

SCA TRAINING

SEPTEMBER–DECEMBER 2011



ON-LINE
BOOKING FORM

SCA TRAINING provides short courses in a wide range of personal and professional skills, in-house training services and organisational development services.

www.surreyca.org.uk

SCA TRAINING

Click on title for more details

SCA Training provides high value/low cost training and development services to charities, voluntary organisations, businesses, social enterprises and statutory organisations. Our programme provides individuals with the skills to enable them to do their jobs more effectively and provides organisations with the opportunity to strengthen their capacity for effectiveness and delivery.

The programme is designed to meet the skill and personal development needs of staff at all levels in all types of organisation and is also open to volunteers and trustees working in the voluntary sector.

Some courses are particularly suitable for people who are 'Getting Ready For Work' – people who have not worked before or are returning to work after a long period away due to child care, disability or other reasons and want to gain an understanding of the personal and work related skills needed in a working environment.

Surrey Community Action has provided training for staff and volunteers for over 10 years. We are part of and work closely with Surrey Voluntary Action Network (incorporating the Volunteer Centres in Surrey). This training brochure reflects the information gathered on the training needs of members of Surrey Voluntary Action Network.

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SURREY COMMUNITY ACTION MEMBERSHIP

Surrey Community Action is currently revising its membership offer, but for just £35 you can expect at least £55 in discounts if you take advantage of some of our services.

Full details of how you can make savings are on our website www.surreyca.org.uk

On training courses only

- A non-member organisation would pay £500 for 4 courses (£125 each)
- A member organisation would pay £396 for 4 courses (£99 each)

This equates to a saving of £104.

How to book

Booking is very easy. You can now go to www.surreyca.org.uk/pdfs/Autumn_2011_2_Booking.pdf and complete an on-line booking form to submit by email. Alternatively you can complete the form on **page 15** (using a separate form for each person) and return it to the address shown by post, or fax it to 01483 440508. To check availability, phone 01483 447105 or 01483 447124, or email

janea@surreyca.org.uk or annm@surreyca.org.uk. Office hours are 9:00am to 5:00pm Monday to Friday. The cancellation conditions below apply to all bookings.

Where an invoice is required please allow time for the payment to be received before the date of the course.

Joining instructions will be sent out by email two weeks before the course. These will include any requests by trainers for participants to bring materials to the course or for other preparation work.

SCA Training reserves the right to cancel courses where there are insufficient attendees. In this event full refunds will be given.

Training Course Fees

Fees for courses are stated under each course description.

Bursaries

Bursaries are available for staff and volunteers from smaller voluntary organisations working in Surrey to reduce the costs of SCA training. Contact Allison Enenche on 01483 447128 or allisone@surreyca.org.uk for details.

Administration details

A sandwich lunch, coffee and tea are supplied for all full-day courses, coffee/tea only is supplied for half-day courses. Unless otherwise shown, course times are normally 9.30am–4.00pm for full-day courses and 9.30am–12.30pm or 1.30pm–4.30pm for half-day courses. Registration is 15 minutes prior to the start time of the course so that courses may start promptly.

When planning your journey you should allow for the heavy congestion between 7.00am and 10.00am – it always takes longer than you think it will!

Quality standards

All training courses are delivered in accordance with the RARPA (Recognising and Recording Progress and Achievement in Non-Accredited Learning) 5 stage process which is the Skills Funding Agency national quality standard for nonaccredited learning.

The 5 stage process consists of:

1. Accurately describing the content of the course so that the learner can select the correct course
2. Understanding the learners' objectives in attending the course and meeting these
3. Ensuring the course provides learners with appropriately challenging objectives
4. Mid-course review of learners' progress and achievement
5. End of course reflection and self-assessment of achievement.

Policy standards

All courses operate within Surrey Community Action's Health & Safety and Equal Opportunities Policies. These can be inspected on request.

Cancellation conditions

Cancellations must be made in writing at least 10 working days before the start of the course and apply whether payment has been received or not. No refund is available on cancellations made within 10 working days before the course starts. SCA Training will take the necessary steps to recover any monies not received in the event of cancellation within the 10 day period. Cancellations received more than 10 days before the start of the course will be charged a £25 administration fee.

Data protection

The information you provide on your booking form, and any additional information you may provide in the future, will be held by SCA Training for their exclusive use and will only be shared with the Workers' Educational Association and approved project auditors and will not be passed to any third party, individual or organisation.

Accredited Awards

SCA Training is a registered provider of Programmes accredited by the Open College Network South East Region. For further information please contact Allison Enenche on 01483 447128.

If you find it difficult to read this brochure

Please tell us if you would like to receive the information in this brochure in bigger print or a different format.

BESPOKE TRAINING

SCA Training offers specialised in-house training tailored to the needs of the organisation. Examples of previous topics are: Community Engagement, Participation Techniques, Volunteer Team Building, Trustee Training, Food Safety Awareness Training, Child Protection Awareness, Vulnerable Adult Awareness.

If you are interested please contact Allison Enenche on 01483 447128 or e-mail allisone@surreyca.org.uk. The cost for this specialised service is on application.

SKILLS ADVICE

We can carry out free in-depth analysis for whole organisations or teams to identify organisational and individual training needs. Contact Ann Meager on 01483 447124 or e-mail annm@surreyca.org.uk

TEAM BUILDING/ GOAL SETTING FOR ORGANISATIONS AND TEAMS

These are for whole organisations, teams within larger organisations or cross-organisation project teams. We provide an experienced facilitator to help you review and agree the way ahead on particular issues, for example team building, marketing strategies, future objectives and policies, funding.

The event is preceded by a planning meeting between the lead person from the organisation, the facilitator and SCA Training to identify what the organisation wants to achieve from the event and to plan a detailed programme. Programmes can also be integrated partly or wholly with outdoor activities – either water or land based.

