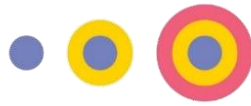




Together  
We Thrive



**Voluntary Sector Training**  
Skills to make a difference

# Courses

## April – June 2019

***Brand New Courses for the Voluntary Sector***

**Dementia Awareness**

**Introduction to Management**

**Press Release Writing**

**And more!**

# Welcome to our New Look Brochure!

It's been a while since we've had a new look, so I hope you like it.

VST continues to offer a great mix of the kind of courses the voluntary sector needs across the mighty county of Essex. There are some 'old favourites' as well as some exciting new courses. Most exciting of all, is our new accredited Dementia Awareness course, which is hot off the press! I've also included details of our training tasters taking place during Volunteer Week.

I hope you find the new brochure easy to navigate. If you are viewing this brochure on a computer, you can click on anything that is underlined in blue and this will take you straight to the booking page for that course. If you are viewing this brochure on paper, just find the course you want, get yourself to a computer and type in the web address you see at the bottom of each page.

We look forward to welcoming you onto one of our excellent courses very soon.



Tina Bullen,  
Training and Development Coordinator

**About Us** Voluntary Sector Training is a specialist, not-for-profit training provider, now part of Community360, working with the voluntary sector to help you work more efficiently, improve skills and knowledge and deliver even better services to your clients.

Our open training programmes address a range of topics to help make your job easier. Half day and full day courses are available.

For even more focused provision, bring us in-house, with either off-the-shelf or bespoke courses. Contact us to discuss your needs.

**Supporting the development of a strong, effective and diverse voluntary and community sector is at the heart of what we do.**

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## What's On April – June 2019

<b>April</b>	<b>Date</b>	<b>Place</b>
<a href="#">Safety for Lone Workers</a>	1	Benfleet *
<a href="#">Conflict Resolution</a>	2	Colchester *
<a href="#">Volunteer Recruitment</a>	4	Colchester
<a href="#">Presentation Skills</a>	5	Chelmsford *
<a href="#">Monitoring and Evaluation</a>	8	Colchester
<a href="#">Volunteers and the Law</a>	18	Uttlesford *
<a href="#">Supporting, Developing and Managing Volunteers</a>	25	Colchester
<a href="#">Conflict Resolution</a>	30	Chelmsford *
<a href="#">Tender Bid Writing</a>	30	Uttlesford

<b>May</b>	<b>Date</b>	<b>Place</b>
<a href="#">Emergency First Aid at Work</a>	8	Thurrock *
<a href="#">Chairing Meetings</a>	8	Uttlesford
<a href="#">Taking Minutes</a>	8	Uttlesford
<a href="#">Press Release Writing</a>	14	Colchester
<a href="#">Volunteer Recruitment</a>	14	Chelmsford
<a href="#">Finance Made Easy</a>	16	Colchester
<a href="#">Introduction to the Voluntary Sector</a>	21	Benfleet *
<a href="#">Fundraising Tips and Tricks</a>	21	Uttlesford
<a href="#">Emergency First Aid at Work</a>	21	Colchester
<a href="#">Supporting, Developing and Managing Volunteers</a>	31	Chelmsford

<b>June</b>	<b>Date</b>	<b>Place</b>
VOLUNTEER WEEK – see below	w/c 3	Colchester
<a href="#">Emergency First Aid at Work</a>	6	Chatham Green *
<a href="#">Introduction to Management</a>	7	Uttlesford
<a href="#">Tender Bid Writing</a>	11	Chelmsford
<a href="#">Dementia Awareness</a>	11	Colchester *
<a href="#">Train the Trainer</a>	17	Uttlesford
<a href="#">Safeguarding</a>	20	Chelmsford *
<a href="#">Health and Safety</a>	25	Chelmsford *

<b>Volunteer Week</b>	<b>Date</b>	<b>Place</b>
Volunteer Essex – IAG session with Cat Wright	3	Colchester
Volunteers and the Law – Training Taster with Robin Hodgkinson	4	Colchester
The Power of Volunteering – Talk with Trish O’Hanlon	5	Colchester
What’s my Talent? – Guided Assessment and Learning with Jon Rees	6	Colchester
Treemendous Walk – Volunteering in Action with Jon Rees	7	Colchester

\*Courses marked with an asterisk are available for release to volunteers at negotiable rates, **dependent on spaces**. Volunteers are to submit an ‘expression of interest’ at least 3 weeks prior to course start date. They will then be added to a waiting list. Volunteers will be contacted with a volunteer rate, should spaces become available.

