Have explored the relationships between the minute taker and the chair, and how good communication between them can contribute to effective meetings

Trainer: Paul Ticher
Date: Tuesday, 8th February 2011
Time: 10.15am to 4.30pm
Venue: Central Baptist Church, Chelmsford
Price: £70

Conflict Management

ONE-DAY COURSE

Who is it for?

Volunteers and staff members who deal with vulnerable, ill or distressed people. Especially appropriate for all staff working in care settings.

What is it about?

How 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.

*"Brought a lot of clarity.
Excellent. Empowering."*

What will I learn?

This course will cover:

- How to increase your own safety when dealing with conflict situations
- Effects of conflict on individuals
- Self awareness (How others see us)
- Body language and personal space
- Cultural considerations
- Communication theories
- Warning signs
- Risk assessments
- Prevention /reducing risks / raising awareness
- De-escalation skills / Communication models

*"Excellent presentation,
very informative easy to
understand."*



Book by phone 01371 876747

Trainer: Derick Moore
Date: Wednesday, 9th February 2011
Time: 10.00am to 4.30pm
Venue: Springfield Parish Centre, Chelmsford
Price: £70

Vetting and Barring Update Session

HALF-DAY COURSE

Who is it for?

Those organisations whose staff or volunteers work with vulnerable groups.

What is it about?

Although the government announced on 15 June 2010 that some aspects of VBS registration in England and Wales and in Northern Ireland were being reviewed and “remodelled”, much of the guidance still applies. This session will bring you up to date with the latest guidelines and procedures.

What will I learn?

The exact content of this course will be decided prior to the event, taking into account the various guidelines that are applicable at the time. It is hoped that attending the session will clarify what is required of organisations at that point in time. However it is anticipated that the following will be covered:

- The basics regarding registration processes, regulated activities and time scales
- Existing employees and your responsibilities
- Registering with the ISA
- Your responsibilities for referring information
- How the scheme applies to parents

There will be an opportunity at the end for delegates to ask questions relating to the scheme and their own voluntary organisations.



Trainer: Helen Payne
Date: Thursday, 10th February 2011
Venue: The Octagon, Maldon
Time: 1.30pm to 4.30pm

OR

Date: Wednesday, 9th March 2011
Venue: Braintree Town Hall, Braintree
Time: 10am to 1pm
Price: £35

PQASSO - An Overview

ONE-DAY COURSE

Who is it for?

Anyone who is interested in learning more about the PQASSO quality assurance system.

What is it about?

This course will provide you with an overview of PQASSO and the self-assessment process. You will consider the necessary steps for the successful implementation of PQASSO.

What will I learn?

The course will cover:

- Commitment to Quality/Clear understanding of the PQASSO Quality Mark and how it fits in and compares with other quality marks the 12 quality indicators that PQASSO covers
- Levels of Accreditation (1, 2 & 3)
- Monitoring & Evaluation
- How to apply and the costs

Book by phone 01371 876747

Trainer: Pam McCarthy
Date: Friday, 11th February 2011
Time: 10.00am to 3.30pm
Venue: Swan Mead Hall, Basildon
Price: £70

Employment Law Update

ONE-DAY COURSE

Who is it for?

Anyone employing staff who wants to know how to keep up with employment law changes.

What is it about?

The course considers what employment law is and how it changes. It looks at what is new in employment (**now including what new Equality Act means for Employment Law**) and what's on the horizon. Also, it will cover employment rights and different forms of employment contract and their risks and benefits to employers.

What will I learn?

After attending this training you will:

- Understand how employment law is made and modified and how to keep up to date with changes
- Have gone through new and upcoming employment law developments
- Understand the main strands of employment law and it's implications for the voluntary sector
- Have looked at employment rights for staff
- Understand contracts of employment – who gets one, what goes in one, different types
- Have gone through a model contract of employment

Trainer: Gill Taylor
Date: Wednesday, 16th February 2011
Time: 10.00am to 4.30pm
Venue: Hythe Community Centre, Colchester
Price: £70

Introduction to Mentoring

Level 2 OCN Accredited

ONE-DAY COURSE

Who is it for?

Whether you are hoping to mentor young people or vulnerable adults within a voluntary capacity or to mentor staff within a professional role as a manager, this course provides an excellent introduction for anyone wanting to develop an understanding of mentoring.

What is it about?

The course will examine what the key skills and role of a mentor is and how mentors can adapt their approach when working with different individuals. The course looks at the particular skills of mentoring and provides practical ideas and insight into different mentoring approaches.

