

Courses

Autumn / Winter 2018

NEW

GDPR Update p5

Influence and Persuasion p14

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 to support you whether you are based in Essex or beyond.

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.



“Feel better able to work with trustees and managers to implement GDPR changes and policies.” GDPR training delegate

“Having the first aid knowledge has helped our organisation and also the safety of our service users.” First Aid training delegate

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*Be the first to know about the latest courses
- visit vst.community360.org.uk and sign up for
our training newsletter*

Introduction

We take our role of developing skills and knowledge in the voluntary sector very seriously. That's why our courses are tailored towards voluntary sector organisations, and are designed to be accessible to all your staff, volunteers, trustees and committee members. We are ourselves set up as a charity and operate on a not-for-profit basis.

Our experience and links in the community enable us to develop high quality, cost effective training courses that are specifically designed for the sector. We update our training courses in line with the latest legislation and trends so that you don't have to worry about being up-to-date and staying legal.

It's important to choose the course that's right for you so we provide free, impartial advice to help you make your choice: whether it's finding out more detail about the content or arranging a conversation with the course trainer.

We have recently made available a whole series of **Online video training courses**, predominantly in practical skills type courses. Don't forget to claim an **extra 10% discount** when booking these at any time by using the code **'UK-VST2017'**. See our website for details.

We look forward to meeting you soon on one of our courses and if you have a query, just give us a call.

Last year 99% of our delegates rated our trainers as 'excellent' or 'good'

Project Management

OVERVIEW

Voluntary sector projects need good project management skills, knowledge and tools otherwise the pressure of delivering the project on time and within budget can soon add up. Our Project Management course will help you manage projects effectively or contribute to a project team in a positive manner.

WE'LL COVER

- Key project management
- Joined up thinking for project leaders
- 4D model: Defining, Designing, Doing and Delivering
- How each element of the 4D model interlinks with the others

BENEFITS TO YOU

You'll leave this course with an understanding of key project management terms and concepts, and you'll be able to plan projects realistically, monitor progress and control change.

ONE DAY COURSE

9:30 am - 4:00 pm

WHERE:

Chelmsford

DATE:

Friday 14th September 2018

OR

WHERE:

Colchester

DATE:

Tuesday 25th September 2018

FEE:

See page 23

TRAINER:

Robin Hodgkinson

Trustee Roles and Responsibilities

OVERVIEW

This one day course is designed to support both novice and experienced trustees in providing effective governance within their organisations. It considers their roles and responsibilities in general before looking at particular areas in more detail. The course covers all the essential information and includes specific exercises and case studies to develop the participants' problem-solving skills.

WE'LL COVER

- Assessing the strengths and weaknesses of your organisation and trustee board
- Roles and responsibilities of trustee boards
- Paperwork needed to ensure an effective and well managed board
- Governance vs management – understanding the difference
- Risk reviewing your organisation and contingency planning
- Business planning
- Good financial management

ONE DAY COURSE

9:30 am - 4:00 pm

WHERE:

Chelmsford

DATE:

Monday 8th October 2018

OR

WHERE:

Colchester

DATE:

Thursday 25th October 2018

FEE:

see page 23

TRAINER:

Robin Hodgkinson

BENEFITS TO YOU

You will feel much more confident that your organisation is 'fit for purpose' after attending this course. As well as fully understanding your responsibilities, you will be able to develop roles for board members and critically appraise your own organisation.

Data Protection (GDPR) Update Webinar

OVERVIEW

Although 25th May has come and gone, the General Data Protection Regulation is - of course - still with us. This webinar looks at what voluntary organisations should be doing now to make sure that they consolidate their compliance with GDPR and review what they have done so far. It includes questions around marketing and fundraising - and the issue of consent. It is suitable for those with no previous experience as well as those wanting to catch up or refresh their knowledge.

WE'LL COVER

- The EU General Data Protection Regulation (GDPR)
- Finding the correct legal basis for your use of people's data
- The six Data Protection principles
- How to provide people with the right information and options
- Avoiding the kind of mistakes that generate complaints
- Plus opportunity to submit your individual questions

WEBINAR

10:00 am - 11:00 am

WHERE:

Online Webinar

DATE:

Wednesday 31st October 2018

FEE:

Flat rate fee only £25!

TRAINER:

Paul Ticher

BENEFITS TO YOU

You will be able to benefit from being trained by one of the sector's leading experts in this area without leaving your desk!