COACHING/MENTORING FOR INDIVIDUALS

We can provide experienced mentors/coaches for individuals who are seeking one-to-one support to help them work through work-based issues and bring about the changes they want and need to achieve. These can include, for example, personal development, performance improvement, business, organisational or HR issues.

One-to-one mentoring/coaching is particularly helpful for chief executives and other staff who work in 'lonely' positions and do not have a natural peer group for mutual support and for those seeking to create a personal development plan.

To find out more, please contact Ed Baker on 01483 447104 or e-mail edwardb@surreyca.org.uk

ACTION LEARNING SETS FOR INDIVIDUALS

Action Learning Sets provide the opportunity to join a small group that works in a structured way with the help of a facilitator where each person is helped to move forward

on workplace issues. These can be open topic or focused on one topic area such as business planning, HR, leadership, funding. They are especially helpful to people who are in a new

job or are new to management and a very valuable tool for personal development.



CHILD PROTECTION AWARENESS

DURATION 1 day
DATE 6 October 2011
VENUE The Chapel, Leatherhead
TRAINER Carla Thomas

FEE SCA MEMBERS £99
 OTHER VOL SECTOR £125
 OTHER SECTORS £175

This course is structured to meet the needs of staff and volunteers who work with children in voluntary and community organisations in Surrey.

- Ensure that voluntary organisations are aware of their responsibilities regarding recognising and referring concerns about the welfare of children to the SSD
- Provide awareness of the need to ensure that staff and volunteers are safe from allegations of abuse and that children are kept safe
- Enable voluntary organisations to produce their own in-house child protection policy
- Provide voluntary organisations with information and training materials to enable them to train staff and volunteers in their organisation

COLLABORATION – PERSUADING YOUR BOARD OR STAFF

NEW

DURATION Half day (10am–1pm)
DATE 30 November 2011
VENUE Astolat, Coniers Way, Guildford
TRAINER Catherine Hobson

FEE SCA MEMBERS £49
 OTHER VOL SECTOR £75
 OTHER SECTORS £100

This interactive half day course will address issues such as the timing to embark on collaboration, what does collaborating look like for board and staff teams and how to sell the benefits to your stakeholders. The course will also provide avenues for further support if collaboration is the chosen route.



COMMUNICATION SKILLS – LISTENING & BODY LANGUAGE

NEW

DURATION Half day (9.30am–12.30pm)
DATE 14 October 2011
VENUE Astolat, Coniers Way, Guildford
TRAINER Nicola Gregory, Brand Values

FEE SCA MEMBERS £49
 OTHER VOL SECTOR £75
 OTHER SECTORS £100

“It’s not what you say, it’s the way that you say it” – a well known saying. We could also say “It’s not what we hear, it’s the way that we listen”.

This course is designed to support improvement in our communication skills from active listening to effective speaking. We will focus on all the resources we have, from the words we select, the tone we apply and most importantly, the body language we use. It is aimed at people who would like to develop a more confident and inspirational style of communication.

CONFLICT MANAGEMENT AND RESOLUTION

DURATION Half day (9.30am–12.30pm)
DATE 20 October 2011
VENUE Reigate Town Hall
TRAINER Paul Gapper, Paul Gapper Associates

FEE SCA MEMBERS £49
 OTHER VOL SECTORS £75
 OTHER SECTORS £100

The aim of this course is for participants to learn skills to improve conflict management in the workplace.

- Define what is meant by conflict
- Learn techniques to establish rapport
- Learn how to use an *interest-based relational approach* to conflict at work
- Think about how to prevent escalation and deal with unacceptable verbal or non-verbal aggression
- Look at the importance of your organisational and local policy on handling conflict

CUSTOMER CARE – FROM AGONY TO ECSTASY

DURATION Half day (9:30am–12:30pm)
DATE 10 November 2011
VENUE The Chapel, Leatherhead
TRAINER GBC Learning

FEE SCA MEMBERS £49
 OTHER VOL SECTOR £75
 OTHER SECTORS £100

This course is for those who deal with customers on a day to day basis – face to face or by telephone and who want to review current performance and pick up new ways to ‘delight’ their customers.

- Be aware of the link between excellent customer care and organisational success
- Recognise your role and responsibility in meeting customer needs and expectations
- Communicate more confidently

with customers to project a positive, professional image when interacting with them face to face or by ‘phone

The importance of customer care

- Why it is important to give all our customers excellent service?
- Putting ourselves in our customers’ shoes.
- What is excellent customer care?

Who are our customers?

- Focusing on expectations.
- Recognising different types of customers

Impression management

- How quickly do people make an impression?
- Making the right impression?
- Making words, voice and body language work for you.



DEALING WITH DIFFICULT INDIVIDUALS

NEW

DURATION Half day (9.30am–12.30pm)
DATE 13 October 2011
VENUE Astolat, Coniers Way, Guildford
TRAINER Libby Minto, Mint Value Training

FEE SCA MEMBERS £49
 OTHER VOL SECTORS £75
 OTHER SECTORS £100

Do you work in frontline service delivery? Do you find it difficult, even impossible, to work with some clients? They can be rude, impatient, emotional, persistent or aggressive people? Do you come home stressed out from work having had to work with difficult people all day? If so this course will enable you to control your moods by not allowing others to give you negative feelings. You'll learn how to control your anger and stress levels and obtain a psychological edge by improving your people skills. You will learn strategies for coping with challenging personalities. Even the most troublesome individuals can become manageable when you understand what causes undesirable behaviour.