What will I learn?

By the end of the course you will be able to:

- Understand what is meant by mentoring
- Understand the need to respect individuality and difference within the mentoring relationship

Book by phone 01371 876747

Trainer: Helen Payne
Date: Tuesday, 8th March 2011
Time: 10.00am to 4.30pm
Venue: Chelmsford CVS, Chelmsford
Price: £70*/£50** for groups working with Young People

*An additional OCN charge of £15 is payable if participants wish to gain accreditation. This is optional. ** Accreditation fee inclusive

Introducing an Outcomes Focus to Planning and Evaluation

ONE-DAY COURSE

Who is it for?

Those still developing their understanding and use of outcomes in evidencing the benefit of their work and promoting their cause.

Ideally Managers, Trustees, and frontline Staff should attend in pairs to create a strategic and workable understanding and dissemination/action plan.

Only attend this workshop if you need to evaluate what works well and what doesn't to improve planning, funding applications and motivate staff and volunteers!

What is it about?

This interactive course uses tools such as the CES Planning Triangle to equip participants with an improved understanding of outcomes and offers guidance, shared learning and signposting to help embed outcomes into your planning and evaluation.

What will I learn?

How to identify, measure and monitor outcomes - and use this to sustain and improve your work.

You will be supported to

- Understand and develop a common language
- Create your own planning triangle to help identify the outcomes of your work
- Use indicators to measure your outcomes
- Consider how information collection methods help you to collect your outcomes
- Develop an outcomes framework to monitor outcomes

Trainer: Yannick Auckland
Date: Tuesday, 15th March 2011
Time: 10.00am to 4.30pm
Venue: Chelmsford CVS, Chelmsford
Price: £70

Trustee Essentials

ONE-DAY COURSE

Who is it for?

Anyone who is already involved at any level e.g. an existing Trustee, or simply anyone who wishes to know more information about governance in general.

What is it about?

The training addresses a range of issues facing trustees in a practical and stress free manner!

What will I learn?

In this course participants will have the opportunity to learn about Trusteeship and the roles & responsibilities involved in effective 'Governance' of a community organisation/charity or charitable company.

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

- Understand Trusteeship and Charity Management
- Identify the role of the Board of Trustees
- Plan out an effective board including skills required, roles & responsibilities
- Plan out further, specific roles for individual members

"Very informative-will enable me to have better understanding in my role as trustee."

"Not to be missed!"

"Lots of food for thought and improvement."

Book by phone 01371 876747

Trainer: Mark Gerbaldi
Date: Wednesday 16th March 2011
Time: 10.00am to 4.30pm
Venue: Swan Mead Hall, Basildon
Price: £70

Retaining Volunteers

Level 2 OCN Accredited

ONE-DAY COURSE

Who is it for?

Those who are responsible for the recruitment and supervision of volunteers in their organisations.

What is it about?

Volunteer turnover, just like staff turnover, is costly and time consuming. This session will help you ensure that your volunteers are motivated, supported and properly valued. This training is intended as a 'follow on' session from the Recruiting Volunteers course. Participants will be able to gain Open College Network accreditation for their learning by undertaking some pre- and post-course work.

What will I learn?

The course will cover:

- understanding the role of volunteers in your organisation
- the importance of a good induction process
- the purpose of support and supervision
- how to overcome common problems encountered by volunteers
- learning plans and effective personal development

Trainer: Kate Hinch
Date: Thursday, 17th March 2011
Time: 10.00am to 4.30pm
Venue: Champions Manor Hall, South Woodham Ferrers
Price: £70*

* An additional OCN charge of £15 is payable if participants wish to gain accreditation. This is optional.

Managing Redundancies

ONE-DAY COURSE

Who is it for?

For managers or senior managers who may be involved in managing redundancy processes. Resources, such as sample letters to use at each stage, will be provided as part of the course pack.

What is it about?

A time of redundancies is always difficult and much stress and distress for staff and management can be avoided by following clear, structured and fair processes that comply with both legislation and good practice.

What will I learn?

This course will help you to:

- Think through how to plan a redundancy process and develop time lines
- Understand the Framework of law on redundancy, including consultation
- Plan for an run a redundancy interview
- Look after the people who are going and staying

Book by phone 01371 876747

Trainer: Gill Taylor
Date: 30th March 2011
Time: 10.00am to 4.30pm
Venue: Chelmsford CVS, Chelmsford
Price: £70

FUNDING COURSES

First Steps to Fundraising

HALF-DAY COURSE

Who is it for?

