

# SCA TRAINING

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JANUARY – MARCH 2012

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**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](http://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.

ABOUT OUR COURSES .....	3
DEVELOPMENT & SUPPORT SERVICES .....	4
Bespoke Training .....	4
Skills Advice .....	4
Action Learning Sets for Individuals.....	4
Team Building/Goal Setting for Organisations and Teams .....	4
Coaching/Mentoring for Individuals .....	4
DEVELOPING YOURSELF .....	5
The Art of Assertiveness.....	5
Child Protection Awareness .....	5
Dealing with Difficult Individuals.....	5
Equality & Diversity .....	5
Learn to be an Effective Trainer .....	6
Personal Safety & Lone Working.....	6
Stress Management: How to Keep Your Sanity When All Others Around You Are Losing Theirs.....	6
DEVELOPING OTHERS .....	7
The Art of Supervision.....	7
Could You be a Business Mentor? .....	7
MANAGING PROJECTS & ORGANISATIONS.....	8
First Aid – The Basics .....	8
Handling the Media: A Masterclass.....	8
How to Grow Your Income .....	8
Supporting Individuals With Mental Health Issues.....	7
Volunteering Good Practice.....	8
Volunteering & the Law .....	8
<b>TRUSTEE TRAINING:</b> The Principles of Good Trusteeship: Governance – Trustee Roles & Responsibilities .....	8
FUNDRAISING, BIDDING & PR .....	9
Fundraising Workshop – an Interactive Session .....	9
Fundraising – Grant Applications .....	9
INFORMATION & COMPUTER TECHNOLOGY.....	9
Using MS Excel – Introduction .....	9
Using MS Excel – Intermediate .....	9
Using MS Powerpoint – a Guide to Creating Professional Presentations .....	9
Using MS Word – Introduction .....	9
HOW TO FIND US .....	10

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.

# SURREY COMMUNITY ACTION MEMBERSHIP

**S**urrey 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](http://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/Spring\\_2012\\_2\\_Booking.pdf](http://www.surreyca.org.uk/pdfs/Spring_2012_2_Booking.pdf) and complete an on-line booking form to submit by email. Alternatively you can complete the form on **page 11** (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](mailto:janea@surreyca.org.uk) or [annm@surreyca.org.uk](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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.



## THE ART OF ASSERTIVENESS

**DURATION** 1 day  
**DATE** 22 February 2012  
**VENUE** Astolat, Coniers Way, Guildford  
**TRAINER** Nicola Gregory, Brand Values

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

This course will enable participants to harness their own strengths and styles, rather than prescribe one model of assertive behaviour. It will build self-confidence and belief and overcome self-doubt.

Assertiveness is a way of being.

- Rights in assertiveness
- Behavioural styles
- How to make and refuse requests
- Handling aggressive and difficult behaviour
- Asserting yourself at meetings
- Asserting yourself as a chairperson

## CHILD PROTECTION AWARENESS

**DURATION** 1 day  
**DATE** 8 February 2012  
**VENUE** Astolat, Coniers Way, Guildford  
**TRAINER** Sue Skrobanski

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**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



## DEALING WITH DIFFICULT INDIVIDUALS

**DURATION** 1 day  
**DATE** 25 January 2012  
**VENUE** Astolat, Coniers Way, Guildford  
**TRAINER** Libby Minto, Mint Value Training

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

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

## EQUALITY & DIVERSITY

**DURATION** 1 day (10am–3pm)  
**DATE** 7 February 2012  
**VENUE** Astolat, Coniers Way, Guildford  
**TRAINER** Suzanne Akram/Rekha Savania

**FREE OF CHARGE.**

**THE COURSE IS FULLY FUNDED BY SMEF, BUT £99 WILL BE CHARGED FOR NON-ATTENDANCE.**

The morning session will cover **Raising Awareness on South Asian Culture**. Indian and Pakistani communities make up the largest Black Asian and Minority Ethnic community in Surrey. This training will enable you to gain a better understanding and awareness of these communities. It will cover a brief background, language, traditions, religion, food and clothing of these communities with



an open forum to ask any questions. In the afternoon, we will address **Raising Awareness on Equality Issues**. "Equalities" is about understanding, respecting and embracing diversity and taking practical action to ensure that what your organisation offers is accessible to all potential users. This training will cover:

- What is meant by Equalities and its importance for voluntary/community organisations
- The legal framework
- New Equality Act 2010
- Introduction to equality impact assessments



## LEARN TO BE AN EFFECTIVE TRAINER

**DURATION** 2 days  
**DATE** 14, 15 March 2012  
**VENUE** 12 The Sainsbury Centre, Chertsey  
**TRAINER** Sue Skrobanski

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**FEE** **SCA MEMBERS £175**  
**OTHER VOL SECTOR £225**  
**OTHER SECTORS £325**

This comprehensive programme will give you the skills to train and engage adult learners, as opposed to just making a presentation. 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



## PERSONAL SAFETY & LONE WORKING

**DURATION** Half day (9:30am – 12:30pm)  
**DATE** 29 February 2012  
**VENUE** Astolat, Coniers Way, Guildford  
**TRAINER** Libby Minto, Mint Value Training

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**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

## STRESS MANAGEMENT: HOW TO KEEP YOUR SANITY WHEN ALL OTHERS AROUND YOU ARE LOSING THEIRS

**DURATION** Half day (1:30pm–4.30pm)  
**DATES** 29 February 2012  
**VENUE** Astolat, Coniers Way, Guildford  
**TRAINER** Libby Minto, Mint Value Training

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**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





### THE ART OF SUPERVISION

**DURATION** 1 day  
**DATE** 15 February 2012  
**VENUE** High Cross Church, Camberley  
**TRAINER** Nicola Gregory, Brand Values

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

This programme is designed to provide a set of fundamental skills required by all team leaders and managers. This course will benefit you if you are a newly appointed supervisor or if you would like a refresher on management techniques and skills.

- Clear and straightforward methods for setting expectations and goals for individuals and for teams
- What your preferred style of leadership is and how this impacts on others
- How to measure and feedback on performance
- Useful skills in questioning and listening
- Why motivation is key to success for everyone

### COULD YOU BE A BUSINESS MENTOR?



**DURATION** 1 day  
**DATE** 2 February 2012  
**VENUE** Astolat, Coniers Way, Guildford  
**TRAINER** Sue Quinn

**FREE OF CHARGE.**  
**THE COURSE IS FULLY FUNDED BY SFEDI, BUT £99 WILL BE CHARGED FOR NON-ATTENDANCE.**

The course is suitable for anyone wishing to become a mentor, who has relevant business experience and works in an organization with less than 250 employees.

- Get Mentoring, led by the Small Firms Enterprise Development Initiative (SFEDI), who will recruit and train thousands of business mentors to unlock, train and support a community of enterprise mentors across the UK. This will enable them to help their own organization and help each other to succeed.
- Following the training, all mentors will be recognised by SFEDI (the Sector Skills Body for Enterprise and Enterprise support) as trained to a national mentoring standard and will receive a Certificate of Recognition.
- Once trained they will be able to be deployed across a range of mentoring organisations accessible via [mentorsme.co.uk](http://mentorsme.co.uk), the national web portal that provides a single point of access to mentoring services.
- Mentors will also become members of the Institute of Enterprise and Entrepreneurs (IOEE) <http://mentor.ioee.co.uk>

### SUPPORTING INDIVIDUALS WITH MENTAL HEALTH ISSUES

**DURATION** 1 day  
**DATES** 23 February 2012  
**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 bipolar disorder and their management
- How to communicate more effectively with people who have mental health problems



## FIRST AID – THE BASICS

<b>DURATION</b>	1 day (9am – 5pm)
<b>DATE</b>	21 March 2012
<b>VENUE</b>	Astolat, Coniers Way, Guildford
<b>TRAINER</b>	Mary Shiels, Red Cross
<b>FEE</b>	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

