

Voluntary
Sector
Training

Open Programme Courses

January - March 2019

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.



“Excellent training - engaging, enjoyable - would definitely recommend.” Emergency First Aid at Work 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 look forward to meeting you soon on one of our courses and if you have a query, just give us a call.

This year, 95% of our delegates rated our trainers as 'excellent' or 'good'

Course Calendar January - March 2019

Jan	Course	Location	Page
22	Safety for Lone Workers	Colchester	15
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31	Train the Trainer	Chelmsford	17
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4	Manual Handling	Uttlesford	20
5	Promoting your Organisation via Facebook	Chelmsford	18
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13	Emergency First Aid at Work	Great Dunmow	19
19	Promoting your Organisation via Facebook	Colchester	18
19	Introduction to the Voluntary Sector	Chelmsford	7
25	Tender Bid Writing	Benfleet	10
26	Infuence and Persuasion	Colchester	14
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5	Tender Bid Writing	Uttlesford	10
5	Emergency First Aid at Work	Chelmsford	19
11	Fundraising Tips and Tricks	Benfleet	9
13	Volunteer Recruitment	Uttlesford	5
19	Finance Made Easy	Uttlesford	11
19	De-escalation	Chelmsford	13
21	Trustees Roles and Responsibilities	Chelmsford	4
22	Using Quickbooks	Colchester	12
26	Introduction to Voluntary Sector	Witham	7
27	Supporting, Managing and Developing Volunteers	Uttlesford	6

MANAGEMENT & ORGANISATIONAL SKILLS

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 CVS

DATE:

21st March 2019

FEE:

see page 23 or [click here](#)

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.

Volunteer Recruitment (Accredited course)

OVERVIEW

This one day 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 & resources needed

ONE DAY COURSE

9:30 am - 4:00 pm

WHERE:

Uttlesford CVS

DATE:

13th March 2019

FEE:

See page 23 or [click here](#)

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 6). 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.

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

"Great course, very informative. Good pointers to take away"

ONE DAY COURSE

9:30 am - 4:00 pm

WHERE:

Uttlesford CVS

DATE:

27th March 2019

FEE:

See page 23 or [click here](#)

TRAINER:

Robin Hodgkinson

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 counts towards the Gateway Qualifications Level 3 Award in Managing Volunteers. A further course on Volunteer Recruitment is also running (see page 5). 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.

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

HALF DAY COURSE

9:30 am - 1.00 pm

WHERE:

Chelmsford CVS

DATE:

19th February 2019

FEE:

See page 23 or [click here](#)

OR

WHERE:

Witham Public Halls

DATE:

26th March 2019

FEE:

See page 23 or [click here](#)

TRAINER:

Robin Hodgkinson

BENEFITS TO YOU

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

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

- Understand the background to adult protection and safeguarding adults
- Understand associated legislation, policy and procedures
- Define adult abuse and the different categories of abuse
- Recognise the signs and symptoms of abuse
- Have an overview of the role of the designated safeguarding officer

ONE DAY COURSE

9:30 am - 4:00 pm

WHERE:

Uttlesford CVS

DATE:

12th February 2019

FEE:

See page 23 or [click here](#)

TRAINER:

Trish O'Hanlon

- Know 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.

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 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

HALF DAY COURSE

1:00 pm - 4:00 pm

WHERE:

Benfleet CVS

DATE:

11st March 2019

FEE:

See page 23 or [click here](#)

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 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

HALF DAY COURSE

1:00 pm - 4:00 pm

WHERE:

Benfleet CVS

DATE:

25th February 2019

FEE:

See page 23 or [click here](#)

OR

FULL DAY COURSE

9:30 am - 4:00 pm

WHERE:

Uttlesford CVS

DATE:

5th March 2019

FEE:

See page 23 or [click here](#)

TRAINER:

Mark Gerbaldi

improved your bid writing skills in order to compete successfully in funding . You are welcome to bring an application to discuss throughout the session.

“Excellent course. Everything covered as expected”

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

HALF DAY COURSE

9:30 am - 1:00 pm

WHERE:

Uttlesford CVS

DATE:

19th March 2019

FEE:

See page 23 or [click here](#)

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.