Both people taking their first steps in making grant applications and those who have had some previous experience but wish to enhance their skills.

What is it about?

The training is an introductory level course which will enable participants to gain a clear understanding of what fundraising entails and plan out their initial action to progress into practical fundraising activities.

The workshop will cover the basics about making a successful funding application and will be delivered in an interactive format so please feel free to ask questions and contribute your ideas.

What will I learn?

This course will enable participants to:

- Understand key terminology used in fund raising
- Plan fundraising activity as part of a strategic approach
- Develop an effective and fundable project briefing using key principles & information required by funders
- Draft an effective grant application
- Consider accurate costings and presentation of budgets

Trainer: Mark Gerbaldi
Date: Tuesday, 25th January 2011
Time: 10.00am to 1.00pm
Venue: Chelmsford CVS, Chelmsford
Price: £35

Developing Fund Raising Strategy

ONE-DAY COURSE

Who is it for?

Anyone working in the voluntary sector involved with fund raising who might be looking to improve their campaigns and develop a portfolio of methods which will increase their charity's income generating capacity.

The day is suitable for those people who have experience of making grant applications but may not have had previous experience of running broader fund raising campaigns.

The day will also be of benefit to those who have already developed broader campaigns (than relying only on grant applications) but wish to develop their capacity to create a formal income generation function which will maximise their income potential.

What is it about?

The training event will analyse the 'Fund Raising Strategy', look at the "reality" of what it means, deconstruct the issue (which often has 'mythical' status), find out what it is really about and address how an effective strategy can be set up, resourced and achieved in practice.

What will I learn?

This course will enable participants to:

- Consider how they conduct fund raising at present, identifying barriers and concerns
- Overcome misunderstandings and misinformation about fund raising strategies which are prevalent today
- Understand what a fund raising strategy is and what is entailed in creating such a function
- Develop a broad range of methods to look beyond grants and consider 'sustainability'
- Plan out a campaign to achieve an ongoing and longer term fund raising strategy

Trainer: Mark Gerbaldi
Date: Thursday, 17th February 2011
Venue: Disability Essex, Rochford
Time: 10.00am to 4.30pm
Price: £70

Marketing your Group to Others

ONE-DAY COURSE

Who is it for?

Groups who wish to publicise their work in a cost conscious, yet effective manner.

What is it about?

It will cover aims and objectives, marketing plans and research and different means of achieving publicity, especially how to achieve this on a tight budget!

What will I learn?

This course will enable participants to:

- Consider the importance you should place upon marketing and promoting your organisation effectively and consistently
- Understand the effect of miscommunication
- Think of promotional work in financial/resource terms and results (outlay versus gains)

Trainer:	Mark Gerbaldi	Venue:	Epping Hall, Epping
Date:	Wednesday 2nd February 2011		
OR:			
Date:	Tuesday, 22nd March 2011	Venue:	Latton Bush Centre, Harlow
Time:	9.30am to 12.30pm		
Price:	£35		

Budgeting for Fund Raising

HALF-DAY COURSE

Who is it for?

Anyone completing a funding bid or contract application.

What is it about?

The workshop's contents will cover why you should prepare a budget in the first place, how detailed it should be, the types of fund that you can apply for and the different types of budget. It will also address terminology to clarify the financial 'dictionary' enabling you to understand different sorts of costs (direct/indirect and fixed/variable) and discuss a Reserves Policy.

What will I learn?

The session will cover:

- The financial information required by a voluntary organisation to demonstrate effective financial management
- Considering resources & financial requirements when planning a new project
- Putting budgeting within a fund raising context for the effective drafting of proposals
- Preparing a budget for a grant application/contract tender using different techniques
- The importance of financial information for the efficiency of their organisation and any fund raising strategy within which they might operate
- Being innovative in planning financial resources and 'selling' your project by illustrating 'added value' which is becoming an increasing feature in grant processes

Book by phone 01371 876747

Trainer:	Mark Gerbaldi	Venue:	Venue: Epping Hall, Epping
Date	Wednesday, 22nd September 2010	Venue:	Venue: Epping Hall, Epping
OR:			
Date:	Tuesday, 22nd March 2011	Venue:	Latton Bush Centre, Harlow
Time:	1.30pm to 4.30pm		
Price:	£35		

Developing a Business Plan

ONE-DAY COURSE

Who is it for?