- Understanding the behaviour and its effects
- Separation of the behaviour and your emotions
- Challenging unacceptable behaviour
- Preventing difficulties

EFFECTIVE ADMINISTRATION

DURATION Half day (1.30–4.30pm)
DATE 17 November 2011
VENUE Astolat, Coniers Way, Guildford
TRAINER GBC Learning

FEE SCA MEMBERS £49
 OTHER VOL SECTORS £75
 OTHER SECTORS £100

Understanding my role and my skills

- Defining the role of admin support—what is really required and what are the challenges?
- What skills will help me to provide the proactive support my organisation needs?

Communicating effectively and assertively

- What is effective communication and why do misunderstandings happen?
- How good am I at communicating?
- Do I need to be more assertive; should I say 'No' more?
- What can we do to improve communication in the workplace?

Tips for being organised and managing my time

- Managing myself and my workload
- Looking at symptoms of poor time-management and how they can be overcome
- Setting priorities and meeting deadlines
- To do lists, planners and other tools

EFFECTIVE MINUTE & NOTE TAKING

DURATION Half day (9.30am–12.30pm)
DATE 17 November 2011
VENUE Astolat, Coniers Way, Guildford
TRAINER GBC Learning

FEE SCA MEMBERS £49
 OTHER VOL SECTORS £75
 OTHER SECTORS £100

What you will achieve by attending this course:

- Reduce the time it takes to produce accurate minutes with confidence
- Work effectively with the chairperson to prepare the meeting and agenda
- Identify and overcome barriers to listening during meetings
- Identify and capture the key points of a discussion
- Use these skills to produce accurate minutes confidently

Course Content:

The 'Effective' Meeting

- The role of the chairperson, the minute taker and the meeting participants
- The purpose of different types of meetings and the terminology used
- The importance of the agenda
- The purpose of the minutes

Listening and Note Taking Skills

- What tactics can be employed to help stay focused?
- Identifying key points

Writing the Minutes

- Using a suitable structure and format
- Producing *action* items
- Tips for using MS Word

EVIDENCE: HOW TO DEMONSTRATE IMPACT

NEW

DURATION Half day (9.30am–12.30pm)
DATE 1 December 2011
VENUE Astolat, Coniers Way, Guildford
TRAINER Peter Arnold

FEE SCA MEMBERS £49
 OTHER VOL SECTORS £75
 OTHER SECTORS £100

Impact is defined as the effect on wider society, beyond your immediate direct users. This half day course will look at how to monitor, evaluate and demonstrate the changes that your organisation's work has, beyond the outcomes experienced by your service users. This is useful, not only to inform funders, but also in advertising and marketing the work that you do.

Please come prepared to discuss your specific organisation's contribution to the community in

general. Examples from attending organisations will be discussed in order to demonstrate impact.





LEARN TO BE AN EFFECTIVE TRAINER

DURATION 3 days
DATE 21, 23 September & 5 October 2011
VENUE Astolat, Coniers Way, Guildford
TRAINER Sue Skrobanski

FEE SCA MEMBERS £175
 OTHER VOL SECTOR £200
 OTHER SECTORS £250

This comprehensive programme will give you the skills to train and engage adult learners, as opposed to just making a presentation. The programme consists of a two-day course followed by one day of practical training sessions. The aim of the course is to develop high standards and consistency of training delivery. The course is suitable for new trainers and existing trainers wanting to develop their skills. Learn core training skills and the behaviour required when working as a trainer:

- Develop awareness of a range of training methods and tools and their practical application
- Recognise personal differences in training delivery styles and establish your minimum skill levels and personal development goals
- Understand and appreciate that individuals have different learning styles and how these affect people being trained
- How to set clear objectives to meet learning needs
- Learn to design fruitful training sessions that engage learners
- Understand the importance of evaluations and follow-ups and how to use them
- Take away personal action plans to practise your new training techniques

MANAGING CHANGE

DURATION Half day (1.30–4.30pm)
DATE 20 October 2011
VENUE Reigate Town Hall
TRAINER Paul Gapper, Paul Gapper Associates

FEE SCA MEMBERS £49
 OTHER VOL SECTOR £75
 OTHER SECTORS £100

This course aims to identify skills and techniques that will assist you in making the most of change.

- Working with uncertainty – seeing change as a positive opportunity and challenge
- Strategies for confidence building – a positive approach to work
- How to communicate effectively
- How to negotiate effectively
- Keeping yourself and others motivated
- How to manage stress in uncertain times

PERSONAL SAFETY & LONE WORKING

DURATION Half day (10am – 1pm)
DATE Saturday, 8 October 2011
VENUE Astolat, Coniers Way, Guildford
TRAINER Libby Minto, Mint Value Training

FEE SCA MEMBERS £49
 OTHER VOL SECTOR £75
 OTHER SECTORS £100

This course will give you an understanding of the need for safety when lone working. It will explore safe working practices and give hint and tips for staying safe and the importance of keeping in touch with colleagues and emergency response systems.

- Identify potential risky situations eg
 - Working in other people's homes
 - Keeping safe when out and about
 - 1:1 meetings with service users
 - Working late at the office alone
- Be aware of the need for physical, emotional and professional safety
- Be aware of Health & Safety at Work Act legislation with regard to lone working

MANUAL HANDLING



DURATION Half day (9.30am–1pm)
DATE 28 November 2011
VENUE Astolat, Coniers Way, Guildford
TRAINER Matthew Plumridge

FEE SCA MEMBERS £49
 OTHER VOL SECTOR £75
 OTHER SECTORS £100

This half day course aims to increase awareness of the need to adopt safer moving and handling techniques of goods, equipment, clients, or patients to reduce work related back injuries.