## VOLUNTEERING GOOD PRACTICE

<b>DURATION</b>	1 day
<b>DATE</b>	7 March 2012
<b>VENUE</b>	The Chapel, Leatherhead
<b>TRAINER</b>	Matthew Plumridge
<b>FEE</b>	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

## HANDLING THE MEDIA: A MASTERCLASS

<b>DURATION</b>	1 day
<b>DATE</b>	15 March 2012
<b>VENUE</b>	Astolat, Coniers Way, Guildford
<b>TRAINER</b>	David Walters
<b>FEE</b>	SCA MEMBERS £99 OTHER VOL SECTOR £125 OTHER SECTORS £175

Understanding how to handle the media is increasingly important for all organisations, whether they want to promote themselves or to defend their reputations. This workshop is invaluable both for those with some experience who want to brush up their skills or to rehearse a particular message and for those who have never had to deal with journalists up to now. The techniques acquired readily transfer to communication of other kinds. David Walter has over twenty-five years experience on national TV and radio. He gives participants an inside view of how the media works, explains the guidelines for dealing with journalists and then takes participants through a range of exercises to help them deal with print, radio and TV.

## VOLUNTEERING & THE LAW

<b>DURATION</b>	1 day
<b>DATE</b>	20 March 2012
<b>VENUE</b>	The Chapel, Leatherhead
<b>TRAINER</b>	Matthew Plumridge
<b>FEE</b>	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/data)
- Consider how to protect your organisation, service users and volunteers

## HOW TO GROW YOUR INCOME

NEW

<b>DURATION</b>	Half day (9:30am–12.30pm)
<b>DATE</b>	26 January 2012
<b>VENUE</b>	Astolat, Coniers Way, Guildford
<b>TRAINER</b>	Ed Baker
<b>FEE</b>	SCA MEMBERS £49 OTHER VOL SECTOR £75 OTHER SECTORS £100

The course is suitable for any organisation wanting to increase its earned income.

- Where can I generate income?
- Thinking about the money
- Planning for change
- Marketing for success

## TRUSTEE TRAINING: THE PRINCIPLES OF GOOD TRUSTEESHIP: GOVERNANCE – TRUSTEE ROLES & RESPONSIBILITIES

<b>DURATION</b>	1 day
<b>DATE</b>	5 March 2012
<b>VENUE</b>	The Chapel, Leatherhead
<b>TRAINER</b>	Marika Dalgliesh, Dalgliesh Associates
<b>FEE</b>	SCA MEMBERS £99 OTHER VOL SECTOR £125 OTHER SECTORS £175

This programme provides a very thorough and complete overview of aspects of trusteeship and governance that trustees of voluntary organisations and charities should be aware of. It is intended for trustees or directors of organisations rather than those involved in day-to-day management.

One of the aims of the programme is that participants will feed back what they learn to their fellow trustees, and the trainer is prepared to help with this process.

- Understand the legal meaning and implications of modern governance
- Understand the roles and responsibilities of trustees
- Recognise the skills required to be an effective trustee
- Identify your own and your organisation's skill development needs

## FUNDRAISING WORKSHOP – AN INTERACTIVE SESSION

**DURATION** Half day (9:30am–12.30pm)  
**DATE** 21 February 2012  
**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

## FUNDRAISING – GRANT APPLICATIONS

**DURATION** Half day (9.30am–12.30pm)  
**DATE** 22 March 2012  
**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

## INFORMATION & COMPUTER TECHNOLOGY

### USING MS POWERPOINT – A GUIDE TO CREATING PROFESSIONAL PRESENTATIONS

**DURATION** 1 day (10am–3.45pm)  
**DATE** 21 March 2012  
**VENUE** 12 The Sainsbury Centre, Chertsey  
**TRAINER** David Kent, Projectwon

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

Learn how to use MS PowerPoint to make effective presentations that are easy to edit and look much more professional than overheads. No prior knowledge is needed.