Participants who have never drafted a business plan, those who have, but wish to learn more about the process and how to make it a more effective process and obtain a working document; those who are involved in planning and managing project based work and those who are involved in organisational development and fundraising who need to learn how to use the plan.

What is it about?

The session will look at the steps involved in costing, drafting and presenting a clear Business Plan. It will look at the process involved from compiling the document to ensure that it is truly 'owned' by the organisation, to a working document which will benefit the organisation and personnel in practice.

What will I learn?

At the end of the workshop, participants will be able to:

- Describe what a Business Plan is, what is in it and why such a document is required
- Consider the Business Plan as a process, not just a document to be drafted as a one-off chore
- Draft an outline Business Plan for their organisation
- Consider the need for accurate cost projections
- Undertake the first stage in a broader fundraising campaign following a strategic approach
- Put the Business Plan into practical use

"Very informative & delivered in an accessible way. Thank you Mark."

"Great interaction with the group!"

"Really useful - many thanks."

Trainer: Mark Gerbaldi
Date: Tuesday, 1st March 2011
Time: 10.00am to 4.30pm
Venue: Epping Hall, Epping
Price: £70

PERSONAL & PRACTICAL SKILLS

CIEH Level 2 Award in Food Safety

ONE-DAY COURSE

Who is it for?

Anyone who is working in a setting where food is prepared, cooked and handled.

What is it about?

The training covers fundamental food hygiene training for all food handlers.

What will I learn?

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:

- Legislation
- Food safety and hygiene hazards
- Temperature control
- Refrigeration, chilling and cold holding
- Cooking, hot holding and reheating
- Food handling
- Principles of safe food storage
- Cleaning
- Food premises and equipment

Assessment method: Multiple choice examination. Please note that participants will need to bring with them photo ID on the day, eg passport or driving license, in order to take the course as well as having completed the pre-course questionnaire.



Book by phone 01371 876747

Trainer: Kate Hinch
Date: Tuesday, 11th January 2011
Venue: Essex Record Office, Chelmsford
Time: 9.30am to 5.00pm
Price: £70

Emergency First Aid at Work (EFAW)

Formerly Appointed Person

ONE-DAY COURSE

Who is it for?

All employees or volunteer staff.

What is it about?

EFAW training enables a first-aider to give emergency first aid to someone who is injured or becomes ill while at work.

What will I learn?

This course will give you a working knowledge of first aid, covering what to do in emergency situations, wounds/bleeding and resuscitation. It will include HSE regulations and responsibilities of being a first aider. Also further first aid treatments relevant to the participants' work environment. All delegates will receive a certificate, a comprehensive First Aid manual and relevant information handouts. Please note the first aider needs to have the aptitude to absorb new skills and the ability to cope with the physically demanding emergency procedures of placing casualties in the recovery position and performing C.P.R.

"I learnt a lot in a relaxed, fun environment."

"Very well done. Interest kept going all day. Short modules with good explanations and interactive with group."



Trainer: Tanya Bartram
Time: 10.00am to 4.30pm
Date: Tuesday, 18th January 2011
Venue: Latton Bush Centre, Harlow
OR
Date: Friday, 11th March 2011
Venue: Hythe Community Centre, Colchester
Price: £70

CIEH Level 2 Award in Health & Safety

ONE-DAY COURSE

Who is it for?

All employees or volunteer staff.

What is it about?

The qualification provides an introduction to health and safety.

What will I learn?

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 fulfill the requirements. 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.

It covers:

- Legislation
- Health
- Safety
- Welfare
- The workplace and workplace equipment
- Risk assessment
- Manual handling
- Hazardous substances
- Ergonomics and workstation design
- Transport and vehicles
- Noise and vibration

Assessment method: Multiple choice examination. Please note that participants will need to bring with them photo ID on the day, eg passport or driving license, in order to take the course, as well as having completed the pre-course questionnaire.

Trainer: Kate Hinch
Date: Thursday, 3rd February 2011
Venue: Greenfields Community Housing, Freeport, Braintree
Time: 9.30am to 5.00pm
Price: £70

CIEH Level 2 Award in Fire Safety Principles

ONE-DAY COURSE

Who is it for?

Employees who hope to develop their basic fire safety awareness in order to assist their employer by undertaking specific fire safety roles in the workplace (e.g. as fire wardens/marshals/stewards etc.)

What is it about?