- Identify common causes of back problems
- Demonstration and practice of lifting aids and awareness of their safe use
- Develop an understanding and application of recognised lifting techniques.
- Be aware of the Health and Safety Acts (1974) and their application to the Manual Handling Operations Regulations (1992).
- Understand the need to adopt a *risk assessment* with regards to all aspects of client / patient handling



PRESENTATIONS MADE EASY



DURATION 1 day
DATE 17 October 2011
VENUE Astolat, Coniers Way, Guildford
TRAINER Nicola Gregory, Brand Values

FEE **SCA MEMBERS £99**
OTHER VOL SECTOR £125
OTHER SECTORS £175

In today's world, we all need to be able to give a credible representation of ourselves. Types of presentation range from a spontaneous, informal input at a meeting to a structured and more formal delivery on a professional level.

The objective of this course is to learn how to deliver your material effectively using lots of opportunities to practise in a totally safe and relaxed environment. The programme is an easily accessible mix of theory and practice and is designed to support everyone equally regardless of experience or competence.

The course focuses on encouragement and confidence building, developing the natural strengths and individual styles of each attendee.

STRESS MANAGEMENT

DURATION Half day (10am–1pm)
DATES Saturday, 3 December 2011
VENUE Astolat, Coniers Way, Guildford
TRAINER Libby Minto, Mint Value Training

FEE **SCA MEMBERS £49**
OTHER VOL SECTOR £75
OTHER SECTORS £100

Stress can negatively impact on our lives if not recognised, understood and managed effectively. This session will explore the symptoms and causes of stress. It will arm you with the tools to manage stress, with the aim of increasing personal effectiveness and sense of wellbeing by feeling more in control of daily activities, allowing you to increase productivity through more effective communication. It will also help you understand and recognise

stress in others and how to address this in the workplace.

- Understand the physical presentation of stress
- Understand personality types and reactions to stress
- How your beliefs and perceptions cause stress
- Recognise your own stressors
- Recognise stress in others

Developing strategies for stress management

- Self management
- Managing change
- Relaxation techniques
- Assertiveness skills
- Planning your next step



TIME MANAGEMENT – A PRACTICAL GUIDE

DURATION Half day (1:30–4:30pm)
DATE 10 November 2011
VENUE The Chapel, Leatherhead
TRAINER GBC Learning

FEE **SCA MEMBERS £49**
OTHER VOL SECTOR £75
OTHER SECTORS £100

This course is suitable for those who want to have more control over their working days. Whether you are a manager, or in a support role, we all like to feel we have achieved key goals at the end of each day.

This event will give practical tips to manage your working day – and achieve the goals you must meet to ensure success.

By the end of the course delegates will:

- Effectively plan and confidently prioritise your workload to ensure your own and your manager's objectives are achieved
- Eliminate or reduce time wastage to enhance your own performance
- Deal effectively with paperwork, telephone

- and interruptions
- Identify and remove unnecessary time-stealers
- Plan to meet key deadlines which determine the success of you and your manager
- Identify the difference between proactive and reactive working
- Understand how the way you approach work will impact on your ability to manage your working day

Time management

- What is it?
- Different approaches to it.
- Self analysis – how we spend time at work. This element to be prepared prior to the course.

Proactive v reactive working

- The difference between reactive and proactive working.
- Why urgent tasks are not always important tasks.
- Identifying when and why we are reactive.
- How to be more proactive.

How we deal with work?

- How our personalities impact on the way we deal with our workload.
- Four categories – common characteristics and the advantages and disadvantages of each one.





DEVELOPING & LEADING EFFECTIVE TEAMS

DURATION 1 day
DATE 23 November 2011
VENUE Reigate Town Hall
TRAINER Paul Gapper, Paul Gapper Associates

FEE SCA MEMBERS £99
 OTHER VOL SECTOR £125
 OTHER SECTORS £175

This course will provide you with the skills you need to create, lead and motivate teams of staff and/or volunteers. Welding a group of people together to work as a team is an essential skill for managers and those leading project teams, delivering services or running events. The difference between teams that click and those that don't is the making or breaking of a project or service. The course is suitable both for those new to team working and for those seeking to gain new ideas and update their skills. This will be a very participative course with practical exercises and group discussions.

By the end of this course you will have:

- Looked at the difference between high and low performing teams
- Identified the key roles of your team and the sort of people you need to fill them
- Examined the states of development a team goes through
- Discussed simple techniques to motivate your team members
- Looked at different leadership styles and when to use them
- Understood goal setting and the allocation of tasks
- Thought about allocating tasks and delegation
- Learnt how to handle conflict within the team
- Learnt how to give positive and negative feedback

LEADERSHIP SKILLS FOR MANAGERS

NEW

DURATION 1 day
DATE 31 October 2011
VENUE Astolat, Coniers Way, Guildford
TRAINER Nicola Gregory, Brand Values

FEE SCA MEMBERS £99
 OTHER VOL SECTOR £125
 OTHER SECTORS £175

This course has been designed specifically for people managers who would like to upgrade their skills.

Each session includes a brief refresher to ensure consistency of approach and understanding of current thinking. The focus of the day will be on leadership qualities and how to demonstrate key management skills in a way which is professional and motivational.

The course is designed to be highly participative and provides opportunity to take existing skills to the next level of competence.

SKILLS FOR SUPERVISORS

NEW

DURATION 1 day
DATE 23 September 2011
VENUE The Chapel, Leatherhead
TRAINER Nicola Gregory, Brand Values

FEE SCA MEMBERS £99
 OTHER VOL SECTOR £125
 OTHER SECTORS £175

This course is designed to provide a set of fundamental skills required by all team leaders and supervisors. The material has been selected to deliver a sound basis for personnel who are new to the responsibility of supervising the performance and behaviour of other members of staff.

In a safe, informal and relaxed environment, you will gain new skills, share concerns and have the opportunity to practise.

