

# SCA Training



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 delivery high quality professional training services since 1999.

Our programme includes

- Experienced trainers who are specialists in their fields
- Delivery in friendly and accessible venues near you
- The opportunity to strengthen your organisation through upskilling

Courses funded by



FOR FURTHER INFORMATION ABOUT SCA TRAINING GO TO [www.surreyca.org.uk](http://www.surreyca.org.uk) or contact Allison Eneche, SCA Training, Astolat, Coniers Way, Guildford, Surrey, GU4 7HL 01483 459292 x 228

SCA Training in part of Surrey Community Action  
Registered Charity No 1056527, A Company Limited by Guarantee, and registered in England 3203003

# SCA Training



**LOW COST TRAINING FOR SMALL/MEDIUM ENTERPRISES, VOLUNTARY, NOT FOR PROFIT ORGANISATIONS AND INDIVIDUALS**

**DOES YOUR ORGANISATION .....**

EMPLOY LESS THAN 250 EMPLOYEES?  
HAVE AN OFFICE IN SURREY?

If you have answered yes to these questions then you can benefit from our low cost training\*.

Training costs £45.00 per person per day

**The Art of Supervision**  
**Keeping Children Safe—A Guide to Safer Recruitment**  
**Introduction to Mentoring**  
**Introduction to Coaching Skills**  
**Developing & Leading Effective Teams**  
**The Art of Being Heard**  
**How to Negotiate Effectively**  
**Communicate to Motivate**  
**The Art of Presentation**

\*SME must not have received more than £120,000 in Government funding over the last 3 years



## SCA Training

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 opportunities 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

### How to book

Booking is very easy – complete the form enclosed with this brochure (please use 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 459292 ext 228 or email [training@surreyca.org.uk](mailto:training@surreyca.org.uk). Office hours are 9:00am to 5:00pm Monday to Friday. The cancellation conditions below apply to all bookings. Payment must be made at the time of booking. 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.

### 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 not be passed to any third party, individual or organisation.

## 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 £15 administration fee.

### Administration details

Lunch, coffee and tea are supplied for all full-day courses, coffee/tea only for half-days. Course times are normally 9.30am to 4.00pm for full-day courses and 9.30am to 12.30pm or 1.30pm to 4.30pm for half-day courses. Registration is at 9.15am. Please aim to arrive by that time, so that the course can start at 9.30am. 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!

### Policy standards

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

### 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 Learning & Skills Council new national quality standard for non accredited learning.

# SCA Training

Please copy this form as required and use one form per person and return to:  
Allison Enenche, SCA Training, Astolat, Coniers Way, Guildford, GU4 7HL  
Tel: 01483 459292 x 228 Fax: 01483 440508

Title \_\_\_\_\_ First Name \_\_\_\_\_ Family Name \_\_\_\_\_  
 E-mail\* \_\_\_\_\_ Tel \_\_\_\_\_ Fax \_\_\_\_\_  
 Job Title \_\_\_\_\_ Organisation \_\_\_\_\_  
 Full Address \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_ Postcode \_\_\_\_\_

*\* please fill in your email address if you have one as it helps to save our postage costs.*

It is essential that you fill in your objectives for each course you book. This information is needed to ensure our trainers are aware of your needs.

Course Title	What would you like to achieve from this course?		Registration Fee <small>(£5 reduction for Surrey Community Action members)</small>
	1st objective	2nd objective	
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Please make cheques payable to **Surrey Community Action** and enclose with your booking form.

Total Amount: \_\_\_\_\_

Tick if you require a receipt

Please give details of any special needs you have such as diet, wheelchair access, loop or signing.

\_\_\_\_\_

**ALL COURSES COST £45.00 PER DAY PER PERSON**

**Keeping Children Safe—A Guide to Safer Recruitment  
24th March 2008  
St Johns Link, Windlesham  
Trainer: Carla Thomas**

This workshop offers all organisations involved in the recruitment of staff and volunteers the opportunity to review and where appropriate change their practices and procedures in ways that will strengthen safeguards for children by helping to deter and prevent abuse. It is vital that all agencies adopt recruitment procedures that help to deter, reject or identify people who might abuse children, or are otherwise unsuited to work with them. Participants will be provided with a certificate of attendance and additionally will have the opportunity, on a voluntary basis, to complete an assessment at the end of the workshop which would award them an additional certificate from the National College for School Leadership. This workshop is already compulsory for all Education staff and governors involved in recruiting people who work in schools, FE colleges, and local authority educational services as well as for organisations that contract to provide services that involve their employees in working with them ('Safeguarding Children and Safer Recruitment in Education' HMG2007).

This workshop will cover:

- how safer recruitment fits within the wider context of safeguarding and
- promoting the welfare of children and the Every Child Matters agenda: the scale of the abuse; the characteristics of abusers; how child sex abusers typically operate within organisations.
- planning a recruitment exercise; sending the right messages to potential applicants; following a consistent and thorough process to obtain relevant information about each applicant; shortlisting candidates for interview.
- making the right decision and using structured interviews to do that
- pre-employment checks on the candidate selected for appointment.
- the need for ongoing awareness and vigilance and how organisations can
- develop and maintain an environment that deters and prevents abuse and
- challenges inappropriate behaviours.