This qualification provides employees with the knowledge to help them to carry out designated duties relating to fire safety and emergency procedures in the workplace, for example as fire wardens or fire marshals.

What will I learn?

The Regulatory Reform (Fire Safety) Order 2005 (FSO) requires an employer to appoint and provide adequate training for one or more 'competent persons' to assist with fire safety in the workplace.

It covers:

- Understanding fire hazards and risks associated with fire in the workplace
- Understanding how fire risk is controlled in the workplace
- Understanding the principles and practice of fire safety management at work
- Understanding the role of the nominated fire warden

Assessment method: Multiple choice examination. Please note that participants will need to bring with them photo ID on the day, eg passport or driving license, in order to take the course, as well as having completed the pre-course questionnaire.

Trainer: Kate Hinch
Date: Wednesday, 3rd March 2011
Venue: Nightingale Centre, Brentwood
Time: 9.30am to 5.00pm
Price: £70

Access 2007

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: John Pritchard, Cambridge Regional College

Date: Thursday, 27th January 2011

Time: 10am to 3.00pm

Venue: Nightingale Centre, Brentwood

Publisher 2007

Go from a blank page to producing posters, flyers and multiple page newsletters in a day! Also includes how to insert pictures into your publications. Participants should be familiar with using Word.

Trainer: John Pritchard, Cambridge Regional College

Date: Thursday, 10th February 2011

Time: 10.00am to 3.00pm

Venue: Springfield Parish Centre, Chelmsford

Demystifying Word 2007

Who is it for?

All employees or volunteer staff who have basic keyboard and mouse skills and prior knowledge of older versions of MS Word.

What is it about?

If you have switched over to Word 2007 and can't find anything anymore, come along and be shown the way round the new ribbon toolbar! Don't spend any more hours wondering where a particular function has been hidden and why the help function does not tell you what you want to know - come to this course to make effective use of your working time!

What will I learn?

The day will focus on explaining the new toolbar and each of the functions. It will also cover forms and protected documents. This course is limited to 8 delegates and the trainer will therefore have the time to be able to respond to specific requests on the day.

Trainer: John Pritchard, Cambridge Regional Collage

Time: 10.00am to 3.00pm

Date: Friday 1st April 2011

Venue: URC Church Hall, Dunmow

Price on all courses: £70

Creating a Website for Community Groups

ONE-DAY COURSE

Who is it for?

Anyone with a basic command of Word, who wants to set up a website for their community group or organisation. The course is extremely un-technical (websites have been “owned” by techies for too long!)

What is it about?

The course will show delegates how to use Microsoft Office Live to make a website. If you can use Word you can build a website with this tool!

What will I learn?

Delegates will use a live link to the internet and commence building their pages during the course. If all goes well, delegates should leave with a live working website at the end of the day!

The day will cover:

- Importance of planning what you want to achieve before you start!
- Overview of features, costs and capabilities of MS Office Live system
- How to create a page, insert images and documents
- Editing your pages and styles
- Linking of pages and navigation
- Adding in extra features such as calendars and weather gadgets
- Domain names, technicalities and costs

Trainer: Douglas Brown
Date: Wednesday, 2nd March 2011
Time: 10.00am to 4.30pm
Venue: Ivan Peck House, Chelmsford
Price: £70

General Information

Making A Booking

Please complete a booking form which is available on the 'Booking' page of our website. Online booking is preferred but you can also download a form to post in. We can also post you a copy if preferred, please phone the VST Office on 01371 876747. It is advisable to phone before booking to check if places are still available or look at the 'Course Calendar' section of the website for the latest availability.

Telephone Bookings

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

Course Fees

All courses are charged at £70 per place per day/£35 per half day. A partial refund after the course of £50 per place per day/£25 half day may be available for small local volunteer-led groups (with no paid staff and under £20,000 income p.a. - this includes grant funding and assets!). Please ask us for a bursary form before the course and we will tell you if your group qualifies.

Payment

If you book online VST will invoice you for the appropriate fee, which is payable within 14 days or before the course, whichever is the soonest. If you are paying by cheque, it should be made payable to 'Voluntary Sector Training'.

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, less a £10 admin fee. 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 if there are not enough bookings to run it. 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.