# Management and Organisational

## Volunteer Recruitment (Accredited)

### Overview

This accredited level 3 course is aimed at anyone responsible for recruiting volunteers to work in their organisation. The course explores the role of volunteer workers within organisations and looks at the processes for successful recruitment.

### We'll Cover

- How recruiting volunteers can help an organisation meet its aims and objectives
- Understanding volunteers' motivations and how they can match what your team needs to achieve
- The different roles and responsibilities volunteers can take on within an organisation and how these complement those of employed staff
- Volunteer role descriptions including the skills and qualities needed
- Different approaches to recruiting volunteers and resources needed

### Benefits To You

You'll be able to confidently recruit volunteers after this course.

This course is worth 1 credit on the RQF and forms part of the Gateway Qualifications Award in Volunteer Management. A further course on Supporting Volunteers will be run (see page 6). Both parts are certified on their own but delegates must pass both these courses to gain the full Volunteer Management award.

## Course Details

**Time: 9.30 – 4.00**

**Place: [Colchester](#)**

**Date: 4<sup>th</sup> April**

**Or**

**Time: 9.30 – 4.00**

**Place:**

**[Chelmsford](#)**

**Date: 14<sup>th</sup> May**

**Trainer: Robin Hodgkinson**

### Our Trainer

**Robin remains one of our most popular trainers due to his unrivalled expertise and knowledge of the voluntary sector**

# Supporting, Developing and Managing Volunteers (Accredited)

## Overview

This accredited level 3 course explores how you can effectively manage, support and develop volunteers working in your organisation. It is aimed at Volunteer Managers and Coordinators.

## We'll Cover

- How organisations can support their volunteers effectively by building relationships with them right from the start
- How supporting volunteers by reviewing progress aids retention, motivation and resolves conflict
- How organisations can provide effective learning and skills development for volunteers
- How developing volunteers benefits both the individuals and the organisation

## Benefits To You

You'll feel able to manage volunteers after this course and you will also have the opportunity to network with others.

This course is worth 1 credit on the RQF and forms part of the Gateway Qualifications Award in Volunteer Management. A further course on Volunteer Recruitment will be run (see page 5). Both parts are certified on their own but delegates must pass both these courses to gain the full Volunteer Management award.

## Course Details

**Time: 9.30 – 4.00**

**Place: [Colchester](#)**

**Date: 25<sup>th</sup> April**

**Or**

**Time: 9.30 – 4.00**

**Place:**

**[Chelmsford](#)**

**Date: 31<sup>st</sup> May**

**Trainer: Robin Hodgkinson**

## Our Customers Say

**“A must do course for all those in volunteer coordinator roles”**

# Monitoring and Evaluation

## Overview

This half-day course is designed to help participants in the voluntary and community sector to monitor and evaluate the work of their organisation effectively and ensure that their working practices are robust and fit for purpose. It can also be relevant to those staff in statutory agencies who work on community projects.

## We'll Cover

- Why monitoring and evaluation is important
- What systems and procedures should be in place
- What areas of their organisation's work should be monitored
- Ways of measuring and monitoring impact
- How quality standards can help in improving working practices within organisations

## Benefits To You

Participants can look at specific areas of their organisation's work and plan how they will collect their evidence and evaluate it.

## Course Details

**Time: 9.30 – 1.00**

**Place: [Colchester](#)**

**Date: 8<sup>th</sup> April**

**Trainer: Robin Hodgkinson**

## Perfect For

**Managers,  
coordinators,  
leaders and  
trustees**



# Volunteers and the Law

## Overview

This half-day course will help organisations to better understand the relationship between volunteers and the law and some of the grey areas that exist, such as immigration status, minimum wage and benefits. It will look at policies, paperwork and practices that will help organisations to comply with legal requirements.