- Basic drawing techniques
- Creating slides
- Using templates
- Slide presentations
- Special effects

### USING MS EXCEL – INTRODUCTION

**DURATION** 1 day (10am–3.45pm)  
**DATE** 2 February 2012  
**VENUE** 12 The Sainsbury Centre, Chertsey  
**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
- 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 EXCEL – INTERMEDIATE

**DURATION** 1 day (10am–3.45pm)  
**DATE** 8 March 2012  
**VENUE** 12 The Sainsbury Centre, Chertsey  
**TRAINER** David Kent, Projectwon

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

For those who have a basic knowledge of spreadsheets and want to improve their skills, making use of more advanced features and applications. This course is only available to delegates who have attended 'Using MS Excel – Introduction' and have hands-on experience of using spreadsheets.

- Working with large spreadsheets
- More formatting techniques
- Custom lists
- Conditional formatting
- Simple 'if' statements
- Using absolute cell references
- Exporting spreadsheets into MS Word
- Charts

### USING MS WORD – INTRODUCTION

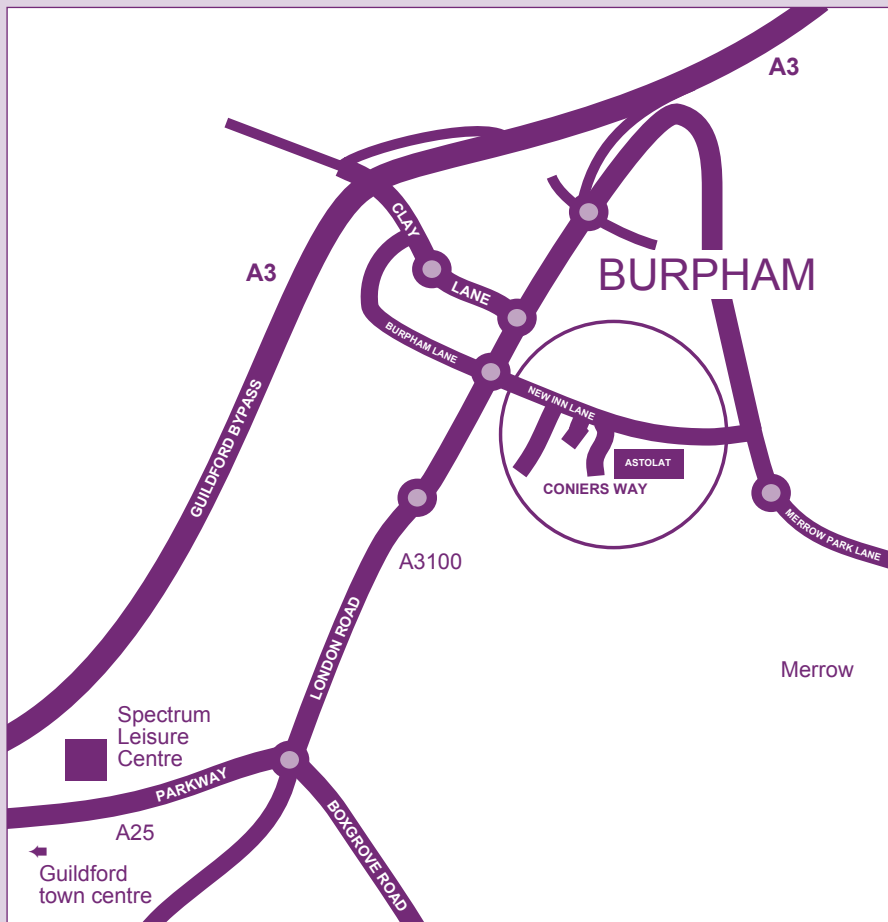
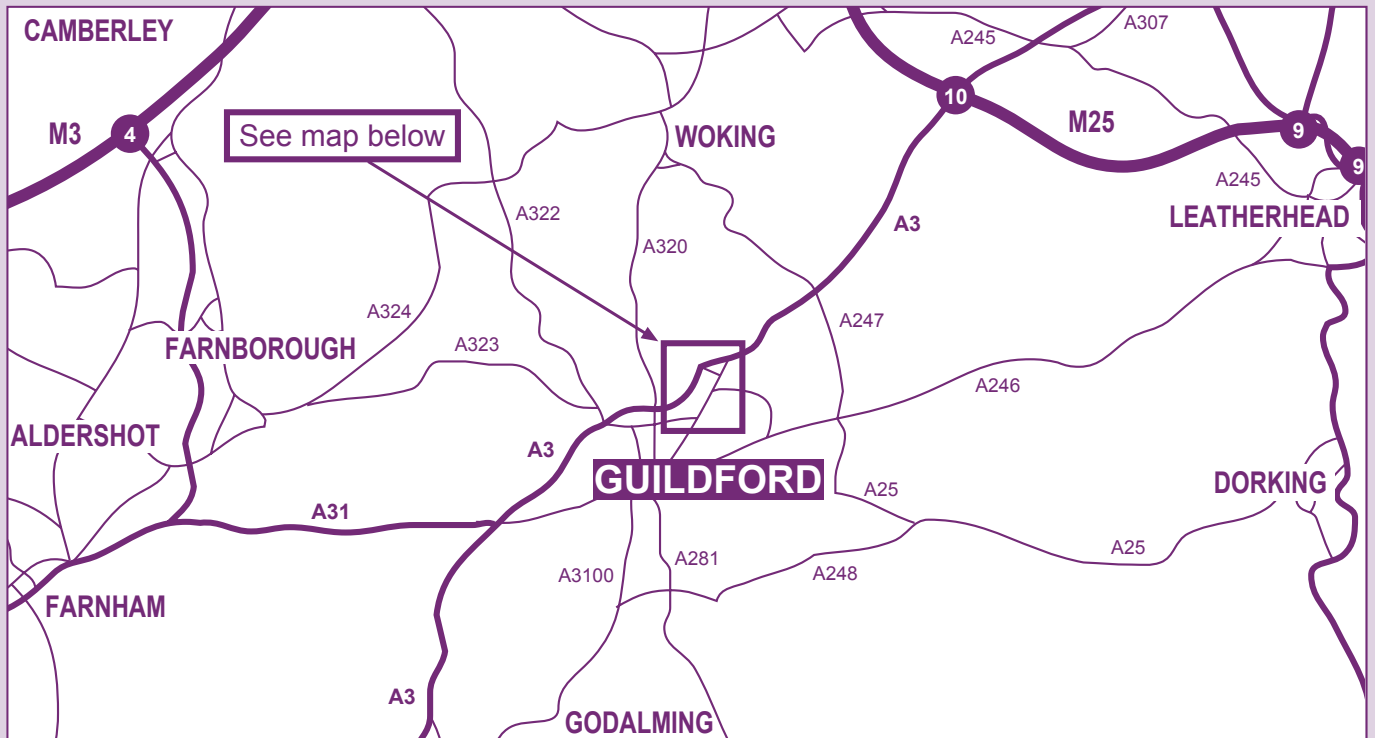
**DURATION** 1 day (10am–3.45pm)  
**DATE** 23 February 2012  
**VENUE** Reigate Town Hall, Reigate  
**TRAINER** David Kent, Projectwon

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

Learn how to create documents from scratch, enhance their appearance and produce printed materials with a professional touch. This course will cover all the tools required to produce high quality documents efficiently and provide the building blocks for many other programs. Keyboard familiarity is helpful, but no computer experience is assumed. This is not a typing course.

- Navigating a document
- Amending and editing
- Shortcuts
- Formatting
- Page and margin setup
- Printing
- Saving and naming

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/Spring\\_2012\\_2\\_Booking.pdf](http://www.surreyca.org.uk/pdfs/Spring_2012_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			<b>Important: please state where your invoice is to be sent:</b>		
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	
<b>Please give details of any special needs you have, such as diet, wheelchair access, loop or signing:</b>	

**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](mailto:annm@surreyca.org.uk) or [janea@surreyca.org.uk](mailto: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](http://www.surreyca.org.uk)

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