Course Calendar Spring 2011

Date	Course	Location	Price	Page

JANUARY				
11th	CIEH Level 2 Food Safety	Chelmsford	£70	22
18th	Emergency First Aid at Work	Harlow	£70	23
25th	First Steps to Fundraising	Chelmsford	£35	17
26th	Developing Decision Making Skills	Chelmsford	£70/50**	3
27th	IT – Access 2007	Brentwood	£70	26
27th	Recruiting Volunteers	South Woodham Ferrers	£70*	4
FEBRUARY				
1st	Tax Effective Giving Workshop	Chelmsford	£70	5
2nd	Marketing Your Group	Epping	£35	19
2nd	Budgeting for Fundraising	Epping	£35	20
3rd	CIEH Level 2 Health & Safety	Braintree	£70	24
3rd & 17th	Recognising Leadership Skills (2 x half days)	Chelmsford	£70/50**	6
8th	Minute Taking	Chelmsford	£70	7
9th	Conflict Management	Chelmsford	£70	8
10th	Vetting and Barring Update	Maldon	£35	9
10th	IT – Publisher 2007	Chelmsford	£70	26
11th	PQASSO – An Overview	Basildon	£70	10
16th	Employment Law Update	Colchester	£70	11
17th	Developing Fundraising Strategy	Rochford	£70/50**	18
MARCH				
1st	Developing a Business Plan	Epping	£70	21
2nd	Creating a Website for Community Groups	Chelmsford	£70	27
3rd	CIEH Level 2 Award in Fire Safety Principles	Brentwood	£70	25
8th	Introduction to Mentoring	Chelmsford	£70/50**	12
9th	Vetting and Barring Update	Braintree	£35	9
11th	Emergency First Aid at Work	Colchester	£70	23

Book by phone 01371 876747

Date	Course	Location	Price	Page
15th	Introducing an Outcomes Focus to Planning & Evaluation	Chelmsford	£70	13
16th	Trustee Essentials	Basildon	£70	14
17th	Retaining Volunteers	South Woodham Ferrers	£70*	15
22nd	Marketing Your Group	Harlow	£35	19
22nd	Budgeting for Fundraising	Harlow	£35	20
30th	Managing Redundancies	Chelmsford	£70	16
APRIL				
1st	IT – Demystifying Word 2007	Dunmow	£70	26

* An additional OCN charge of £15 is payable if participants wish to gain accreditation. This is optional.

** £50 fee for groups working with Young People, includes accreditation, others £70 + £15 optional accreditation

*** Primarily available for organisations operating in the Southend borough. Spare places may be allocated to other groups.

**** Partial refunds of course fees may be available for very small local charities, see Course Fees section on page 28

Coming up

The following courses are scheduled with more being added. Please check our website for up-to-date information about forthcoming courses.

Spring 2011	
Management/HR/Development Skills Event Planning Project Leadership Workshop IT Excel 2007 Powerpoint 2007	Practical Skills Food Safety Emergency First Aid at Work Risk Assessment Mental Health Awareness Safety for Lone Workers

HOW TO CONTACT US

If you have any suggestions about training topics, would like further advice or have any comments on our service, please contact us:

Up to 20th December 2010:

Voluntary Sector Training
UVCC
46 High Street
Great Dunmow
Essex
CM6 1AN

From 21st December 2010:

Voluntary Sector Training
45 Stortford Road
Great Dunmow
Essex
CM6 1DQ

Tel/fax: 01371 876747

email: admin@voluntarysectortraining.org.uk

www.voluntarysectortraining.org.uk

VST Staff:

Linda Riley - Director
Maddy Pitcher - Administration Manager
Linda Carter - Administration Officer
Liz Perry - Administration Assistant
Philip Rawlinson - Course Support/ Promotions Asst.

Book by phone 01371 876747

Tailored Training

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

E-Newsletter

Voluntary Sector Training send out a monthly newsletter to keep you up to date with all the latest training opportunities - visit our website to sign up or email us with your details.

Voluntary Sector Training is working in partnership with:

- Basildon, Billericay and Wickford CVS
- Braintree District Voluntary Support Agency
- Brentwood Council for Voluntary Service
- Castlepoint Association for Voluntary Services
- Chelmsford Council for Voluntary Service
- Chelmsford Volunteer Centre
- Council for Voluntary Service Uttlesford
- Maldon and District Council for Voluntary Service
- Rainbow Services, Harlow
- Rayleigh Rochford Association for Voluntary Services
- Southend Association for Voluntary Services
- Uttlesford Volunteer Centre
- Voluntary Action Epping Forest
- Rural Community Council of Essex
- Volunteer Centres Essex

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Essex CVS Partnership Voluntary Sector Training

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Registered Charity No: 1095800