## We'll Cover

- How the law relates to volunteers
- Volunteer policies, role descriptions, and the differences between contracts and agreements
- How involving volunteers is affected by benefits, immigration law and the national minimum wage
- Volunteer rights and responsibilities
- Health and safety and risk assessment issues
- Utilising young volunteers
- The volunteer process: recruitment, induction, supervision and exit
- Rewarding your volunteers – what you can and cannot do

## Benefits To You

Volunteer Co-ordinators and Managers will gain an understanding of both good practice in volunteer management and the legal implications of using volunteers, so that volunteering remains a valuable and safe experience for organisations and those involved with it.

## Course Details

**Time: 9.30 – 1.00**

**Place: [Uttlesford](#)**

**Date: 18<sup>th</sup> April**

**Trainer: Robin Hodgkinson**

**Back  
for  
2019**

# Chairing Meetings

## Overview

A half-day course looking at practical ways, components and the skills required in ensuring trustee, committee and other types of meetings are effective, efficient and productive.

## We'll Cover

- Agenda planning and setting
- Creating the right environment
- Principles of good behaviour
- Chairing and participating skills

## Benefits To You

By the end of the course you will have understood the importance of making an annual or six monthly agenda plan; practiced setting an agenda that is logical, practical and designed to achieve decisions and actions; understood the chair's preparation for a meeting; and the importance of creating the right environment.

You will also have learnt good chairing skills including methods of dealing with difficult people, developed methods for stimulating creative and effective discussions and utilising the skills of the participants involved in the meeting.

## Course Details

**Time: 9.30 – 12.45**

**Place: [Uttlesford](#)**

**Date: 8<sup>th</sup> May**

**Trainer: Robin Hodgkinson**

**Why not stay for 'Taking Minutes'? (see page 10)**

# Taking Minutes

## Overview

This workshop provides lots of practical tips for writing minutes that are accurate, concise and easy to read. You will explore proven strategies for saving time during the minute-taking process, learn how to prepare for meetings and consider different ways of presenting minutes. Suitable for staff, trustees and volunteers who are responsible for taking minutes in any kind of meeting.

## We'll Cover

- Preparing for meetings when in a minute-taking role
- Taking accurate notes during a meeting
- Deciding what to include and what to leave out
- Choosing and designing a layout for your minutes
- Using stock phrases to save time

## Benefits To You

You will leave with a range of practical tools and techniques for more effective minute-taking.

## Course Details

**Time: 1.30 – 4.45**

**Place: [Uttlesford](#)**

**Date: 8<sup>th</sup> May**

**Trainer: Robin Hodgkinson**

**Why not also do 'Chairing Meetings'? (see page 9)**

# Introduction to the Voluntary Sector

## Overview

This half-day course is designed for those who are new to either working in or with the voluntary and community sector. It will help you understand how the sector works, the various legal forms of organisations, issues of governance and sustainability so that you are able to work more effectively within the sector and understand its funding needs.

## We'll Cover

- Information on VCS structures and the policies that regulate the sector
- Issues of governance and management
- The additionality that the VCS brings to communities across the county
- The different roles that the VCS plays

## Benefits To You

You will feel more confident about how the voluntary sector operates and understand its relationship to other sectors and organisations.

## Course Details

**Time: 1.15 – 4.45**

**Place: [Benfleet](#)**

**Date: 21<sup>st</sup> May**

**Trainer: Robin  
Hodgkinson**

**New  
for  
2019**

# Introduction to Management

## Overview

Taking on a management role can be both challenging and exciting. This workshop provides the foundation skills and knowledge to support individuals to take the first step into their first management role.

## We'll Cover

- The key features of an effective manager
- The roles and responsibilities in managing their direct reports and other resources
- What is expected of staff members and how to communicate expectations effectively
- 1-1 communication and feedback as tools to support performance management
- How to respond to a range of management situations

## Benefits To You

It will give participants an understanding of what to expect as a manager and a set of tools to help them become effective.