You will learn:

- Clear and straightforward methods for setting expectations and standards for performance
- The value of accurate observation and how to capture evidence of levels of performance
- Skills for delivering spontaneous and appropriate feedback

SUPPORTING INDIVIDUALS WITH MENTAL HEALTH ISSUES

NEW

DURATION 1 day
DATES 30 November 2011
VENUE Astolat, Coniers Way, Guildford
TRAINER Libby Minto, Mint Value Training

FEE SCA MEMBERS £99
 OTHER VOL SECTOR £125
 OTHER SECTORS £175

This one-day course is aimed at those people who have little or no previous training in mental health, but who may, as part of their work, come into contact with people suffering from mental health problems. The course is ideal for organisations such as voluntary services, housing and benefits staff, front-line staff in all sectors, schools, colleges and businesses human resources personnel, NHS staff.

- Examine in honest detail the preconceptions and fears we all have about mental ill health.

- Increase awareness of mental health issues and understand the impact that mental health problems can have on an individual's day to day functioning.
- Increase awareness and confidence when supporting or working with clients with mental health issues

The course will cover:

- Understanding the terms "mental health" and "mental illness"
- Recognising some of the signs and symptoms of mental health problems
- A basic knowledge of some common mental illnesses including depression, anxiety, OCD, schizophrenia and bi-polar disorder and their management
- How to communicate more effectively with people who have mental health problems

ALL YOU NEED TO KNOW ABOUT CHARITY LAW

DURATION	1 day
DATE	6 December 2011
VENUE	The Chapel, Leatherhead
TRAINER	Helen Harvie, HH Charity Solicitor
FEE	SCA MEMBERS £99 OTHER VOL SECTOR £125 OTHER SECTORS £175

This comprehensive overview will give you a clear understanding of the key principles and procedures of charity law and related legislation that could and does affect your organisation. The course is aimed at all those involved in the administration, management and direction of organisations including trustees/directors.

- Charitable status
- Charities by charter and registration
- Forms of governance and incorporation
- Trustee liability
- Charitable purpose and affect on activities
- Trading companies
- Trust deeds, articles of memoranda
- The role of the secretary of the Board
- Meeting requirements and minutes
- Reporting
- Property law and leases
- Fundraising including the relevant aspects of the Charities Act

THE BASICS OF OUTCOMES

NEW

DURATION	2 half days (9.30am–12.30pm)
DATE	12 October & 9 November 2011
VENUE	The Chapel, Leatherhead
TRAINER	Peter Arnold
FEE	SCA MEMBERS £99 OTHER VOL SECTOR £125 OTHER SECTORS £175

This short course is designed to give a background to using an outcomes focus in your organisation. Outcomes form a method for demonstrating the performance of the organisation or its projects, and for evaluating whether its aims are being achieved. This can be useful when applying for funding from bodies such as the BIG Lottery and for demonstrating your organisation's achievements to stakeholders and the public.

You must be able to commit to attending both half days of the course.

- Engaging in the take-away task between the two training days which involves holding a short training session on Outcomes in your own organisation.
- You will receive materials and support to help you in these activities

DATA PROTECTION

NEW

DURATION	1 day (11.30am–4.15pm)
DATE	23 November 2011
VENUE	Redhill Methodist Centre, Redhill
TRAINER	Paul Ticher
FEE	SCA MEMBERS £99 OTHER VOL SECTOR £125 OTHER SECTORS £175

This course is designed to cover the issues that come up most often for all voluntary organisations, but there will be time to look at any specific questions that participants bring, and to adjust the amount of time spent on each item, so that we go into most depth on those that are most relevant to the participants.

This is an opportunity for people to meet Paul Ticher, the author of 'Data Protection for Voluntary Organisations', who will be covering the very latest developments in the field of data protection, including the security implications of the Commissioner's powers to levy hefty fines for gross breaches, and the new rules on websites and cookies (if relevant).



FIRST AID – THE BASICS

DURATION	1 day (9am – 5pm)
DATE	24 November 2011
VENUE	Astolat, Coniers Way, Guildford
TRAINER	Mary Shiels, Red Cross
FEE	SCA MEMBERS £99 OTHER VOL SECTORS £125 OTHER SECTORS £175

This course is suitable for anyone who wishes to learn First Aid to cover the more common emergencies. This is a practical course covering life threatening situations. On request and time permitting the trainer is happy to deliver other topics not covered in the course.

On successful completion of the course the candidates will be awarded with a Red Cross Basic First Aid Certificate. This course does not qualify for First Aid at Work or Appointed Person Certificates. The course covers how to assess the situation and treat:

- An unconscious breathing casualty
- An unconscious casualty who is not breathing (CPR)
- A casualty who is choking
- Bleeding and shock
- Burns and scalds
- Broken bones and muscular injuries

MAKING COMMERCIAL SPONSORSHIPS WORK

NEW

DURATION	1 day
DATE	1 November 2011
VENUE	Astolat, Coniers Way, Guildford
TRAINER	Douglas Brown
FEE	SCA MEMBERS £99 OTHER VOL SECTORS £125 OTHER SECTORS £175

This workshop looks at how commercial sponsorship can be sought, won and supported. It identifies the differences between commercial sponsorship and other forms of income such as grants and donations and sets out what an organisation has to do to make the relationship between them and sponsors grow and flourish. This workshop is particularly suited to organisations trying commercial sponsorship as an income stream for the first time, or organisations trying to improve the way they seek, handle and fulfil sponsorship relationships.

PUBLIC LAW & COMPACT WORKSHOP

NEW

DURATION 1 day (9.30am–4.30pm)
DATE 19 October 2011
VENUE St John's Centre, Guildford
TRAINER Terry Perkins, Public Law Training Officer, NAVCA

FEE SCA MEMBERS £35
 OTHER VOL SECTORS £35
 OTHER SECTORS £35

A one day workshop exploring how to use the principles of public law and Compact to challenge unjust and unfair decision making by public bodies.