Please note joining details will be sent to you shortly before the webinar begins.

Paul Ticher is a well-known independent consultant specialising in Data Protection, information management and IT strategy and a widely-respected trainer, researcher and author. He is one of the country's leading experts in Data Protection in the voluntary sector, with experience going back to the mid-1980s.

Writing a Business Plan

OVERVIEW

A well-constructed Business Plan will provide a guide for your organisational activities and service provision. It is also an essential resource to support your fundraising, providing the tools to be more successful in bid making or running a successful strategy towards long term sustainability.

WE'LL COVER

- What a Business Plan is, why every organisation should have such a document and how to undergo an exercise to produce one so that it is truly owned by those involved
- An effective format for a Business Plan – an A-Z Guide in what is covered within the document & why each section is important
- Putting the document to work whether planning/developing services, resourcing a fundraising strategy or other uses
- 10 tips relating to Business Plans which might make your process/resultant document more effective

ONE DAY COURSE

9:30 am - 4.00 pm

WHERE:

Colchester

DATE:

Monday 17th September 2018

OR

WHERE:

Chelmsford

DATE:

Tuesday 30th October 2018

FEE:

See page 23

TRAINER:

Mark Gerbaldi

BENEFITS TO YOU

Coming on this workshop will enable you to draft an appropriate Business Plan. This can then become a working document to benefit the organisation, its personnel and its service users. It will also provide a foundation document for effecting a strategic and persuasive fund raising campaign.

Supporting, Developing and Managing Volunteers (Accredited course)

OVERVIEW

This one day course explores how you can effectively manage, support and develop volunteers working in your organisation. It is aimed at Volunteer Managers and Co-ordinators.

WE'LL COVER

- How organisations can support their volunteers effectively by building relationships 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 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

ONE DAY COURSE

9:30 am - 4:00 pm

WHERE:

Chelmsford

DATE:

Thursday 13th December 2018

OR

WHERE:

Colchester

DATE:

Tuesday 18th December 2018

FEE:

See page 23

TRAINER:

Robin Hodgkinson

network with others.

This course counts towards the Gateway Qualifications Level 3 Award in Managing Volunteers. A further course on Recruiting Volunteers is also running (see page 8). Both parts are certified on their own but delegates must pass both these courses to gain the full award or can just opt to receive an attendance certificate instead.

Recruiting Volunteers (Accredited course)

OVERVIEW

This one day course is aimed at anyone responsible for recruiting volunteers to work in their organisations. 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 & resources needed

ONE DAY COURSE

9:30 am - 4:00 pm

WHERE:

Chelmsford

DATE:

Thursday 6th December 2018

OR

WHERE:

Colchester

DATE:

Tuesday 11th December 2018

FEE:

See page 23

TRAINER:

Robin Hodgkinson

BENEFITS TO YOU

You'll be able to confidently recruit volunteers after this course and you will also have the opportunity to meet and network with other individuals. This course counts towards the Gateway Qualifications Level 3 Award in Managing Volunteers. A further course on Supporting Volunteers will be run (see page 7). Both parts are certified on their own but delegates must pass both these courses to gain the award or can just opt to receive an attendance certificate.

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

- 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

HALF DAY COURSE

9:30 am - 1:00 pm

WHERE:

Chelmsford

DATE:

Monday 1st October 2018

OR

WHERE:

Colchester

DATE:

Thursday 18th October 2018

FEE:

See page 23

TRAINER:

Robin Hodgkinson

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.

Fundraising Tips and Tricks – A Practical Session

OVERVIEW

You have started to change the mind-set about the need for a more systematic focus on fundraising and development, ensuring 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, start and deliver successful campaigns for your voluntary organisation or charity?

WE'LL COVER

- Why you need to fundraise and develop this expertise in-house?
- What does it mean in practice?
- How does it link to your overall business plan/strategy?
- How do you involve people and organisations?
- Utilising the power of social and digital media to increase reach
- Making sure you have ticked the legal and code of practice boxes for fundraising and for your own charitable objects

ONE DAY COURSE

9:30 am - 4:00 pm

WHERE:

Chelmsford

DATE:

Monday 5th November 2018

OR

WHERE:

Colchester

DATE:

Monday 20th November 2018

FEE:

See page 23

TRAINER:

Mark Gerbaldi

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.