## Course Details

**Time: 9.30 – 4.00**

**Place: [Uttlesford](#)**

**Date: 7<sup>th</sup> June**

**Trainer: Jackie Clifford**

**Our Customers Love Our Trainer**

**“The trainer was excellent”**

**“Very informative and gave lots of helpful tips”**

# Funding and Finance

## Tender Bid Writing

### Overview

This beginners' course is designed to help your organisation win that all important tender. Whether you are bidding to retain an existing contract or trying to win a new contract, the course will help you to consider the implications of bidding, undertake important preparations, become tender ready and write a successful, winning bid.

### We'll Cover

- Planning and preparing for a bid
- Understanding how partnership bidding works
- Tackling the method statements
- Improving your bid
- Knowing what to expect with post submission work

### Benefits To You

You will be familiar with the key principles in bid writing and be able to think creatively about 'framing' your bids. You will know how to write concise answers to questions in application forms and have improved your bid writing skills in order to compete successfully in funding.

You are welcome to bring an application to discuss throughout the session.

## Course Details

**Time: 9.30 – 4.00**

**Place: [Uttlesford](#)**

**Date: 30<sup>th</sup> April**

**Or**

**Place: [Chelmsford](#)**

**Date: 11<sup>th</sup> June**

**Trainer: Mark Gerbaldi**

## Our Customers Say

**“Informative, flexibly met the needs of the group, well-paced. Good trainer - excellent hints and tips”**

# Finance Made Easy

## Overview

This half-day course is designed for new treasurers, general trustees and management committee members or staff who work in smaller organisations to understand the basics of how to manage the finances within a voluntary or community organisation. It covers all the essential issues ranging from drawing up a budget to ensuring that the organisation has sound financial procedures.

## We'll Cover

- The components of good financial management
- How to draw up a budget and monitor this throughout the year
- How to develop and monitor a cash flow forecast
- Full cost recovery
- Building up reserves
- Producing the annual accounts
- Developing simple but effective financial procedures
- Typical financial issues that occur in VCS organisations

## Benefits To You

After attending this course you'll understand the financial responsibilities of treasurers, trustees or management committee members. You'll also be confident in drawing up a simple budget and cash flow forecast and you'll be familiar with a few of the technical issues of managing finance such as 'restricted' and 'unrestricted' funding, 'revenue' and 'capital' income and expenditure.

## Course Details

**Time: 9.30 – 1.00**

**Place: [Colchester](#)**

**Date: 16<sup>th</sup> May**

**Trainer: Robin Hodgkinson**

**Back  
for  
2019**

# Fundraising Tips and Tricks

## Overview

You have started to change the mind-set about the need for a more systematic focus on fundraising to ensure a smoother, more predictable income stream. You have won the argument with your trustees, people, volunteers and supporters, but do you have the practical know-how to plan and deliver successful campaigns for your voluntary organisation or charity?

## We'll Cover

- Why you need to fundraise and develop expertise in-house
- How it links to your overall business plan/strategy
- How to involve people and organisations
- How to utilise the power of social and digital media to increase reach
- Legalities and codes of practice for fundraising

## Benefits To You

By the end of the workshop, you will be familiar and comfortable with planning and developing concrete ideas for fundraising; confident in selling the principle to staff, donors and volunteers; conversant in using social and professional media to lend weight to campaigns; and able to structure successful fundraising initiatives.

## Course Details

**Time: 9.30 – 4.00**

**Place: [Uttlesford](#)**

**Date: 21<sup>st</sup> May**

**Trainer: Mark Gerbaldi**

**Our Customers Love Our Courses**

**“Good length, level of detail and pace. Kept me interested throughout”**



# Personal Skills

## Presentation Skills

### Overview

This course is for anyone who needs to give presentations as part of their job and needs to make sure that what they say and do communicates a clear message in a memorable way to their audience.

### We'll Cover

- The elements of an effective presentation
- The audience for presentations and specific needs from the presentation
- The purpose and objectives for presentations
- How to deliver a presentation in a clear, concise and appropriate manner
- How to use visual aids to support the delivery of a presentation
- Creating a personal action plan to implement learning

### Benefits To You

You will feel much more confident having completed a thorough initial preparation and analysis process. You will have a maximum impact presentation through the use of robust design methods and know how to use visual aids to support and enhance presentation messages. Best of all, you will know how to control pre-presentation nerves to deliver presentations in a clear and confident manner!