All courses are from 9.30am to 4.00pm, unless shown otherwise

**ALL COURSES COST £45.00 PER DAY PER PERSON**

**The Art of Assertiveness  
12th February 2008  
Queen Elizabeth Foundation, Leatherhead  
Trainer: Nicola Gregory**

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

**The Art of Assertiveness  
27th February 2008  
Astolat, Coniers Way, Guildford  
Trainer: Nicola Gregory**

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

All courses are from 9.30am to 4.00pm, unless shown otherwise

**ALL COURSES COST £45.00 PER DAY PER PERSON**

**The Art of Being Heard  
7th January 2008  
Runnymede Centre, Addlestone  
Trainer: Nicola Gregory**

This very popular course aims to build confidence and to ensure your voice is heard

- How to project yourself
- How to be assertive
- The ways we communicate, including speech and body language
- Practical tips for effective presentation and delivery

**The Art of Presentation  
18th December 2007  
Princess Alice Hospice, Esher  
Trainer: Nicola Gregory**

Learn how to make presentations that are credible, understandable and 'heard'. The course covers planning the content and techniques for delivery and will help anyone who has to make a formal or informal presentation to colleagues or externally. Participants will be able to practice in a friendly environment.

- Audience research
- Preparing and structuring the content
- Techniques for delivery
- Nerves and confidence
- Using visual aids
- Dealing with difficult people
- Practise 'live' presentations

All courses are from 9.30am to 4.00pm, unless shown otherwise

**ALL COURSES COST £45.00 PER DAY PER PERSON**

**Introduction to Mentoring  
4th March 2008  
Business Link Surrey, Woking  
Trainer: Sarah Morland**

This one-day course is for you if you are responsible for the development of staff and volunteers

**Outcomes:**

- An understanding of the principles of mentoring and its use as a development tool
- To learn the process and skills for effective mentoring

Mentoring aims to help people develop and reach their full potential. It tends to have a work focus and is one of a range of tools available for the development of staff and volunteers. Mentoring enables people to identify the changes they want to bring about, and to plan and implement a process of improvement that will work for them.

The mentoring relationship encourages exploration, reflection, learning and problem solving, through questioning, challenge, feedback and support. Mentoring, in its truest sense, is a non-reporting relationship; however, the skills you learn as a mentor can be applied in many situations to facilitate someone's learning, as a manager, colleague, or friend.

The course will be highly participative, and you will be encouraged to learn from each other by sharing ideas and experiences. You will be working in small groups and pairs to develop your skills, and tutor input will be followed by activities to put theories into practice.

All courses are from 9.30am to 4.00pm, unless shown otherwise

**ALL COURSES COST £45.00 PER DAY PER PERSON**

**How to Negotiate Effectively**  
**17th March 2008**  
**Astolat, Coniers Way, Guildford**  
**Trainer: Harish Davda**

Negotiation involves two or more parties, who each have something the other wants, reaching an agreement through a process of bargaining. Effective negotiating skills are invaluable in the voluntary sector and small business sector in enabling to find a way forward acceptable to parties concerned.

This practical one-day training will enable participants to acquire necessary skills in negotiating with internal stakeholders (e.g. colleagues, managers, etc) and external stakeholders (e.g. funding organisations, partners, etc) with confidence.

- Plan for effective negotiations and the process of negotiating
- Avoid critical mistakes in negotiating
- Create right atmosphere and environment for negotiations
- Learn relevant communication skills to create rapport with other

**Introduction to Coaching Skills**  
**(9.30am—1pm)**  
**28th February 2008**  
**Astolat, Coniers Way, Guildford**  
**Trainer: Jose Penrose**

The course includes a number of participatory exercises and practical handouts. It will benefit anyone who is interested in gaining an insight into the power of life coaching, and who wishes to learn some basic life coaching skills to use for their own personal development or with clients.

Participants will:

- Have an overview of what coaching is and how it works
- Learn and practise some basic life coaching skills
- Gain an understanding of the importance of language, visualisation, imagery and metaphor
- Learn and practice visualisation and relaxation techniques to use for themselves and with clients

All courses are from 9.30am to 4.00pm, unless shown otherwise

**ALL COURSES COST £45.00 PER DAY PER PERSON**

**The Art of Supervision**  
**7th February 2008**  
**Farnham Maltings, Farnham**  
**Trainer: Nicola Gregory**

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.

**Communicate to Motivate**  
**15th February 2008**  
**Princess Alice Hospice, Esher**  
**Trainer: Nicola Gregory**

It's not what you say, it's the way that you say it – a well known saying. For people who would like to develop a more confident and inspirational style of communication. The programme focuses on the practical application of techniques for effective delivery. The day is designed to be practical and fun, learn how to be who you want to be.

- To understand your preferred communication preference
- How to use your voice for maximum impact
- The components of communication
- To use rapport to influence

All courses are from 9.30am to 4.00pm, unless shown otherwise

**ALL COURSES COST £45.00 PER DAY PER PERSON**

**Developing & Leading Effective Teams  
31st January 2008  
Ebbisham Centre, Epsom  
Trainer: Paul Gapper**

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
- The stages 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

All courses are from 9.30am to 4.00pm, unless shown otherwise

**ALL COURSES COST £45.00 PER DAY PER PERSON**

**Developing & Leading Effective Teams  
29th February 2008  
Redhill Methodist Centre, Redhill  
Trainer: Paul Gapper**

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.

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All courses are from 9.30am to 4.00pm, unless shown otherwise