Tender Bid Writing

OVERVIEW

This 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

- Plan and prepare for a bid
- Understand how partnership bidding works
- Be able to tackle the method statements
- Improve your bid
- Know 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

ONE DAY COURSE

9:30 am - 4:00 pm

WHERE:

Chelmsford

DATE:

Monday 12th November 2018

OR

WHERE:

Colchester

DATE:

Monday 26th November 2018

FEE:

See page 23

TRAINER:

Gemma Underwood

order to compete successfully in funding . You are welcome to bring an application to discuss throughout the session.

Train the Trainer

OVERVIEW

This new 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 scope 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

ONE DAY COURSE

9:30 am - 4:00 pm

WHERE:

Colchester

DATE:

Tuesday 23rd October 2018

OR

WHERE:

Chelmsford

DATE:

Thursday 31st January 2019

FEE:

See page 23

TRAINER:

Rebecca Winn

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.

Working with Vulnerable Clients

OVERVIEW

This new one day course looks at practical skills and information to help staff or volunteers better support the vulnerable clients with whom they work. There will be a focus on practical skills and techniques that will build confidence and skills.

WE'LL COVER

- Setting and maintaining appropriate boundaries
- How and where we might refer or signpost clients to other services if needed
- Good practice guidelines and organisational policy when faced with issues such as mental health, aggressive behaviour, confidentiality and other challenges

ONE DAY COURSE

9:30am - 4:00 pm

WHERE:
Chelmsford

DATE:
Tuesday 15th January 2019

OR

WHERE:
Colchester

DATE:
Tuesday 29th January 2019

FEE:
See page 23

TRAINER:
Helen Payne

BENEFITS TO YOU

By the end of the course participants will be able to clearly define their support roles, be able to describe and demonstrate the skills and qualities needed to become an effective source of support for vulnerable clients and feel confident in their ability to respond appropriately to clients' needs and any issues that may be presented.

Influence and Persuasion

OVERVIEW

This course is for anyone who wants to come across as credible, persuasive and positive in order to become more respected and influential in their field. This is a set of skills that will benefit you in both your professional and non-working life.

WE'LL COVER

- What makes a great influencer and how they do it
- A powerful model used by successive persuaders since the time of the Ancient Greeks
- Assertive communication as a gateway to being a person of influence
- The power of body language and how to adapt your own to greater effect
- Applying the DESC communication model to yourself in relation to those with which you live and work
- Applying these skills in different scenarios including conflict

ONE DAY COURSE

9:30 am - 4:30 pm

WHERE:
Chelmsford

DATE:
Thursday 14th February 2019

OR

WHERE:
Colchester

DATE:
Tuesday 26th February 2019

FEE:
See page 23

TRAINER:
Rebecca Winn

BENEFITS TO YOU

Being able to influence and persuade isn't about having power over people; it's about developing your emotional intelligence. By understanding other people better, you will be in a stronger position to get the most out of relationships with them and everyone gets more of what they need.

SOCIAL MEDIA SKILLS

Promoting Your Organisation Using Facebook (Intermediate Course)

OVERVIEW

This half day intermediate course will introduce you to the key features of Facebook pages and give you practical strategies for maximising your presence on the platform. You'll be introduced to Facebook best practice and develop a better understanding of how you can improve the "reach" of your posts. The morning will consist of practical exercises, group discussion and tutor presentation.

WE'LL COVER

- Posting images and video to boost engagement
- Using Facebook's events feature to increase attendance
- Advertising with Facebook to reach your target audiences
- Checking on the performance of your posts with Facebook analytics

Delegates should bring a device with them if they want to apply their training as they learn.

HALF DAY COURSE

9:30 am - 1:00 pm

WHERE:

Chelmsford

DATE:

Tuesday 5th February 2019

OR

WHERE:

Colchester

DATE:

Tuesday 19th February 2019

FEE:

See page 23

TRAINER:

James Gray

BENEFITS TO YOU

This course is aimed at staff and volunteers who already have a Facebook page and are familiar with its basic functions. This course will concentrate on the many new features that Facebook has introduced recently and will bring delegates up to date with them.

PRACTICAL SKILLS

Emergency First Aid At Work (Level 3 RQF Accredited Course)

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

ONE DAY COURSE

9:30 am - 4:30 pm

WHERE:

Colchester, Thurrock, Chelmsford

DATES:

Tuesday 18th September 2018 (Colchester)

OR

Wednesday 14th November 2018 (Thurrock)

OR

Thursday 10th January 2019 (Chelmsford)

FEE:

See page 23

TRAINER:

Tanya Bartram

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.