Many organisations find it hard to balance the need to work with public bodies and to challenge unfair practice. The award winning workshops by NAVCA in conjunction with Compact Advocacy and the Public Law Project provide clear information and guidance to help you to make appropriate and successful challenges to public sector organisations on their decision making process. Objectives are:

- Develop an understanding of the principles of public law and the Compact
- Identify when a public body has not acted lawfully, or failed to comply with the Compact
- Understand the actions available to you

Topics will include:

Introduction to public law

- Working definition of public law

- Public bodies and public functions
- Working definition of the Compact
- Duties & powers
- Legislation, regulations & guidance

Public law wrongs

- Illegality
- Unfairness
- Irrationality
- Maladministration

Compact non-compliance

- A strong, diverse & independent civil society
- Effective and transparent design and development of policies, programmes and public services
- Responsive and high quality programmes and services
- Clear arrangements for managing changes to programmes and services
- An equal and fair society

Making a challenge

- Decisions, actions and failures to act by a public body
- Information gathering and problem analysis

Public law remedies

- Complaints & Ombudsman schemes
- Compact
- Judicial review

TRUSTEE TRAINING: INNOVATION & CHANGE

DURATION Half day (9.30am–12.30pm)
DATE 28 November 2011
VENUE Reigate Town Hall
TRAINER Marika Dalgliesh, Dalgliesh Associates

FEE SCA MEMBERS £49
 OTHER VOL SECTOR £75
 OTHER SECTORS £100

Develop skills for problem-solving and creative solutions.

- Understand the need for teamwork for effective and efficient decision-making and effective outcomes
- Understand the problems with implementing change and methods for overcoming them
- Develop skills in identifying the organisation's readiness for change in order to implement change in a timely, effective and appropriate way

VOLUNTEERING GOOD PRACTICE

NEW

DURATION 1 day
DATE 20 October 2011
VENUE The Chapel, Leatherhead
TRAINER Matthew Plumridge

FEE SCA MEMBERS £99
 OTHER VOL SECTOR £125
 OTHER SECTORS £175

This one day course explores key elements of good practice in volunteering from early stages through to supervision and day-to-day management. It will enable participants to understand the benefits of a well managed volunteer team to their organisation and its staff.

Course objectives are:

- How will we achieve the aims?
- Discuss your current volunteering pressures
- Establish key elements of volunteer management
- Assess the benefits of support and supervision
- Explore how to retain volunteers



VOLUNTEERING AND THE LAW

NEW

DURATION 1 day
DATE 16 November 2011
VENUE The Chapel, Leatherhead
TRAINER Matthew Plumridge

FEE SCA MEMBERS £99
 OTHER VOL SECTOR £125
 OTHER SECTORS £175

A one day course exploring legal aspects and good practice when engaging and managing volunteers, thus reducing potential risks and legal challenges which can be time consuming and costly. The course is primarily designed for those with responsibility for

managing or co-ordinating volunteers and charity trustees.

- Examine the legal status of volunteers and identify simple pitfalls re: employment rights
- Assess the implications of reimbursement, remuneration and other payments including 'perks' and benefits
- Identify safety risks (assessments) and security risks (money, information and data)
- Consider how to protect your organisation, service users and volunteers

FUND-RAISING – GRANT APPLICATIONS

NEW

DURATION Half day
(9.30am–12.30pm)
DATE 25 November 2011
VENUE Astolat, Coniers
Way, Guildford
TRAINER Peter Gooch
FEE SCA MEMBERS £49
OTHER VOL SECTOR £75
OTHER SECTORS £100

This half day session is for people wanting help with making application to trusts and other bodies.

- An interactive session on making applications
- What are the pitfalls
- Who to make an application to
- How much to apply for
- What are your objectives?
- Including a session completing an application



FUND-RAISING WORKSHOP – AN INTERACTIVE SESSION

NEW

DURATION Half day
(1.30–4.30pm)
DATE 20 October 2011
VENUE Astolat, Coniers
Way, Guildford
TRAINER Peter Gooch
FEE SCA MEMBERS £49
OTHER VOL SECTOR £75
OTHER SECTORS £100

This basic half day workshop is for people fairly new to fundraising. The workshop will cover:

- What is fundraising?
- Sources of funds
- Knowing what you want
- How to apply



HOW TO WRITE EFFECTIVE PRESS RELEASES

DURATION Half day
(10am–1pm)
DATE 21 November 2011
VENUE Astolat, Coniers
Way, Guildford
TRAINER Margaret Coles
FEE SCA MEMBERS £49
OTHER VOL SECTOR £75
OTHER SECTORS £100

A well-written, newsy press release can publicise and promote your organisation. This workshop, led by former *Sunday Times* city journalist Margaret Coles, covers the following: determining when it's the right time to send a press release; preparing the release – including subject, content, headline, quotes, layout and length – and deciding where to send it to reach your target audience. Participants will undertake exercises to construct a simple press release from a scenario provided by the tutor, with one-to-one attention. You are welcome to bring along material relating to your own organisation.

WRITING EFFECTIVE MARKETING CONTENT FOR BROCHURES

NEW

DURATION Half day
(9.30am–12.30pm)
DATE 10 October 2011
VENUE Astolat, Coniers
Way, Guildford
TRAINER Solette
Sheppardson,
Primary Colours
Marketing
FEE SCA MEMBERS £49
OTHER VOL SECTOR £75
OTHER SECTORS £100

Get your message across. Promotional materials will be more effective if the copy follows a few rules. This half day session aims to give you an introduction into effective copywriting techniques that will serve useful for brochures, e-news or web content alike. It would be worthwhile bringing an example of existing materials for input and discussion if you so desire.