## Course Details

**Time: 9.30 – 4.00**

**Place: [Chelmsford](#)**

**Date: 5<sup>th</sup> April**

**Trainer: Jackie Clifford**

**New  
for  
2019**

# Conflict Management

## Overview

You will gain an understanding of how to deal with challenging situations and to manage and support people who are exhibiting 'difficult behaviour'. It will give an overview of how to manage the relationships in your organisation between individuals. It will also help to prevent future conflict and minimise the impact of ongoing conflict.

## We'll Cover

- What difficult behaviour and conflict is
- The impact of challenging situations on staff, colleagues, volunteers and your organisation
- The reasons behind this type of behaviour
- Ways of dealing with difficult behaviour and challenging situations
- How to create effective boundaries
- Ways to help prevent future conflict

## Benefits To You

You will be able to feel more confident in your ability to deal with conflict and challenging situations, and create a more positive working environment with colleagues going forward.

## Course Details

**Time: 9.30 – 4.00**

**Place: [Colchester](#)**

**Date: 2<sup>nd</sup> April**

**Or**

**Place: [Chelmsford](#)**

**Date: 30<sup>th</sup> April**

**Trainer: Trish O'Hanlon**

**New  
for  
2019**

## Dementia Awareness (Accredited)

### Overview

This exciting new one day, level 2 accredited course will provide delegates with a better understanding of dementia itself, as well as an awareness of the causes, symptoms and impacts of dementia.

### We'll Cover

- Understanding dementia, models of dementia and the areas of the brain that are affected by dementia
- The types of dementia and their causes
- Understanding an individual's experiences of dementia
- The impact of dementia and the attitudes towards individuals with dementia

### Benefits To You

This course is accredited by Gateway qualifications. Delegates will be expected to complete a workbook on the day which will be assessed by the trainer. Delegates must provide personal details ahead of the course for the Gateway registration - this will be requested by email by VST after booking.

You will gain a deeper understanding of dementia. This course will benefit professional and personal carers of those with dementia, as well as families and communities. You will gain 2 credits on the RQF at level 2.

## Course Details

**Time: 9.30 – 4.00**

**Place: [Colchester](#)**

**Date: 11<sup>th</sup> June**

**Trainer: Andrew Potts**

**New  
for  
2019**

# Train the Trainer

## Overview

This course is suitable for anyone who wants to gain an understanding of how to plan, design and deliver an effective learning session for their organisation's staff, volunteers or service users.

## We'll Cover

- Why and how people learn, including different learning preferences
- How to tailor your session so that it meets the needs of your learners
- How to design a session that's engaging and memorable
- More about your own delivery style, strengths and ways to make improvements
- A range of techniques to deal appropriately and effectively with learners whose behaviour is challenging
- How to evaluate the success of your training

## Benefits To You

After attending this one day workshop you will have a range of fresh ideas and insights to help you design and deliver training sessions that are engaging, audience appropriate and that bring about effective learning.

# Course Details

**Time: 9.30 – 4.00**

**Place: [Uttlesford](#)**

**Date: 17<sup>th</sup> June**

**Trainer: Tina Bullen**

## Our Trainer

**Tina Bullen is an former teacher trainer and author of the teacher training book, 'Teaching in Context'**

# Practical Skills

## Safety for Lone Workers

### Overview

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 course will help you understand the risks and consider steps to reduce and control them.

### We'll Cover

- What is meant by the term "Lone Worker"
- Your responsibility to lone workers in your organisation if you are a manager
- Practical and helpful guidelines if you are working alone away from base, alone at home or alone in the office
- How to spot potential risks and manage threatening situations
- Quick and easy risk assessment tools so that staying safe becomes part of the job

### Benefits To You

This course will leave you feeling much more confident and able to control and manage risks effectively. As well as learning useful solutions to stay safe, you will also receive a free booklet on lone working.

## Course Details

**Time: 1.00 – 4.00**

**Place: [Benfleet](#)**

**Date: 1<sup>st</sup> April**

**Trainer: Helen Payne**

### Our Trainer

**Helen is a popular trainer with a wealth of experience in the voluntary sector**

# Emergency First Aid at Work (Accredited)

## Overview

EFAW training enables a first-aider to give emergency first aid to someone who is injured or becomes unwell while at work. It is aimed at both employees and volunteers.