Qualsafe (RQF) Level 2 Health & Safety

OVERVIEW

The Health and Safety at Work Act requires charities and community groups to protect the health and safety of their employees, service users, members of the public and volunteers. 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. Candidates will be assessed by completing a 30 question multiple choice paper with a passmark of 20.

WE'LL COVER

- Legislation
- Health & Safety
- Welfare
- The workplace and workplace equipment
- Risk assessment
- Manual handling

ONE DAY COURSE

9:30 pm - 4:00 pm

WHERE:

Colchester

DATE:

Tuesday 16th October 2018

FEE:

See page 23

TRAINER:

Anita August

- 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. Assessed via a multiple choice paper.

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

HALF DAY COURSE

9:30 pm - 1:00 pm

WHERE:

Chelmsford

DATE:

Tuesday 8th January 2019

OR

WHERE:

Colchester

DATE:

Tuesday 22nd January 2019

FEE:

See page 23

TRAINER:

Helen Payne

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.

How to Book

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 would like us to make your booking, 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.

COURSE FEES

Please see page 23 for details of our current charges. Fees are tiered and charged 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.

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.

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.

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 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

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. Others having an interest in the topic are welcome to attend and are priced accordingly.

Please see the chart opposite 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. There may be **additional charges for accredited courses** - see website for details or give us a ring.*

Additional fees apply for accredited courses (£9) for registration with awarding body.

STATUTORY AND COMMERCIAL ORGANISATIONS

Full day course £220/Half day course £120, plus VAT (please phone to book this ticket)

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 full/half day course £25.00 on all courses

FLAT RATE FEES

15/5 GDPR webinar £25

12/6 Emergency First Aid at Work £85

Customer 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, Supervising & Managing Volunteers delegate

“Excellent training - engaging, enjoyable - would definitely recommend.” Emergency First Aid delegate

“A great course for people starting out in fundraising or for those who want a back to basics courses.” Fundraising Tips And Tricks delegate

“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.” Train The Trainer

“A really enjoyable course. The trainer captured my attention throughout with examples.” Volunteers And The Law delegate

Course Calendar Autumn/Winter 2018

SEPT	Course	Location	Page
14	Project Management	Chelmsford	3
17	Writing a Business Plan	Colchester	6
18	Emergency First Aid	Colchester	16
25	Project Management	Colchester	
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1	Finance Made Easy	Colchester	9
8	Trustee Roles and Responsibilities	Chelmsford	4
16	Health and Safety	Colchester	17
18	Finance Made Easy	Chelmsford	9
23	Train the Trainer	Colchester	12
25	Trustee Roles and Responsibilities	Colchester	4
30	Writing a Business Plan	Chelmsford	6
31	Data Protection (GDPR) Update	Online webinar	5
NOV			
5	Fundraising Tips and Tricks	Chelmsford	10
12	Tender Bid Writing	Chelmsford	11
14	Emergency First Aid	Thurrock	16
20	Fundraising Tips and Tricks	Colchester	10
26	Tender Bid Writing	Colchester	11
DEC			
6	Recruiting Volunteers (Accredited)	Chelmsford	8
11	Recruiting Volunteers (Accredited)	Colchester	8
13	Supporting, Developing and Managing Volunteers	Chelmsford	7
18	Supporting, Developing and Managing Volunteers	Colchester	7

Course Calendar Winter 2019

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10	Emergency First Aid	Chelmsford	16
15	Working with Vulnerable Clients	Chelmsford	13
22	Safety for Lone Workers	Colchester	18
29	Working with Vulnerable Clients	Colchester	13
31	Train the Trainer	Chelmsford	12
FEB			
5	Promoting your Organisation using Facebook	Chelmsford	15
14	Influence and Persuasion	Chelmsford	14
19	Promoting your Organisation using Facebook	Colchester	15
26	Influence and Persuasion	Colchester	14

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:

- First Aid (adult and paediatric), food safety and health condition awareness
- 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 on 01206 505250.



How to contact us

Call us: 01206 505250

Email us: training@community360.org.uk

Web: vst.community360.org.uk

Write:

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

Braintree:
Community360
The College at Braintree
Church Lane
Braintree
CM7 5SN



@Community360.org



Community360