USING MS ACCESS – A GUIDE TO BUILDING AND USING DATABASES

DURATION 1 day (10am – 3.45pm)

DATE 5 December 2011

VENUE Astolat, Coniers Way, Guildford

TRAINER David Kent, Projectwon

FEE SCA MEMBERS £99
OTHER VOL SECTOR £125
OTHER SECTORS £175

This course will show you how databases can benefit your organisation and make you more effective and your work easier. Using the MS database Access, you will learn how to create a simple database for your own use.

- How databases work
- The principles of table design
- Queries and reports
- Mail merge

USING MS EXCEL – INTRODUCTION

DURATION 1 day (10am – 3.45pm)

DATE 14 November 2011

VENUE Old Council Chambers, Reigate

TRAINER David Kent, Projectwon

FEE SCA MEMBERS £99
OTHER VOL SECTOR £125
OTHER SECTORS £175

Learn how to create and use spreadsheets so that you can prepare simple accounts and budgets, cost out an event or project and keep a range of financial records easily and quickly. Learn how to change your figures at a touch of a button and prepare impressive reports and charts for your colleagues.

- Data entry and editing
- Dealing with columns and rows
- Creating a simple spreadsheet
- Constructing formulae
- Formatting – shading, lines and cell contents
- Simple functions, orders of precedence and absolute cell references
- Charts and graphs
- Preview and page setup

USING MS PUBLISHER – A GUIDE TO CREATING EFFECTIVE PUBLICITY MATERIAL

DURATION 1 day (10am – 3.45pm)

DATE 3 October 2010

VENUE Astolat, Coniers Way, Guildford

TRAINER David Kent, Projectwon

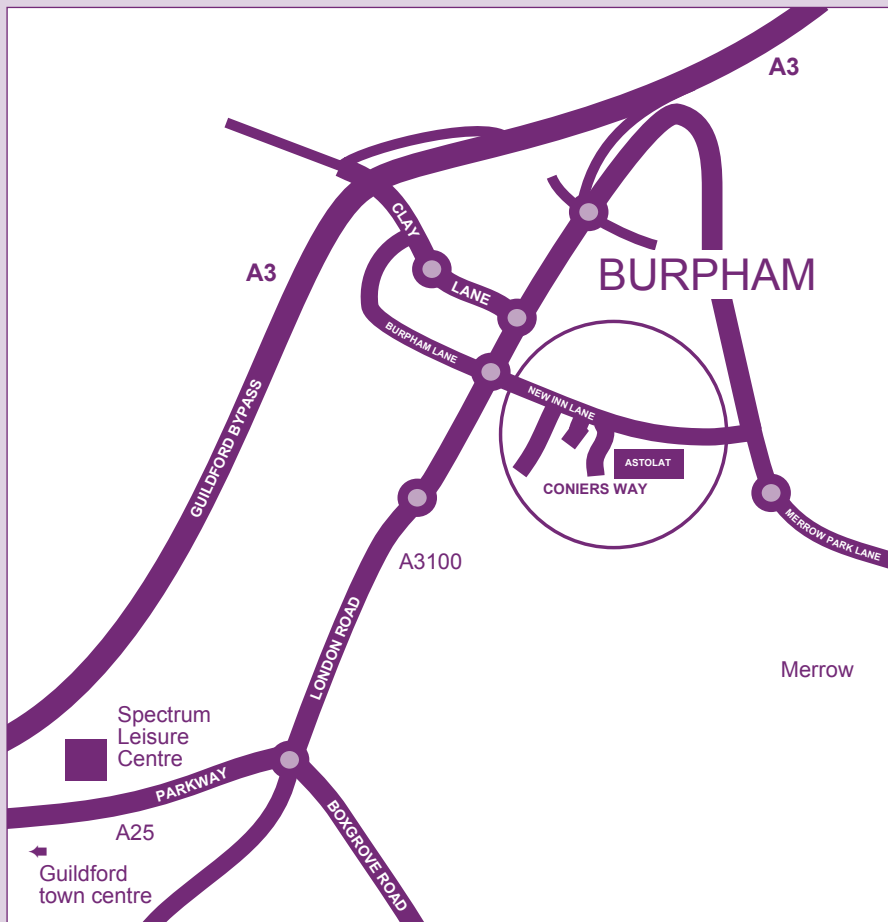
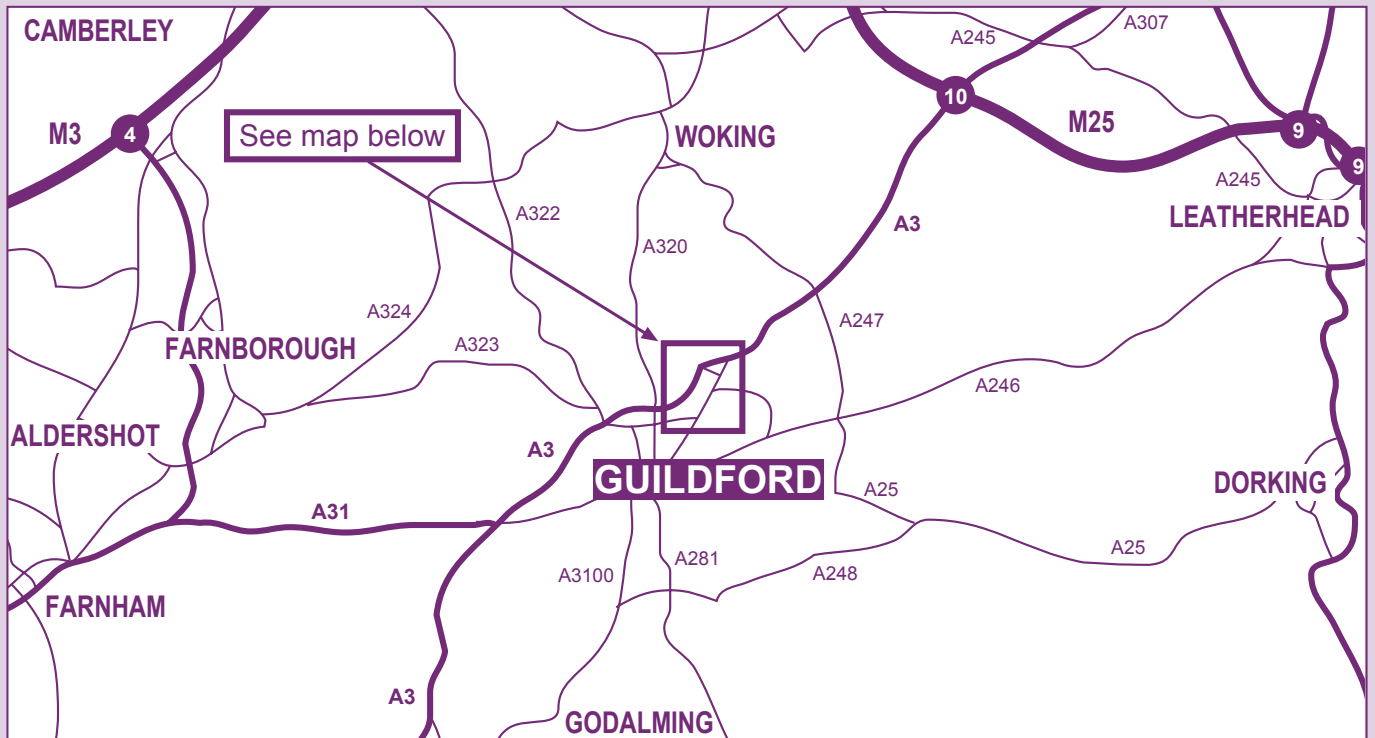
FEE SCA MEMBERS £99
OTHER VOL SECTOR £125
OTHER SECTORS £175