"Lots of useful information"

Using QuickBooks

OVERVIEW

Effective financial reporting is essential to ensure charities are adopting good financial management and appropriate use of resources. The non-profit or charity board needs good financial information to understand the financial health of the organisation. QuickBooks can be used to provide some of this information and this half day session with Community360's Community Accountant will show you how.

WE'LL COVER

- Standard reports available
- Inputting budgets
- How to produce reports to monitor performance against budget
- Managing multiple projects with QuickBooks
- Customising QuickBook reports

"Great course tutor. Covered everything we needed as a charity"

HALF DAY COURSE

10:00 am - 1:00 pm

WHERE:

Colchester C360

DATE:

22nd March 2019

FEE:

See page 23 or [click here](#)

TRAINER:

Shelley Rudling

BENEFITS TO YOU

Sound financial management starts with those responsible being fully informed. This training will help staff or volunteers running financial systems provide the very best information either to Boards of trustees or for Funders.

Delegates on this course should already be familiar with QuickBooks and be using it to record financial transactions in their organisations.

De-Escalation

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

ONE DAY COURSE

9:30 am - 4:00 pm

WHERE:

Chelmsford CVS

DATE:

19th March 2019

FEE:

See page 23 or [click here](#)

TRAINER:

Trish O'Hanlon

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.

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 personal 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:

Colchester

DATE:

26th February 2019

FEE:

See page 23 or [click here](#)

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.

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 am - 1:00 pm

WHERE:

Colchester

DATE:

22nd January 2019

FEE:

See page 23 or [click here](#)

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.

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:

Colchester

DATE:

29th January 2019

FEE:

See page 23 or [click here](#)

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.

PERSONAL SKILLS

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 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:

Chelmsford

DATE:

31st January 2019

FEE:

See page 23 or [click here](#)

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.

"Valuable skills acquired for my role"

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:

5th February 2019

FEE:

See page 23 or [click here](#)

OR

WHERE:

Colchester

DATE:

19th February 2019

FEE:

See page 23 or [click here](#)

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 handouts.

ONE DAY COURSE

9:30 am - 4:30 pm

WHERE:

Great Dunmow, Foakes Hall

DATES:

13th February 2019

FEE:

See page 23 or [click here](#)

OR

WHERE:

Essex Young Farmers HQ, Chatham Green, Near Chelmsford

DATES:

5th March 2019

FEE:

See page 23 or [click here](#)

TRAINER:

Tanya Bartram

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.

PRACTICAL SKILLS

Manual Handling

OVERVIEW

Manual handling is one of the most common causes of workplace injury. That's why the law requires charities and community groups to take appropriate steps to reduce the risk of injury to their employees and volunteers. This includes suitable training, such as the Quallsafe Level 2 Award in Manual Handling. Suitable for anyone who has to move objects as part of their paid or voluntary role.

WE'LL COVER

- The costs of manual handling related injury in the workplace
- The anatomy and make up of the spine, vertebrae, discs, muscles, tendons, ligaments and nerves and how damage is caused
- Dynamics of the back and how manual handling places immense strain on the body
- The legal duties of employers and employees with regard to manual handling operations
- Self assessment of manual handling operations

HALF DAY COURSE

9:30 pm - 2:00 pm

WHERE:

Uttlesford CVS

DATE:

4th February 2019

FEE:

See page 23 or [click here](#)

TRAINER:

Anita August

considering the task, the individual, the load and the environment

- How to lift and move loads safely with practical exercises to ensure techniques have been fully understood
- Practical manual handling risk assessment

BENEFITS TO YOU

By completing the course you will be able to recognise manual handling risks, learn how to carry out risk assessments, make risk management recommendations and apply safer lifting and handling techniques to a variety of workplace tasks.

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, but others outside the sector with an interest in the topic are more than welcome to join.

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.

Additional fees 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/Half day courses are £25.00

FLAT RATE FEES

Webinars £25

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, Developing & Managing Volunteers delegate

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

"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 on 01206 505250.



How to contact us

Call us: 01206 505250

Email us: information@community360.org.uk

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

Write:

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@Community360.org



Community360