## We'll Cover

- What to do in emergency situations
- Resuscitation and wounds/ bleeding
- HSE regulations and responsibilities of being a first aider
- Further first aid treatments relevant to the participants' work environment

## Benefits To You

This course will give you a working knowledge of first aid so that you will feel much more confident when dealing with emergency situations. On successful completion you will receive a certificate, a comprehensive Emergency 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.

This qualification is assessed by a multiple choice question paper and practical observation.

## Course Details

**Time: 9.30 – 4.30**

**Place: [Thurrock](#)**

**Date: 8<sup>th</sup> May**

Or

**Place: [Colchester](#)**

**Date: 21<sup>st</sup> May**

Or

**Place: [Chatham Green](#)**

**Date: 6<sup>th</sup> June**

**Trainer: Tanya Bartram**

# Our Best Seller

# Safeguarding

## Overview

This course will provide delegates with a comprehensive introduction to Safeguarding, with a particular focus on the Safeguarding of vulnerable adults. Delegates will gain an overall awareness of the issues of abuse, including potential abuse and the prevention of abuse. It will inform staff and volunteers of their responsibilities and the relevant legislation involved to help ensure that individuals are kept as safe as possible.

## We'll Cover

- The background to adult protection and safeguarding adults
- The associated legislation, policy and procedures
- Adult abuse and the different categories of abuse
- The signs and symptoms of abuse
- The role of the designated safeguarding officer
- What to do in cases of suspected abuse and understand the role of the alerter

## Benefits To You

You will know how react to safeguarding situations, how to safeguard yourself in your role and how to implement policy with confidence.

# Course Details

**Time: 9.30 – 4.00**

**Place:**

**[Chelmsford](#)**

**Date: 20<sup>th</sup> June**

**Trainer: Trish O'Hanlon**

**Our Customers Love Our Courses**

**“Very useful and enjoyable - excellent trainer”**

## Health and Safety (Accredited)

### Overview

Our Level 2 Award In Health and Safety takes you through the basic steps you need to follow to comply with the law - whether in an office, shop, hall or at an event. This course is suitable for employees, volunteers, committee members and trustees. You will learn to identify hazards to yourself and your colleagues and recognise how your own actions can reduce risks and prevent accidents.

### We'll Cover

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

### Benefits To You

You will leave with a thorough understanding of health and safety principles and their legal framework. You will also develop a positive and proportionate approach to health and safety that will be useful in a range of working environments.

This course is assessed by a 30 question multiple choice paper which is marked by the awarding body QualSafe.

## Course Details

**Time: 9.30 – 4.00**

**Place:**

**[Chelmsford](#)**

**Date: 25<sup>th</sup> June**

**Trainer: Anita  
August**

**Our  
Customers  
Love Our  
Courses**

**“Very  
informative!”**



# Social Media and Marketing

## Press Release Writing

### Overview

Positive media coverage can help you raise awareness of your cause while reaching thousands of prospective donors, service users and volunteers – what's more, it's usually entirely free. Through a series of practical exercises based on real case studies, this one-day course provides a broad introduction to media-focused PR for charities and community groups.

### We'll Cover

- Recognising news values and 'newsworthiness'
- Creating news stories
- Writing press releases
- Distributing press releases
- Compiling a targeted list of journalists
- Dealing with journalists
- Making the most of media coverage

### Benefits To You

You will learn how the media works, what makes a good story and how to create powerful press releases that maximise your chances of being noticed by journalists. You will leave with lots of practical ideas about getting free publicity for your cause.

## Course Details

**Time: 9.30 – 1.00**

**Place: [Colchester](#)**

**Date: 14<sup>th</sup> May**

**Trainer: James Gray**

**New  
for  
2019**

# Volunteer Week Programme

All activities Monday – Thursday take place at Community360 in Colchester between 12pm-1pm.

Email us to find out more and book your spot.