Learn how to create your own effective publicity material that looks professional and attractive.

- Understanding the *Publisher* window
- How to use templates
- How to design a flier, 3-fold brochure and a newsletter
- Formatting techniques



Surrey Community Action is located at "Astolat", Coniers Way, Burpham, Guildford GU4 7HL. Burpham is northwest of Guildford, the easiest access being from the A3.



From the A3 travelling south, take the Burpham exit and proceed straight over the first two roundabouts. At the third roundabout, turn left into New Inn Lane and Coniers Way is the third turning on the right.

From the A3 travelling north, take the exit marked Dorking A25 and Guildford A322 (about quarter mile after the exit for the University and hospital). Follow signs for Dorking A25, across 2 major junctions with traffic lights, passing out of town stores on the left and the fire station on the right. Pass Parkway Hotel and the Spectrum Leisure Centre on the left and Stoke Park on the right. Filter left at the next roundabout following signs to London, Leatherhead and the A3. Follow signs to the A3, going straight over the first roundabout. At the second roundabout take the third exit (between a BP garage and MJA Car Sales) into New Inn Lane, then the third right into Coniers Way which leads into Astolat.

SCA TRAINING

COURSE BOOKING FORM



You may make a booking in three ways:

By email Go to www.surreyca.org.uk/pdfs/Autumn_2011_2_Booking.pdf to complete our on-line booking form and submit by email

By post Complete this form and post to SCA Training, Astolat, Coniers Way, Guildford GU4 7HL

By fax Complete this form and send to fax: 01483 440508

Title		First Name		Family Name	
Job Title			Organisation		
Work Address					
Postcode			Telephone		
Email					
Surrey Community Action Member <input type="checkbox"/> Yes <input type="checkbox"/> No		Important: please state where your invoice is to be sent:			
My organisation belongs to <input type="checkbox"/> Voluntary Sector <input type="checkbox"/> Statutory Sector <input type="checkbox"/> Private Sector		Name			
		Email			

**Please complete objectives section for each course you book on.
This important information is needed to make our trainers aware of your needs.**

1st Course Title	
Date of Course	
1st Objective	
2nd Objective	
2nd Course Title	
Date of Course	
1st Objective	
2nd Objective	
Please give details of any special needs you have, such as diet, wheelchair access, loop or signing:	

**Thank you for booking with SCA Training. Every course you book helps us secure training opportunities for the future.
Enquiries to tel: 01483 447124 or 01483 447105 • Email: annm@surreyca.org.uk or janea@surreyca.org.uk**

We will send you information about the following –
Please indicate by ticking box if you do NOT wish to receive them:

- Surrey Community Action Membership
- Training Needs Analysis
- In-house Training for Your Organisation
- Team Building / Facilitation
- Training / Course Emails

Data Protection

This information will be held by Surrey Community Action, for their exclusive use and will only be shared with funders or their approved representative/s and approved project auditors, and will not be passed on to any third party, individual or organisation.

For further information
about SCA TRAINING go to
www.surreyca.org.uk

SCA TRAINING is part of
Surrey Community Action
Astolat, Coniers Way
Burpham, Guildford
GU4 7HL

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www.surreyca.org.uk

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SCA TRAINING provides short courses in a wide range of personal and professional skills, in-house training services and organisational development services for charities, voluntary organisations, private and public organisations.

SCA TRAINING has been delivering high quality professional training services since 1999. Our programme provides:

- Experienced trainers who are specialists in their fields
- Delivery in friendly and accessible venues near you or within your own organisation
- Training bursaries for charities and voluntary organisations
- Accredited awards through the Open College Network
- The opportunity to strengthen your organisation through upskilling and tailored development services