Date	What's On
Monday 3 <sup>rd</sup> June	<p><b>Volunteer Opportunities in Your Area (IAG Session)</b>            Speak with our Volunteer Coordinator, Cat Wright. Learn about Volunteer Essex, how to volunteer and what opportunities exist in your area.</p>
Tuesday 4 <sup>th</sup> June	<p><b>Volunteers and the Law (Training Taster)</b>            Find out the top ten tips for volunteering and the law with the fabulous Robin Hodgkinson</p>
Wednesday 5 <sup>th</sup> June	<p><b>The Power of Volunteering (Talk)</b>            Discover the many benefits of volunteering on health and wellbeing, employability and the wider society with guest speaker and volunteer Trish O'Hanlon</p>
Thursday 6 <sup>th</sup> June	<p><b>What's Your Talent? With the Timebank (Guided learning and assessment)</b>            Discover your skills and what kind of roles you would be suitable for when thinking about volunteering and employment with Jon Rees. Also find out more about Timebanking.</p>
Friday 7 <sup>th</sup> June	<p><b>Treemendous Walks (Walk)</b>            See volunteering and Timebanking in action on our regular Treemendous Walk (<i>contact us to check the time of this walk</i>)</p>

# Terms and Conditions

## **MAKING A BOOKING**

Bookings can be made online via our website. Please look out for the email acknowledgement of your booking which will come through straightaway to your inbox if your booking has been successful.

If you do not have access to the internet or wish to make a large number of bookings, please contact the office on 01206 505250.

We are happy to advise you over the phone about the availability of places. The online booking system will only let you book if places are still available. Please note bookings will not be guaranteed until payment has been received.

## **WHAT HAPPENS AFTER YOU BOOK?**

You will always receive an automated email to confirm your booking. If you don't receive one, please look in your spam box. We will invoice you within a week of receiving your booking.

You will also receive an email reminder two weeks before the course (unless you are booking less than two weeks before). Please contact us if you do not receive any of the above.

## **COURSE FEES**

Please see page 28 for details of our current charges. Fees are tiered according to the income of your charity or community group. Bursary places are subject to the criteria set by the funders and delegates will be asked to report back on the benefit of their training. Gateway accredited courses attract an additional registration fee.

## **ACCREDITED COURSES**

All Gateway accredited courses attract an additional £17 registration fee. You will also be asked to provide some standard personal details ahead of the course so that the registration can be made. Your personal details will be treated in line with GDPR guidelines.

The Volunteer Management qualification is made up of the courses Volunteer Recruitment and Supporting, Developing and Managing Volunteers. If you are doing only one of these courses, your accredited certificate should come through fairly quickly; if you are doing both courses, then there will be a delay in receiving the certificate as they cannot be claimed until both parts of the qualification are completed.

Delegates need to successfully complete the Gateway workbooks in order to gain the accreditation.

The trainers for Emergency First Aid at Work, Health and Safety and Manual Handling are responsible for claiming these accredited certificates.

## **BURSARY APPLICATIONS**

C360 provides bursary places to those working for registered charitable organisations in the Uttlesford area. Bursary claimants agree to take part in follow-up checks and post-course case studies that show how claiming the bursary has benefitted the Uttlesford area.

C360 reserve the right to refuse excessive bursary applications in order to ensure the equitable distribution of the bursary amongst Uttlesford organisations.

## **PAYMENT**

After your booking is received we will invoice you for the appropriate fee, which is payable within 14 days or before the course, whichever is the sooner. If you are paying by cheque it should be made payable to 'Community360'.

## **REFUNDS/CANCELLATION BY YOU**

Please let us know as soon as possible if you cannot attend. Cancellation of bookings can be made in writing up to 3 weeks before the course date and a refund will be paid less a £10 admin fee. After this time, reimbursement or fee transfer, in the case of non-attendance, will not be possible although substitutions are welcomed for the same course on the same date.

## **CHANGES**

All courses are subject to change. This could relate to date, time, venue or trainer. Should there be any changes made we will let you know.

## **CANCELLATIONS BY US**

We reserve the right to withdraw a course at any time, particularly if there are low numbers. In these circumstances, participants will be offered a full refund or an alternative date.

## **EQUAL OPPORTUNITIES**

Community360 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**

Community360 will endeavour to meet reasonable requests. Please make sure the relevant part of the booking form is completed to alert us to any needs. The information in this booklet can be made available in other formats. Please contact us if you think this may help you.

## **FURTHER INFORMATION**

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**

Community360 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 phone/letter/email.

## **E-NEWSLETTER AND BROCHURES**

Community360 sends out regular e-updates concerning the latest training opportunities – visit our website to subscribe, or email us your details. You will also be able to add your name to our list when you attend one of our courses. You can unsubscribe at any time by clicking the 'unsubscribe' link. If you would like a brochure, there is one on our website to download or phone the office and we can email you the latest edition.

# Fees

Our courses are intended for those working or volunteering in voluntary sector organisations, but others outside the sector with an interest in the topic are more than welcome to join.

Please see below for information on our course fees. You can refer to the website at any time to check course availability and for course details.

Remember, our training places are already significantly discounted and we are able to offer quality training locally in Essex, saving time and travel costs to London or further afield.

Finally, please don't leave it until the last minute to book, you might be disappointed!

The rates shown on this page cover attendance at training courses and associated training materials.

**Additional fees of £17 apply for accredited courses for registration with the awarding body.**

## **STATUTORY AND COMMERCIAL ORGANISATIONS**

Full day course £220/Half day course £120, plus VAT

## **VOLUNTARY AND COMMUNITY ORGANISATIONS, TOWN AND PARISH COUNCILS AND CICS WITH OVER £500,000 INCOME PA**

Full day course £180/Half day course £95

## **VOLUNTARY AND COMMUNITY ORGANISATIONS, TOWN AND PARISH COUNCILS AND CICS WITH £100,000 - £500,000 INCOME PA**

Full day course £125/Half day course £70

## **VOLUNTARY AND COMMUNITY ORGANISATIONS, TOWN AND PARISH COUNCILS AND CICS WITH LESS THAN £100,000 INCOME PA**

Full day course £70/Half day course £45

## **BURSARY PLACES UTTLESFORD BASED ORGANISATIONS WITH REGISTERED CHARITY STATUS**

Thanks to funding from Uttlesford District Council, all Full and Half day courses are £25.00

## **FLAT RATE FEES**

Webinars £25

Emergency First Aid at Work £85

*Lunch is not included in these prices – please bring your own.*

# Feedback

*“All of the information that we received was **extremely interesting and helpful** - I now feel I can confidently put what I learnt to use to improve our email marketing at our organisation.”*

**Email Marketing & Newsletters delegate**

*“This course has enabled me to **refresh my knowledge** in supporting volunteers recruited to our organisation.”*

**Supporting, Developing & Managing Volunteers delegate**

*“Having the first aid knowledge has helped our organisation and also the **safety** of our service users.”*

*“A **great course** for people starting out in fundraising or for those who want a back to basics courses.”*

*“The course has helped to highlight room for improvement in my work and has given me a new **sense of confidence**. I thoroughly **enjoyed** the course and content and found the trainer **very encouraging and engaging**.”*

*“A really **enjoyable** course. The trainer **captured my attention** throughout with examples.”*

**Volunteers and the Law delegate**



# Tailored Training

## Build Expertise Across Your Organisation

Our in-house training programmes give you a cost-effective way to build the expertise your organisation needs.

They are different to our open training courses because they are driven by your organisation's specific needs.

We work closely with you to explore the issues facing your organisation and then build a bespoke training workshop to deliver solutions. Our in-house training programmes cover two areas:

- Off the shelf – any of our open training courses delivered directly to your team at your location
- Bespoke training – we create and deliver training that reflects your specific needs and meets your objectives

We can offer a wide variety of courses to suit your needs, such as:

- Practical skills such as first aid and manual handling
- Wellbeing, including as mental health, safeguarding, resilience and mindfulness
- Technology, including social media, using the web and blogging
- Communication skills, including assertiveness, presentation skills and resolving difficult situations
- Management, including planning, finance, people skills, mentoring and coaching

And much, much more

## Contact Us

Call: 01206 505250

Email: [information@community360.org.uk](mailto:information@community360.org.uk)

Web: <https://vst.community360.org.uk>

Write: Community360, Winsley's House, High Street, Colchester, CO1 1UG

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